



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES MEETING AGENDA

**Newport Beach Public Library
1000 Avocado Avenue, Newport Beach, CA 92660
Monday, August 21, 2017 – 5:00 PM**

Board of Library Trustees:

**Jill Johnson-Tucker, Chair
Janet Ray, Vice Chair
Paul Watkins, Secretary
Jerry King, Board Member
Douglas Coulter, Board Member**

Staff Members:

**Tim Hetherton, Library Services Director
Elaine McMillion, Administrative Support Specialist**

The Board of Library Trustee meeting is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the Board of Library Trustees agenda be posted at least seventy-two (72) hours in advance of each regular meeting and that the public be allowed to comment on agenda items before the Board and items not on the agenda but are within the subject matter jurisdiction of the Board of Library Trustees. The Chair may limit public comments to a reasonable amount of time, generally three (3) minutes per person.

The City of Newport Beach's goal is to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, we will attempt to accommodate you in every reasonable manner. Please contact Tim Hetherton, Library Services Director, at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible at (949) 717-3801 or thetherton@newportbeachca.gov.

NOTICE REGARDING PRESENTATIONS REQUIRING USE OF CITY EQUIPMENT

Any presentation requiring the use of the City of Newport Beach's equipment must be submitted to the Library Services Department 24 hours prior to the scheduled meeting.

I. CALL MEETING TO ORDER

II. ROLL CALL

III. NOTICE TO THE PUBLIC

The City provides a yellow sign-in card to assist in the preparation of the minutes. The completion of the card is not required in order to address the Board of Library Trustees. If the optional sign-in card has been completed, it should be placed in the box provided at the podium.

The Board of Library Trustees of Newport Beach welcomes and encourages community participation. Public comments are generally limited to three (3) minutes per person to allow everyone to speak. Written comments are encouraged as well. The Board of Library Trustees has the discretion to extend or shorten the time limit on agenda or non-agenda items. As a courtesy, please turn cell phones off or set them in the silent mode.

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

V. PUBLIC COMMENTS

Public comments are invited on agenda items. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.

VI. CONSENT CALENDAR

All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. The Board of Library Trustees has received detailed staff reports on each of the items recommending an action. There will be no separate discussion of these items prior to the time the Board of Library Trustees votes on the motion unless members of the Board of Library Trustees request specific items to be discussed and/or removed from the Consent Calendar for separate action. Members of the public who wish to discuss a Consent Calendar item should come forward to the lectern upon invitation by the Chair.

A. Consent Calendar Items

- 1. Minutes of the July 17, 2017 Board of Library Trustees Meeting**
- 2. Customer Comments**
Monthly review of evaluations of library services through suggestions and requests received from customers.
- 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.

VII. CURRENT BUSINESS

A. Items for Review

- 6. Information Technology Update**
City Information Technology staff will provide an update on Library IT services and projects.
- 7. Facilities Review**
Per the request by the Board at their July 17, 2017 meeting, staff will re-review in more detail how the public uses the Library's facilities.
- 8. Corona del Mar Project Update**
Library Services Director Tim Hetherington will update the Board on Corona del Mar Branch project.
- 9. Statistical Comparison of Newport Beach Public Library Support Groups and Regional Peer Libraries, 2015/16**
Staff will report on support groups at regional peer libraries.
- 10. Comparison of Auditorium Facilities at Newport Beach Public Library and Regional Peer Libraries**
Staff will provide a report on auditorium facilities at regional peer libraries.

11. Lecture Hall Update

Update on the lecture hall by Chair Jill Johnson-Tucker.

12. Request to Close Libraries on December 7, 2017 for Staff Training

Staff will present a proposal to the Board of Library Trustees to close NBPL facilities on December 7, 2017 for the purpose of staff training.

13. Library Services

Report of Library issues regarding services, customers and staff.

B. Monthly Reports

14. Friends of the Library Liaison Report

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

15. Library Foundation Liaison Report

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

16. Witte Lectures Committee Liaison Report

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

VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Public comments are invited on non-agenda items generally considered to be within the subject matter jurisdiction of the Board of Library Trustees. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda or non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.

IX. ADJOURNMENT

DRAFT

CITY OF NEWPORT BEACH

Board of Library Trustees
Newport Beach Public Library
1000 Avocado Avenue, Newport Beach, CA 92660
Meeting Minutes
July 17, 2017 - 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; Board Member Jerry King (arrived at 5:15 p.m.), Board Member Doug Coulter

Staff Present: Library Services Director Tim Hetherton
Administrative Support Specialist Elaine McMillion
Library Services Manager Natalie Basmacyan
Circulation & Technical Processing Coordinator Melissa Hartson
Branch and Youth Services Coordinator Debbie Walker
- III. **ELECTION OF OFFICERS**
The Board of Library Trustees shall nominate and elect Board Members to serve as Chair, Vice Chair, and Secretary for FY 2017-2018.

Motion made by Vice Chair Ray, seconded by Board Member Coulter, and carried (4-0-0-1) to nominate Chair Johnson-Tucker for Chair, Vice Chair Ray for Vice Chair, and Secretary Watkins for Secretary.

AYES: Johnson-Tucker, Ray, Watkins, Coulter
NOES:
ABSTENTIONS:
ABSENCES: King
- IV. **NOTICE TO THE PUBLIC**
- V. **BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)**

Board Member Watkins announced Walter Stahr would discuss his new book on Monday, October 2, 2017, at 7:00 p.m. in the Friends of the Library Room.

VI. PUBLIC COMMENTS

In response to Jim Mosher's inquiry, Chair Johnson-Tucker explained that Board Member King has another year in his appointment, and that City Council reappointed Board Member Coulter after he served a one-year replacement for a past Board Member.

Mr. Mosher suggested that matters for a future agenda should be at the end of the agenda. A quorum of the Board attended the field trip to the Los Angeles Public Library, to which Chair Johnson-Tucker replied that Board Members did not discuss Library business. Mr. Mosher noted incorrect closures for the Mariners Branch and the Corona del Mar Branch in the agenda staff report of proposed holiday closures. Library Services Director raised the issue that the City currently eliminates records that are more than three years old and that the Library currently follows the City policy. Mr. Mosher stated that he does not believe that this is a good policy for the Library.

VII. CONSENT CALENDAR

A. Consent Calendar Items

1. Minutes of the June 19, 2017 Board of Library Trustees Meeting

Chair Johnson-Tucker thanked Board Member Watkins for reviewing the minutes.

2. Customer Comments

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

Board Member Watkins complimented Greg Johnson and Sarah Emmerson for their service to Library patrons as indicated in customer comments.

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 Board Member Coulter, seconded by Board Member Watkins, and carried (4-0-0-1) to approve the Consent Calendar as presented.

AYES: Johnson-Tucker, Ray, Watkins, Coulter

NOES:

ABSTENTIONS:

ABSENCES: King

Board Member King arrived at 5:15 p.m.

VIII. CURRENT BUSINESS

A. Items for Review

6. Proposed Library Closures for Winter Holidays 2017

Staff recommends a proposed library holiday schedule for Board approval.

Library Services Director Hetherton reported that on Sundays and Mondays, the Corona del Mar Branch is closed, and on Sundays, the Balboa Branch is closed. The City gives employees a half-day holiday on the evenings before the Christmas and New Year holidays. The Library has to adjust its hours when a holiday eve falls on Saturday or Sunday. Because Christmas Eve and New Year's Eve fall on Sunday, staff proposes closing the Library Sunday, December 24 and Sunday, December 31.

Mr. Mosher noted that Tuesday, December 26 shows Mariners closed all day, and Wednesday, December 27 shows Corona del Mar closed all day, and that both should show as open from 9:00 a.m. to 6:00 p.m. Board Member Watkins felt it was important for all branches to close all day on December 24, and 31. Library Services Director Hetherton had proposed that it would be the best way to allocate hours to avoid overtime and not to affect patrons.

In response to Chair Johnson-Tucker's questions, Library Services Director Hetherton advised that, if a holiday eve falls on a weekday, staff would work from 9:00 to 1:00, which is when the Library is open on Christmas Eve and New Year's Eve, and then would take the other half of those days as a holiday. In the past, the Library had closed all week observing the City holiday closure schedule; however, patrons wanted to use the Library during that time. The staff report presents a compromise, which allows staff to take time off and still provide service to patrons.

Chair Johnson-Tucker believed staff proposed a good solution. It doesn't make sense for the Library to stay open on Sunday, for Christmas Eve and New Year's Eve, in order to be open a half day.

Motion made by Board Member Watkins, seconded by Board Member Coulter, and carried (5-0-0-0) to approve the proposed Library schedule for Winter Holidays 2017 with revisions as noted by Mr. Mosher.

AYES: Johnson-Tucker, Ray, Watkins, King, Coulter
NOES:
ABSTENTIONS:
ABSENCES:

7. Statistical Comparison Report of Peer Libraries

Staff will provide a sample statistical comparison of the Newport Beach Public Library and regional peer libraries.

Library Services Director Hetherton reported that he had provided the statistics per capita and added detail to the State Library's report. The Newport Beach Public Library is at the top of its peer libraries, and it is competing with some that are not. The Library's collections are especially good, and its program attendance is good especially in comparison with its

peers. The State no longer tracks circulation but provides ratios and percentages. He is particularly interested in expenditures per circulation or per visit. If that number is high, then the Library is providing more service or spending more money. The Newport Beach Public Library accomplishes so much with a small staff and draws many people to programs. He wished the State could measure responsiveness or service to the community because those are our Library's strongest accomplishments.

In reply to Board Member Coulter's query, Branch and Youth Services Coordinator Debbie Walker indicated the Irvine library is one of 37 County libraries. Library Services Director Hetherton added that the County Librarian reports to the County Board of Supervisors.

In response to Chair Johnson-Tucker's inquiries, Library Services Director Hetherton advised that the data is pertinent to the library system rather than to the individual library. The County operates more libraries than cities do.

Board Member King noted the many programs and events held at the Library. He asked if the large number of nonresident patrons tend to skew the data. Library Services Director Hetherton stated that the high percentage of cardholders to residents shows that many out of the area patrons are willing to travel to the Library. The Library does not charge a nonresident fee for a Library card.

Board Member King believed the data could be viewed different ways. The ranking could affect budget allocations to the Library. He wanted to link patrons' use of the Library with benefits to the City. There could be benefits that would help defer overhead costs associated with the Library offering space for public meetings. He encouraged staff to think about different ways to use the statistics in order to make an argument for City Council funding.

In reply to Chair Johnson-Tucker's questions, Library Services Director Hetherton reported staff purchases eBooks that patrons demand. The eBook services to which libraries subscribe offer books in the public domain, self-published books, and free books. Branch and Youth Services Coordinator Walker added that staff favors quality over quantity when selecting eBooks. Circulation and Technical Processing Coordinator Melissa Hartson explained that part of the basis for the cost of database licenses is on the number of Library users. Staff needs an accurate count of people who use Library services to negotiate a fair price. It was noted that cardholders whom have not used their library card for three years be purged. If a former cardholder wants to use a service, then staff can re-enter the cardholder's data. Chair Johnson-Tucker suggested staff use "inactive status" rather than "purge."

Board Member Watkins noted that the cards Board Members obtained at the recent visit to the Los Angeles Library be used within one year, or they become inactive. Based on that restriction, three years is more than reasonable.

Board Members requested a comparison of peer libraries based on private funds, endowments, and auditoriums. Library Services Director Hetherton agreed to provide information at the August Board meeting.

Resident Mr. Mosher questioned seemingly contradictory information for the Cerritos Library. Branch and Youth Services Coordinator Walker replied that this is due to the Cerritos Library being a destination library.

In response to Board Member King's questions, Library Services Director Hetherton indicated that program attendance data is for Library-sponsored programs, and core services, as staff counts attendance at events sponsored by the Library only. Staff has data for all uses of the Friends Room. Chair Johnson-Tucker requested Library Services Director Hetherton provide information on use of the Friends Room.

Board Member Watkins recommended caution in reviewing statistics.

Resident Ronnie Watkins noted the Library's generosity with all users in the use of its facilities and checking out collections and computers.

8. Corona del Mar Project Update

Library Services Director Hetherton will update the Board on Corona del Mar Branch project. Results of the recent Corona del Mar public survey concerning hours of operation are also included.

Library Services Director Hetherton reported that the repaired and repainted deck is now complete, and the water heater replaced at no charge. He ordered two more oscillating fans and told staff they can close if it becomes uncomfortably hot in the Library. The survey concerning hours of operation had not received many responses; therefore, he will leave the survey open a little longer. Responses showed some demand for the branch to be open on Mondays, but there is not overwhelming support for it. Between February and December 2016, 15-20 people used the branch at night. If the branch closes earlier in the evening, it will lose 15-20 percent of its daily visits.

Chair Johnson-Tucker noted that she was unable to find the survey on the website when she looked earlier in the day.

In reply to Vice Chair Ray's inquiry, Library Services Director Hetherton indicated two staff people are always in the Library when it is open.

Board Member Watkins suggested continuing with the current hours. When the new facility is completed, the Board can revisit the hours of operation and consider Monday hours and eliminating or reducing evening hours.

Chair Johnson-Tucker noted some survey respondents supported Sunday hours but stated they were not users of the Library. Branch and Youth Services Coordinator Walker explained that it was not economically feasible to provide two staff people for the two or three people who visit on Sunday. Library Services Director Hetherton added that having the two largest branches open on Sunday achieves a nice economy of scale.

In response to Board Member King's questions, Library Services Director Hetherton indicated that this survey is not in relation to the previous survey. Board Member King suggested that the responses are possibly skewed due to respondents having an existing relationship with the Library. He questioned whether survey questions reach the target audience or elicit responses that would inform ways to attract more users.

Resident Ronnie Watkins suggested placing a notice on Library doors or on the website directing people to other branches.

Chair Johnson-Tucker stated that the survey is unclear, and concurred with Board Member Watkins' suggestion to continue the current hours and revisit the issue when the new facility is ready.

Library Services Director Hetherton felt a spike in attendance would occur once the new facility opens, and that data could inform a decision about hours of operation.

9. Facilities Review

Staff will review each NBPL facility and how they are used by the public.

Chair Johnson-Tucker asked for continuation of this to the August meeting. She suggested Board Members think about a wish list for facilities and services.

Library Services Director Hetherton requested Board Members provide him with their concerns so that he may respond to them.

10. Lecture Hall Update

Update on the lecture hall by Chair Jill Johnson-Tucker.

Chair Johnson-Tucker has not heard back from Assistant City Manager Carol Jacobs and does not have an update at this time.

11. Library Services

Report of Library issues regarding services, customers and staff.

Library Services Director Hetherton acknowledged an article concerning the Pew Research Center's assertion that libraries are widely used by millennials. He noted that many of these customers are in the Library, particularly in the study area. Longtime employee Kim Crawford retired on June 29. She is highly regarded, and missed. This position will be filled, and the duties to be streamlined.

Branch and Youth Services Coordinator Walker reported the Summer Reading Program would have a science fair the following day, in which 120 people have built projects.

B. Monthly Reports

12. Friends of the Library Liaison Report

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

Board Member Coulter reported the Friends have appointed new Board Members with new ideas. The Friends gained 88 new members in May and June from their quarterly Book Sale and the rare Book Appraisal. The profit in June was \$17,555 and \$208,924 for the fiscal year. Lynn Brown is now handling publicity. The Friends have several new projects to raise funds.

Library Services Director Hetherton announced a presentation of the \$250,000 gift check from the Friends of the Library is scheduled for the July 25 City Council Study Session at 4:00 p.m.

13. Library Foundation Liaison Report

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

Chair Johnson-Tucker did not attend the Library Foundation meeting but will provide a report once she receives minutes from the meeting.

14. Witte Lectures Committee Liaison Report

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

Vice Chair Ray advised that the Witte Lectures Committee is not currently meeting.

IX. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher reported hearing comments that the Mariners Branch lacks group study areas.

X. ADJOURNMENT – 6:12 p.m.

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
JULY 2017**

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>1</u> <u>7/3/2017</u> <u>Comment Cardail</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>7/5/2017</u></p>	<p>Your Reference Department did an outstanding job for us. Kristen and Jeremy located a WSJ article from 2008 in a very short time and were delightful to work with us.</p>	<p>Thank you for taking the time to complete a comment card for the Newport Beach Public Library. Thank you for the kind words about the Library staff. Sincerely.</p>
<p><u>2</u> <u>7/3/2017</u> <u>Comment Cardail</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>7/7/2017</u></p>	<p>I loved Sarah Emmerson's recent series of classes on Genealogy!!! I am not a beginner but I learned a lot!! Please offer it again and try to reach more people!!! Sarah was terrific. She is knowledgable, personable, well prepared, had great slides, well-timed, and terrific! Thanks.</p>	<p>Thank you for taking the time to complete a comment card for the Newport Beach Public Library regarding your experience with the Genealogy classes. Thank you for the kind words about Sarah Emmerson. Sincerely.</p>
<p><u>3</u> <u>7/7/2017</u> <u>Comment Cardail</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>7/28/2017</u></p>	<p>I like most everything about the NBPL, best library! I like the complimentary AP testing you give. It woke my son up as he got a 3 on the test, realized he needed to study, and got a 5 on the real AP test. Thanks!</p>	<p>Thank you for taking the time to complete a comment card for the Newport Beach Public Library regarding the AP test programs. We plan to continue the test prep classes in the fall. Thank you for the kind words about the Library. Sincerely.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>4</u> <u>7/5/2017</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>7/10/2017</u></p>	<p>Good morning! I am hoping you can direct this to the program administrator for the Media and Sound Lab. I had some questions about the service (please see below). Thank you! What is the size of the Sound Lab? What was the cost to build or outfit the Sound Lab? What specific equipment do you have and what was the purchase cost? Is the Sound Lab staffed by library employees, volunteers, or both? Do you conduct programs/classes in the Sound Lab or do customers reserve time for their own use? When is the Sound Lab open? What does the Sound Lab look like? What has the usage been? Is the Sound Lab available to all customers or a specific customer age group? What has been the community feedback? Are there any outcomes you can share?</p>	<p>Good afternoon, Thank you for contacting the Newport Beach Public Library regarding the Sound Lab.</p> <ul style="list-style-type: none"> • The Sound Lab is approximately 12 feet by 12 feet • The Media Lab (which includes the Sound Lab) was added during a library expansion project. I will have to email you the costs next week • There are 6 MACs and 9 PCs. We also have a digital scanner, two VHS conversion stations, an LP and cassette converter, and two Wacom drawing tablets. The Sound Lab has a keyboard to compose music, and two microphones • The Media Lab is staffed only by employees • Staff hosts public training classes throughout the year in the Media Lab • Customers may make a 4-hour reservation to use the workstations • The Sound Lab is open Monday-Thursday 10-7, Friday and Saturday 10-5, and Sunday 12-5 • I will send a photo next week • The usage has been outstanding! The Sound Lab is used every day, often all day long • We allow people 14 and older to use the Sound Lab. People under 14 need to be with an adult • The community feedback has been very positive • We have had bands record music, someone recorded safety videos for work, an audiobook reader submitted a sample of his voice work to a publisher, an older person recorded her memoir and burned copies for her grandchildren <p>Please let me know if you have any other questions. Please follow this link to see more details: http://www.newportbeachlibrary.org/services/media-lab. Sincerely,</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>5</u> <u>7/10/2017</u> Email <u>Tim Hetherton</u> <u>Library Services Director</u> <u>7/10/2017</u></p>	<p>Is the rumor true that the library has an appropriate disposal point for worn out American flags? ***** Thank you for your rapid response!</p>	<p>It's true! We have a flag disposal receptacle near the book drop in front of the Central Library. Thanks.***** You're welcome!</p>
<p><u>6</u> <u>7/14/2017</u> Email <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>7/17/2017</u></p>	<p>Hi, I have between 30 to 60 like new hardback books (2000 to 2008 print dates), Star Wars, Dune series, and sci/fi fantasy (Raymond Feist, Terry Brooks, C J Cherryh, Kate Elliot, and similar). I don't want to dispose of these books, but cannot find anyone that wants these books.</p>	<p>Books may be donated to the Friends of the Newport Beach Library. These books are sold in their bookstore or during quarterly book sales at the Central Library. The money from the sale of books is donated to the Library to support programs and collections. You may drop off your donated books at the Friends Bookstore on the first floor of the Central Library or at any of the 3 Branch Libraries. The Friends of the Library are a 501c3 non-profit organization and they will give you a donation receipt for your tax purposes. Thank you for thinking of the Library.</p>
<p><u>7</u> <u>7/17/2017</u> Email <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>7/18/2017</u></p>	<p>Can I apply for a library card if I am a Long Beach resident? I would also like some information on reserving a room for study. Thank you,</p>	<p>California residents are eligible to receive a free Newport Beach Public Library Card. There is a short registration form to fill out when you visit any of our locations and we will need to see your CA driver's license or ID to issue you a card. Here is a link for our Study Room Policy that contains the pertinent information for reserving and checking out our rooms. We look forward to serving you in the library.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>8</u> <u>7/17/2017</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>7/21/2017</u></p>	<p>Hello, I am a Psychology and Social Behavior student attending UC Irvine. For one of my writing classes I would love to observe the Newport Beach Library and if possible interview a staff member and learn more about the different ways the library involves community members and the services and programs it provides. I would appreciate absolutely any information you are able to provide and can be contacted through my email and hopefully an in person interview. Thank you.</p>	<p>Good afternoon, Thank you for contacting the Newport Beach Public Library regarding your research project. What timeframe are you on for this project? If you could provide a few details I can pair you with someone in the near future. Sincerely.</p>
<p><u>9</u> <u>7/20/2017</u> <u>Email</u> <u>Natalie Basmaciyen</u> <u>Library Services Manager</u> <u>7/21/2017</u></p>	<p>Hello, I am currently a youth services librarian in another city and am curious about working in one of your branches sometime in the future. Would it be possible to recommend a good (or even semi) way to do that? I realize it is probably pretty competitive. Do librarian positions ever open up? Thank you for your time.</p>	<p>Good afternoon, Thank you for contacting the Newport Beach Public Library regarding employment opportunities. All City jobs are posted on the City of Newport Beach website. You can create a Job Interest card, and receive notifications when positions are available. Sincerely.</p>
<p><u>10</u> <u>7/21/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>7/21/2017</u></p>	<p>Hello! I have books I'd like to donate. Where may I drop them off? Thank you.</p>	<p>The library welcomes your donations. They go to our Friends of the Library Bookstore where the proceeds go directly back to the library. You can drop your donations off at any of our libraries and you will be able to receive a receipt for your tax purposes when you drop them off. You may contact the Bookstore directly at 949-759-9667 if you have additional questions. Thank you for your support of the library. Kind regards.</p>
<p><u>11</u> <u>7/21/2017</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>7/24/2017</u></p>	<p>Hello! I have about 40 books I'd like to donate. Is there somewhere I can drop them off? Thank you.</p>	<p>Books may be donated to the Friends of the Newport Beach Library. These books are sold in their bookstore or during quarterly book sales at the Central Library. The money from the sale of books is donated to the Library to support programs and collections. You may drop off your donated books at the Friends Bookstore on the first floor of the Central Library or at any of the 3 Branch Libraries. The Friends of the Library are a 501c3 non-profit organization and they will give you a donation receipt for your tax purposes. Thank you for thinking of the Library.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>12</u> <u>7/23/2017</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>7/23/2017</u></p>	<p>Hello, is it okay to bring coffee and brain snacks to the library for long study sessions at the Central Library? I just want to make sure I am not violating any policy. Also, is there a fee for parking near the Central Library?</p>	<p>You are welcome to bring your coffee and snacks. There is also a cafe in the building for your convenience. Please keep a lid on beverages. Parking at the Library is free. There is a lot in front and space in the civic center structure which are both available to you. Thanks for using the Library.</p>
<p><u>13</u> <u>7/25/2017</u> <u>Email</u> <u>Melissa Hartson</u> <u>Circulation & Tech Processing Coord</u> <u>7/26/2017</u></p>	<p>Dear Director, Please accept my most sincere apology. I damaged one of your library's newly acquired books [leaking water bottle]. Although I dried all the pages and they are still legible, I am willing to do the following: a. Pay the fine OR b. Bring your library a brand new copy of this book [Wahls' Cookbook By Terry Wahls, MD] OR c. Bring in the damaged book and let you assess what my restitution should be? Please advise me. THANK YOU for your patience and attention! Sincerely yours.</p>	<p>Thank you for corresponding with us regarding our copy of The Wahls Protocol Cooking for Life. Our replacement charge for this book is \$35.00. This charge is comprised of the cost of the book, \$25.00, plus a \$10.00 processing fee. However, due to the timeliness of the book's release date, we will accept a new copy of the book from you as an alternate option. We will still charge you a \$10.00 processing fee to add the replacement back into our collection. Regards.</p>
<p><u>14</u> <u>7/26/2017</u> <u>Email</u> <u>Natalie Basmaciyan</u> <u>Library Services Manager</u> <u>7/27/2017</u></p>	<p>Hi! I have National Geographic's from roughly 1968 to the mid 1980's. There are some National Geographic's missing from those years. (It isn't a full set) My questions are, Is there anyone that the Library knows who would want to purchase the National Geographic's? If there is no buyer for the National Geographic's, do you know of a place where they can be donated? Looking forward to hearing from you. Thank you for your time.</p>	<p>Thank you for contacting the Newport Beach Public Library regarding your National Geographic collection. I recommend contacting the Friends Bookstore located at the Central Library. Their phone number is (949) 759-9667. Please let us know if we can be of further assistance. Sincerely.</p>

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – August 21, 2017 Meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

When I was a child in the Navy during World War II, I was perennially grateful to the armed services libraries for having on hand a good supply of those pocket books, which were so common in that period. I must have read a couple hundred of them, and they did a lot to save my sanity."

- James A. Michener

Check Presentation

At the August 8 City Council meeting, Friends of the Library representatives, Amy Hunt, President, and Wendy Frankel, Bookstore Manager, presented the Library with a check for \$250,000. We are so grateful to the Friends of the Library for their continued support of the Library. Generating a \$250,000 donation from \$1 book sales requires a tremendous amount of hard work and dedication by the Friends. The Library will be using these funds to purchase new books and materials, enhance programming, fund the Summer Reading Program and support Literacy Services.

Service Animals

Staff has observed an increasing number of customers who take their dog or other animals with them when they visit the library. Only service animals are allowed in the library, but some of the dogs we see have nothing that identifies them as service animals, and indeed, many of the dogs are of the small decorative variety that are totes to and fro in handbags. In response, library staff has familiarized themselves with the laws and regulations regarding dogs in public places. It is a complicated issue, as the laws vary based on many factors, including federal and state laws and regulations, and local ordinances.

The [Americans with Disabilities Act \(ADA\)](#) and [California Civil Code Section 54.2](#) guarantees disabled owners and their dogs access to public places such as restaurants, stores, movie theaters, and libraries. Service dogs are not required to wear any identifying equipment or tags, nor are their owners required to carry documentation of their status. Relatedly, library staff is prohibited from inquiring about the owner's disability or the dog's training. If the dog's purpose is not obvious, staff members are allowed to ask:

- a) If the animal is required because of a disability; and
- b) What tasks the animal is trained to perform. ([28 C.F.R. § 36.302.](#))

It is possible that some people take advantage of the above laws by claiming their dogs as service animals. If the dog is not a service animal, then other state laws and regulations, as well as local ordinances, come into play (one area of concern is our café on the second floor). In

our increasingly dog-friendly society, many customers assume dogs are allowed in our facilities, and respond well to a friendly reminder from library staff.

The Library has integrated service dogs into our programming. In the last few years, we have featured programming by BARK (Beach Animals Reading with Kids). BARK is an all-volunteer program that encourages children to increase their reading skills and self-confidence by reading aloud to certified therapy dogs. Some kids are intimidated when tasked to read in front of their class, but are more willing to read aloud in the presence of the non-judgmental, calming dogs.

NATALIE BASMACIYAN, LIBRARY SERVICES MANAGER

Staffing

Two part-time Library Assistants tendered their resignations in July. Library Assistant Isabel Stevens accepted a position with the Orange County Public Library system. Library Assistant Aric Wu accepted a position with the Los Angeles County Library system. Interviews to fill the vacancies are scheduled for August.

Hoag Family Resource Center

Literacy Coordinator Cherall Weiss and Library Services manager Natalie Basmaciyen met with the Program Coordinators at the Hoag Family Resource Center in July. The Hoag Family Resource Center is located in a repurposed medical building on Placentia Avenue across from Hoag Hospital. The Center provides services and medical care free to the community. NBPL offered to provide literacy services, technological literacy classes, and job searching classes. The Center operates a food bank, day care, and fitness classes, as well as housing resources and mental health services.

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

Nothing new to report.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

It's hard to believe, but after this month there will only be two more weeks of Summer Reading Program (SRP). Sign-ups and program attendance have been strong. As always the program presented by Pacific Animals was a huge hit at all locations but another wildly successful event was "Build a City." After weeks of saving boxes, paper towel rolls, egg cartons and just about anything else that might be used to create some part of a city, children and parents spent a happy and productive hour on their projects. Every child in attendance got a small wooden car to decorate and race along the roads they installed throughout the structures they created. CDM was the site of an Adult SRP program when local author and poet Selma Mann gave a talk and reading to an appreciative crowd of some 20 adults.

At Mariners, the remodeling project of the public restrooms was completed at the end of the month. Both staff and customers alike are very happy with the bright and fresh look of the redone facilities.

Youth Services

SRP has been going well at Central and many teen volunteers have been working to assist with sign-ups, prize distribution, programs, craft events and shelving library materials. Parents at the Build-a-City event thanked Library staff for giving their children an outlet to express their creative side and be able to make a mess without getting in trouble!

Teen Services

YAAC is on break at this time and no teen programs were held during the month. Teen sign-ups for SRP are going well though.

MELISSA HARTSON, CIRCULATION AND TECHNICAL PROCESSING COORDINATOR**Staffing**

Newly hired Library Page, Michale Martinez, started working at the Mariners Branch Library on July 17. Written exams and oral interviews for Library Pages commenced mid-month.

Training

We held our Quarterly Clerk Training sessions at the end of the month. We highlighted the following library services: Curbside Delivery and the upcoming Marina Park Concierge item pick up and drop off service. We also reviewed and discussed multiple circulation procedures and employee.

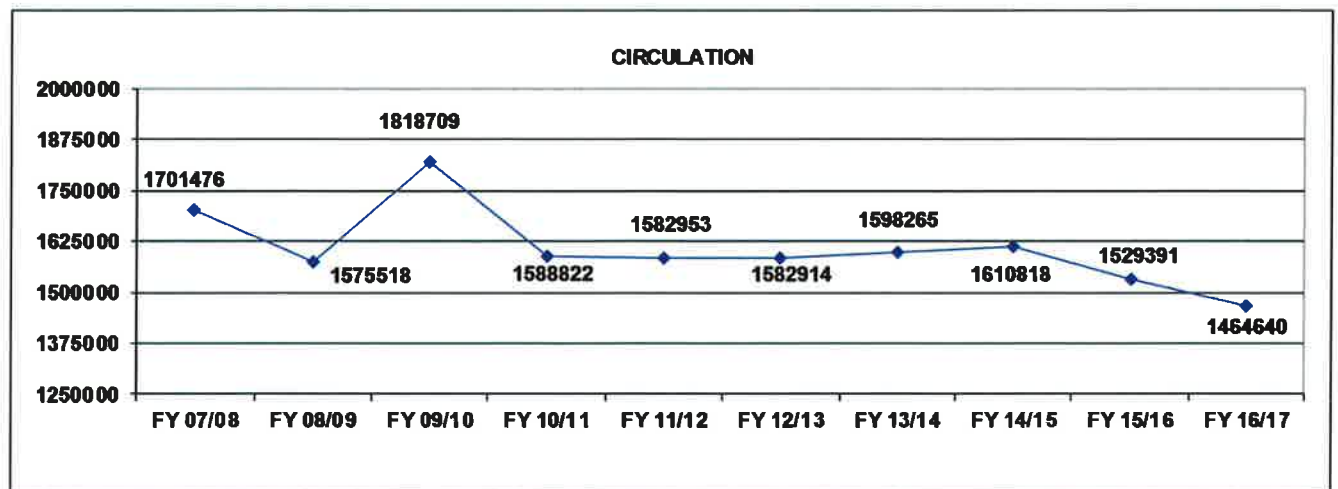
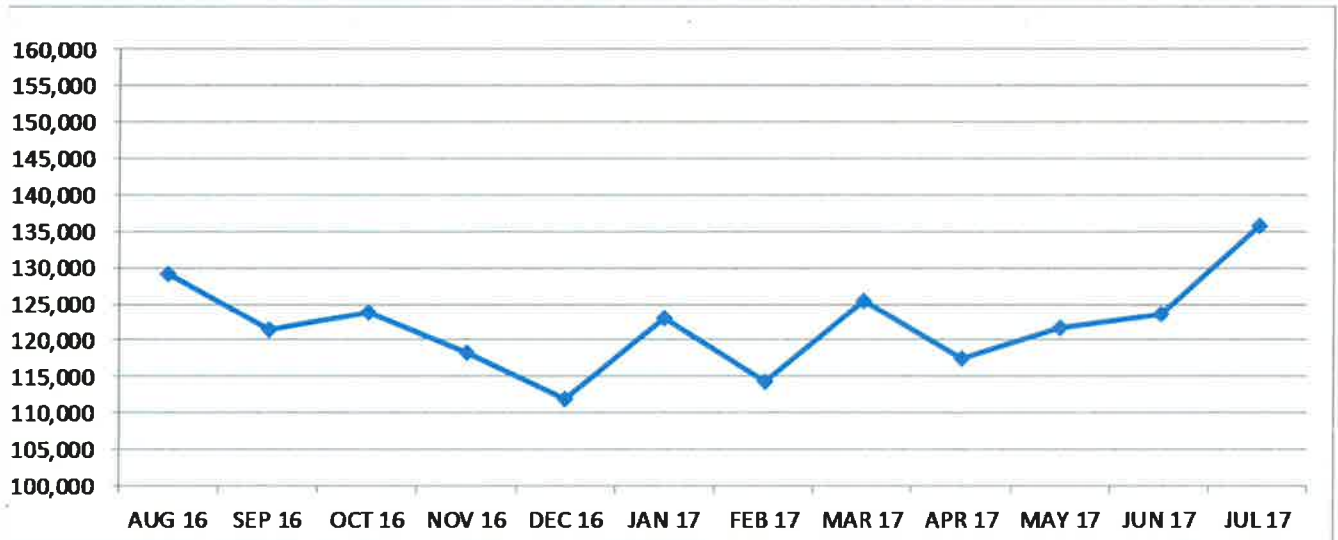
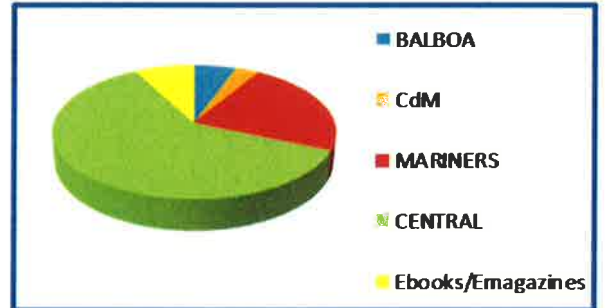
Proquest Articles Retrieved

	July	AVG.
Business Databases	430	430
Newspapers--Current	595	595
Newspapers--Historical	627	627
Magazines	6	6

Database FY Comparisons	JUL 2017	YTD 17/18
Tracked by #searches		
Ancestry	3989	3989
A to Z Databases	175	175
AskART	28	28
BioResCtr*	15	15
FoF Ancient Hist	18	18
GDL	27	27
GVRL	33	33
HeritageQuest	3049	3049
Kids InfoBits	53	53
Lynda.com	21181	21181
LitResCtr	21	21
Opposing Vpts*	140	140
Nat Geo	20	20
Nat Geo Kids	11	11
NoveList Plus	176	176
NoveList K-8 Plus	28	28
ProQuest	1322	1322
Ref USA Bus.	1907	1907
Ref USA Res.*	41	41
ScienceFLIX	15	15
Tumblebooks	51	51
World Book Online	8	8
Tracked by #sessions		
Cypress Resume	11	11
Testing & EdRefCtr	46	46
Universal Class	133	133
Tracked by #page views		
Consumer Reports	1384	1384
CultureGrams	239	239
Morningstar	22380	22380
NetAdvantage	2964	2964
RealQuest	248	248
Rosetta Stone		0
Value Line	14635	14635

NEWPORT BEACH PUBLIC LIBRARY - JULY 2017 **CIRCULATION**

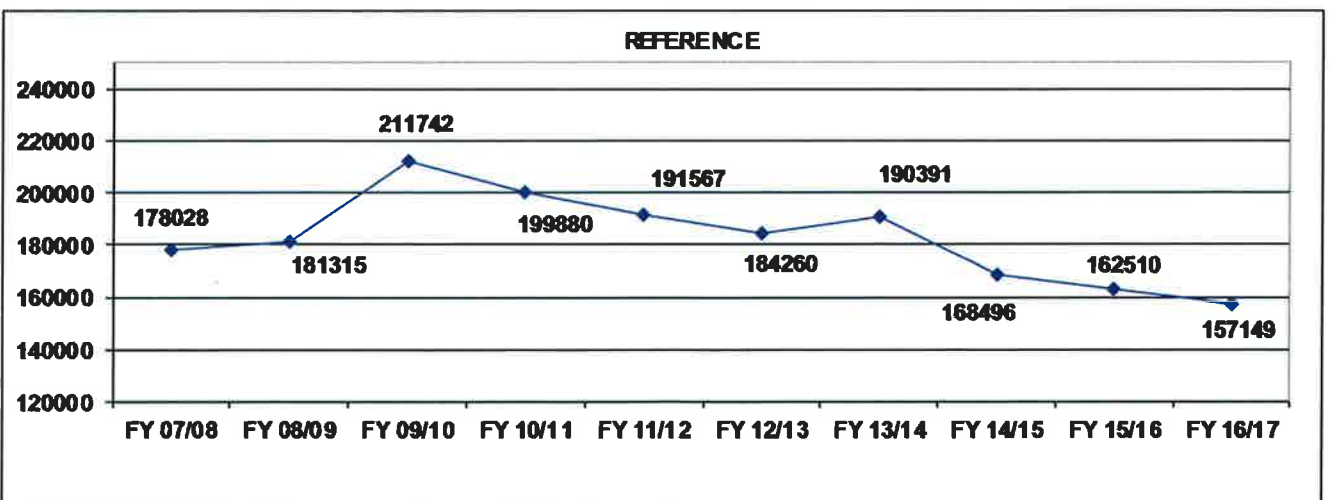
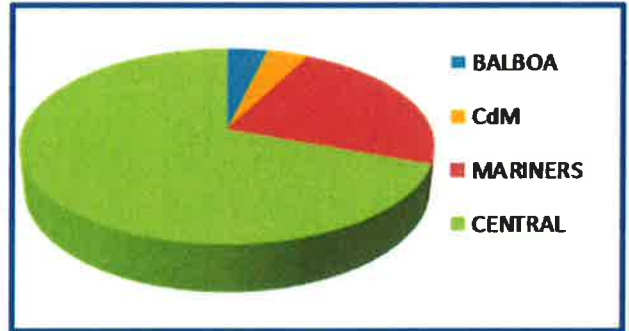
	Jul-17	YTD 17/18	YTD 16/17
BALBOA	7,427	7,427	7,084
CdM	4,275	4,275	4,838
MARINERS	30,994	30,994	32,728
CENTRAL	82,392	82,392	79,752
Ebooks/Emagazines	10,551	10,551	9,884
TOTAL	135,639	135,639	134,286



NEWPORT BEACH PUBLIC LIBRARY - JULY 2017

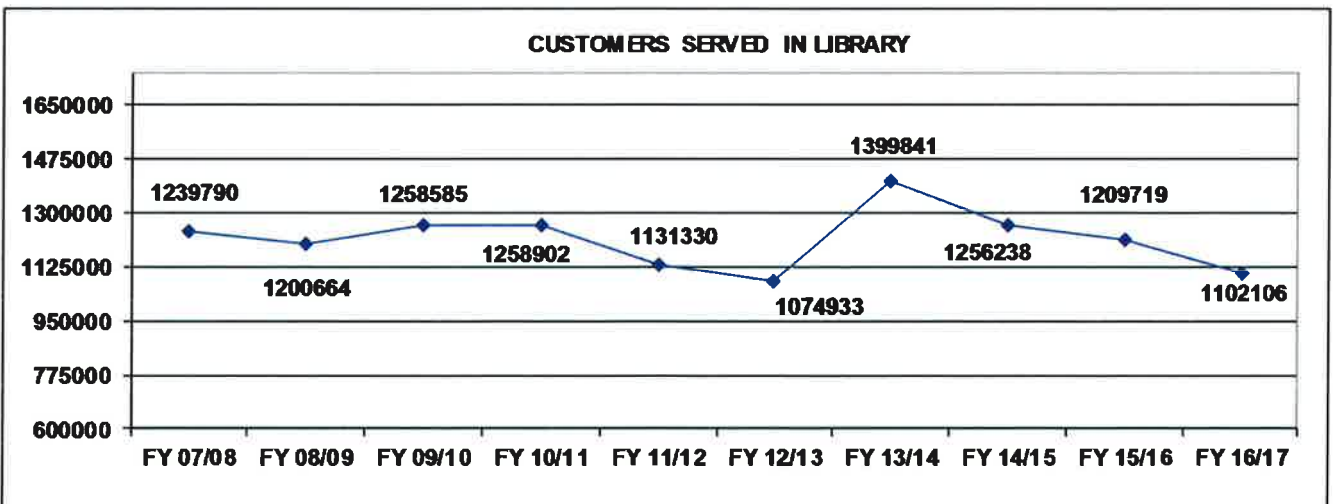
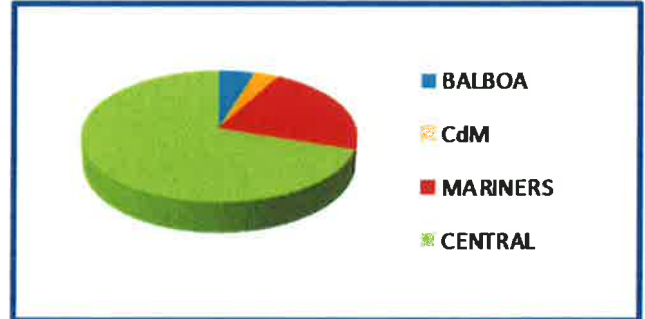
REFERENCE

	Jul-17	YTD 17/18	YTD 16/17
BALBOA	523	523	662
CdM	545	545	521
MARINERS	3,236	3,236	2,746
CENTRAL	9,745	7,381	10,014
TOTAL	14,049	11,685	13,943



NEWPORT BEACH PUBLIC LIBRARY - JULY 2017 **CUSTOMERS SERVED IN LIBRARY**

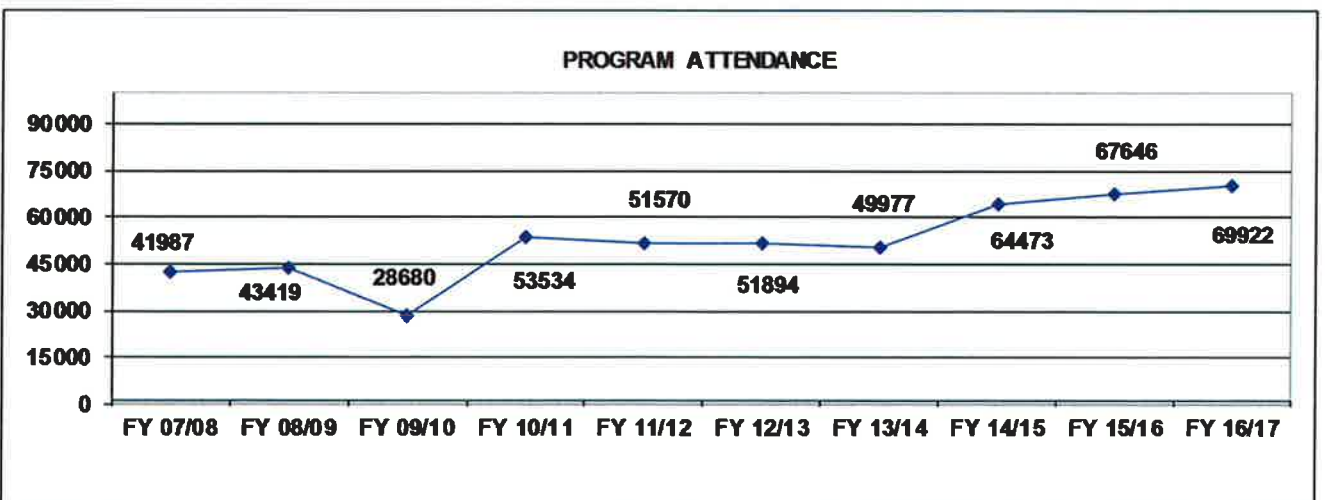
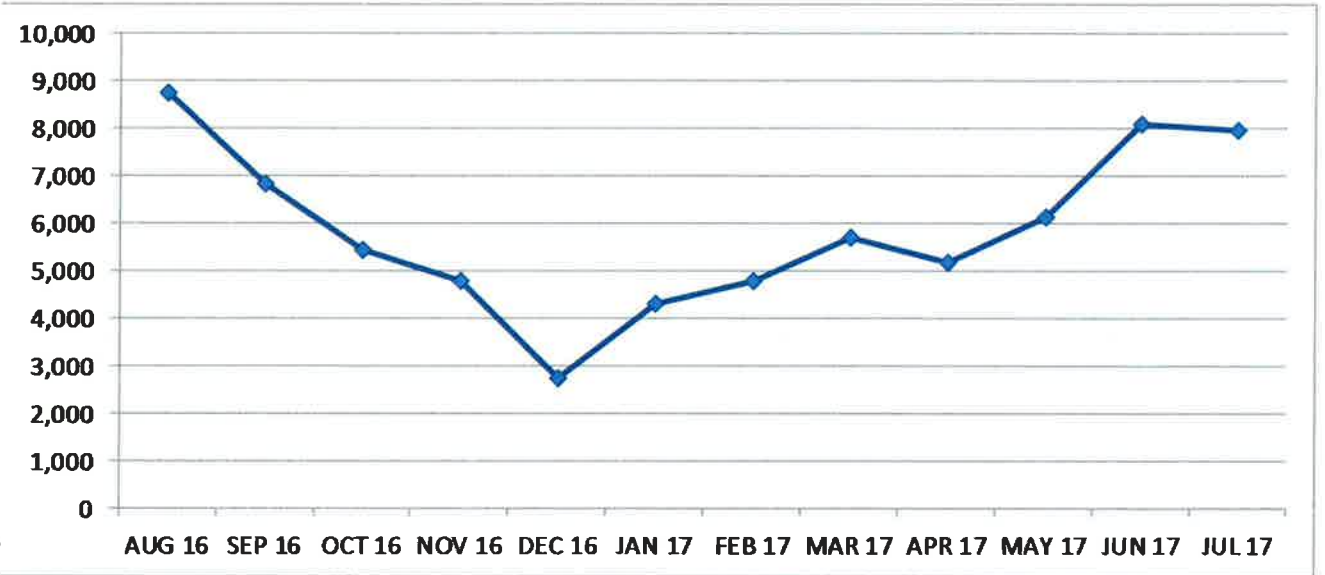
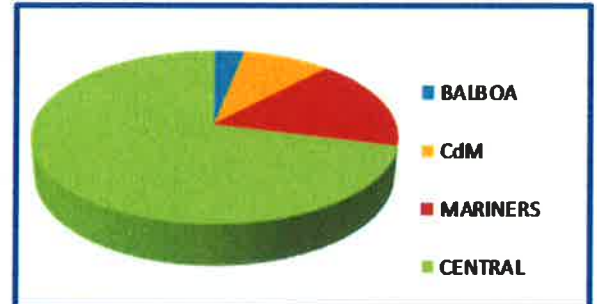
	Jul-17	YTD 17/18	YTD 16/17
BALBOA	4,691	4,691	4,535
CdM	3,277	3,277	3,756
MARINERS	21,862	21,862	18,642
CENTRAL	69,439	69,439	80,739
TOTAL	99,269	99,269	107,672



NEWPORT BEACH PUBLIC LIBRARY - JULY 2017

PROGRAM ATTENDANCE

	Jul-17	YTD 17/18	YTD 16/17
BALBOA	241	241	173
CdM	718	718	880
MARINERS	1,343	1,343	1,344
CENTRAL	5,682	5,682	5,184
TOTAL	7,984	7,984	7,581



LIBRARY EXPENDITURES
2016-2017
7/31/2017

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET
SALARY FULL-TIME REGULAR	2,715,024	2,715,024	2,579,514	135,510
SALARY PART-TIME	925,007	982,128	834,099	148,029
BENEFITS	1,981,939	1,994,089	1,900,837	93,252
SALARY & BENEFITS TOTAL	5,621,970	5,691,241	5,314,450	376,791
PROFESSIONAL SERVICE*	131,589	131,589	95,549	36,040
UTILITIES	234,450	274,050	249,977	24,073
PROGRAMMING	5,500	30,840	30,084	756
SUPPLIES**	82,470	83,548	82,851	697
LIBRARY MATERIALS	619,740	628,488	619,512	8,976
FACILITIES MAINTENANCE	169,247	179,247	159,356	19,891
TRAINING AND TRAVEL	15,125	19,363	9,889	9,474
GENERAL OPERATING EXPENSES	24,200	25,050	20,493	4,557
PERIPHERALS	7,500	10,627	5,697	4,930
INTERNAL SERVICE FUNDS	828,497	828,497	828,497	0
MAINT & OPERATION TOTAL	2,118,318	2,211,299	2,101,905	109,394
SALARY & OPERATING EXPENSES TOTAL	7,740,288	7,902,540	7,416,355	486,185
CAPITAL OUTLAY	2,000	2,000	84	1,916
LIBRARY BUDGET TOTAL	7,742,288	7,904,540	7,416,439	488,101

*PROFESSIONAL SERVICES - INCLUDE OUTSIDE PRINTING, JANITORIAL, WINDOW SERVICE,

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

LIBRARY EXPENDITURES

2017-2018

7/31/2017

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET
SALARY FULL-TIME REGULAR	2,718,341	2,718,341	149,976	2,568,365
SALARY PART-TIME	994,727	994,727	48,560	946,167
BENEFITS	2,297,473	2,297,473	120,763	2,176,710
SALARY & BENEFITS TOTAL	6,010,541	6,010,541	319,299	5,691,242
PROFESSIONAL SERVICE*	137,577	137,577	70	137,507
UTILITIES	274,350	274,350	27,775	246,575
PROGRAMMING	5,500	5,500	235	5,265
SUPPLIES**	82,170	82,170	5,540	76,630
LIBRARY MATERIALS	619,740	619,740	57,101	562,639
FACILITIES MAINTENANCE	174,747	174,747	12,045	162,702
TRAINING AND TRAVEL	15,075	15,075	0	15,075
GENERAL OPERATING EXPENSES***	24,200	24,200	306	23,894
PERIPHERALS	7,500	7,500	0	7,500
INTERNAL SERVICE FUNDS	993,745	993,745	0	993,745
MAINT & OPERATION TOTAL	2,334,604	2,334,604	103,072	2,231,532
SALARY & OPERATING EXPENSES TOTAL	8,345,145	8,345,145	422,371	7,922,774
CAPITAL OUTLAY	2,000	2,000	0	2,000
LIBRARY BUDGET TOTAL	8,347,145	8,347,145	422,371	7,924,774

*PROFESSIONAL SERVICES - INCLUDE OUTSIDE PRINTING, JANITORIAL, WINDOW SERVICE,

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

BOARD OF LIBRARY TRUSTEES MONITORING LIST

Previous Agenda Date	AGENDA ITEM	Scheduled Agenda Date
Ongoing	Review / Possible Revisions to the City Council Policies for the Library	Ongoing
Ongoing	Corona del Mar Branch Project Update	Ongoing
Aug 15, 2016	Information Technology Update	Aug 21, 2017
Sep 19, 2016	Literacy Program Update	Sep 18, 2017
Oct 17, 2016	Branch Update - Mariners	Oct 16, 2017
Oct 17, 2016	Youth Services Update	Oct 16, 2017
Oct 17, 2016	Review of Library Capital Improvements and/or Capital Outlay Needs	Oct 16, 2017
Dec 19, 2016	Review Holidays / Meeting Schedule	Dec 18, 2017
Dec19, 2016	Newport Beach Public Library eBranch & Database Review	Dec 18, 2017
Jan 17, 2017	Annual Budget Update	Jan 16, 2018
Feb 21, 2017	Arts & Cultural Update	Feb 19, 2018
Mar 20, 2017	Branch Update - Balboa	Mar 19, 2018
Mar 20, 2017	Library Material Selection & Downloadable Services	Mar 19, 2018
May 15, 2017	Media Lab Update	May 14, 2018
May 15, 2017	Marketing Update & Social Networking Update	May 14, 2018
Jun 19, 2017	Branch Update - Corona del Mar	Jun 18, 2018
Jun 19, 2017	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)	Jun 18, 2018
Jun 19, 2017	Adult and Reference Services Update	Jun 18, 2018
Jul 17, 2017	Statistical Comparison Report of Peer Libraries/Meeting Spaces	Jul 16, 2018
Jul 17, 2017	Election of Board of Library Trustees Officers/Trustee Liaisons	Jul 16, 2018
Jul 17, 2017	Proposed Library Closures for Winter Holidays 2018	Jul 16, 2018

7-25-2017

TO: LIBRARY BOARD OF TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3819, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Newport Beach Public Library Facilities Review

NBPL FACILITIES REVIEW

A library is not just a building that holds books. It is a space that serves and advances the community.

The Newport Beach Public Library system consists of a Central Library and three branches: Mariners, Corona del Mar, and Balboa. Each of these facilities provides a unique experience for Library users. The purpose of this review is to document the user experience at NBPL facilities and to illuminate challenges and potential solutions.

Central Library

Opened: 1994; expanded 2013
Square feet: 71,000 (originally 54,000)

The Central Library replaced the Newport Center branch which opened in 1981. With its opening 1994, Central Library represented a move away from 4 individual locations with different collections and services to a new model with a large main library and 3 satellites. Amenities at Central include a café, Media Lab and Sound Lab, a Children's Discovery Garden, a credit union, and expanded areas for Children's programming and quiet study areas for adults. Collection highlights include outstanding fiction and nonfiction collections as well as a large selection of films and audiovisual materials. Regular programs include story times, lectures, special events, and musical performances. The Friends Room is well used by all ages for programming. Central Library also features a small local history collection, a community information exchange, and computers for all ages. Recent improvements include RFID and the installation of a new self-checkout machines.

Since opening in 1994, the following enhancements and modifications have been made to the Central Library facility:

1994

- Grand Opening July 10, 1994
- 55,000 square feet, including children's room, teen area, business room, private study rooms, literacy program space, Friends of the Library bookstore, Administrative offices and staff workrooms.
- 210 parking spaces for staff and customers

2003

- Removed the checkout desk to allow for open hold shelves
- Moved Teen Center to 2nd floor

2006

- Replaced carpet
- Painted exterior
- Created the Children's Garden

2008

- Reconfigured the Children's Room

2009

- Replaced the chiller & boiler to revamp the HVAC system

2013

- Civic Center and Central Library Addition Grand Opening
- Added 17,000 square feet including a 2nd floor entrance, Media & Sound Labs, conference room, additional customer seating with lounge furniture and workstations, restrooms, and space for café and credit union.
- Access to the 450 space Civic Center parking structure

2017

- Remodeled all first floor restrooms

Usage: As with all NBPL locations, visits to Central Library are down from previous years. Perhaps, as the economy continues to perform well and as the availability of remote library services increase, people are taking fewer trips to browse the bookshelves. Central Library, however, seems to always be full of customers during the day, at night, and on the weekends. Moreover, program attendance at Central continues to trend upward.

Facility issues: The user experience can be improved with a comprehensive, professional signage package on the interior of the building. Library staff, with Board approval, has approached the Library Foundation with a request for funds to undertake the signage improvement project. Improvements in paint and carpet are also much needed at the Central Library. At the January City Council goal setting meeting, Public Works Director Dave Webb suggested that the Central Library's interior would be painted during fiscal year 2017/18.

In response to customer requests for meeting space, the Charles Sword Room is being converted into a conference room that can be reserved for small groups.

The current, heavily-used Central Library meeting room, the Friends Room, has been outgrown by the community, and while it serves its intended purpose, it lacks the infrastructure to support many of the Library's programs.

Originally designed as a community meeting room, the Friends Room is currently used by the Library for lectures, musical and dance performances, and children's programming. The Friends Room is also used for City meetings, community events, staff training, workshops, and luncheons. Use of the room is divided between Library and non-Library programs.

Use of the room for Library programs and City programs remains high. The table below shows the use of the Friends Room for library programming from January to June in 2017:

2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
ART LECTURE	0	4	0	0	0	0							4.0
BEYOND THE CANVAS	0	5	10	5	5	0							25.0
CHILDREN'S AUTHOR	0	0	0	0	0	0							0.0
CHILDREN'S PROGRAM	4	0	0	0	0	8							12.0
CREDIT UNION WORKSHOP	0	0	5	0	0	0							5.0
FOUNDATION EVENT	5	15	15	20	13	7							75.0
FOUNDATION PROGRAM	9	9	20	20	20	4							82.0
FRIENDS OF THE LIBRARY	0	23	0	0	33	7							63.0
GENERAL LECTURE	0	0	0	7	5	0							12.0
GRANT WRITING WORKSHOP	0	4	0	0	0	0							4.0
IT'S YOUR MONEY / ESTATE	0	0	0	12	12	0							24.0
LIBRARY LIVE	5	0	5	0	5	0							15.0
LIBRARY PROGRAM	3	8	16	8	8	0							43.0
LIBRARY TRAINING	4	4	6	4	0	0							18.0
LITERACY	3	0	0	3	0	3							9.0
MEDICINE IN OUR BACKYARD	5	5	5	5	5	0							25.0
NB CHAMBER OF COMMERCE	5	17	5	5	5	5							42.0
PERFORMANCE	4	0	0	0	0	6							10.0
SCORE WORKSHOP	5	5	5	5	5	5							30.0
SUNDAY MUSICALS	3	3	3	3	3	0							15.0
TEEN AUTHOR	0	0	0	0	0	0							0.0
WITTE LECTURE	0	10	10	20	0	0							40.0
THROUGH ORANGE GLASSES	0	5	0	0	0	0							5.0
TOTAL	55.0	117.0	105.0	117.0	119.0	45.0	0.0	0.0	0.0	0.0	0.0	0.0	558.0

(note: statistics for 2015 and 2016 are included in ATTACHMENT A)

The Friends Room is popular venue for non-Library programs because of its accessibility, flexible seating arrangements, and available parking. The Library or either of our support groups provide the funding for the programs listed above. The Library also uses the facility to conduct staff training.

Some of these programs, such as the Friends quarterly book sales, benefit from the Friends Room layout, but other programs, such as the Sunday Musicals and Foundation lectures, are impacted by the "general purpose facility" layout. Performances and lectures benefit from a canted floor and a raised stage. The Library has implemented a few stopgap measures, such as a portable stage and after-market lighting and audio solutions, but limited space for high demand programs and poor sight lines remain an issue.

The following table shows Friends Room usage for non-Library programming:

2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
CAC ARTS EVENT	0	4	0	8	6	0							18.0
CITY ARTS COMMISSION	0	5	5	0	0	0							10.0
CITY: CITY COUNCIL	0	0	0	0	0	0							0.0
CITY: COMMUNITY DEVELOPMENT	4	0	3	0	4	0							11.0
CITY: HUMAN RESOURCES	3	6	8	10	5	7							39.0
CITY: I.T. DEPARTMENT	0	0	0	0	0	0							0.0
CITY: NB FIRE DEPARTMENT	0	15	10	5	5	0							35.0
CITY: NB POLICE DEPARTMENT	30	5	30	10	0	0							75.0
CITY: PUBLIC WORKS	0	0	0	0	0	0							0.0
CITY: RECREATION DEPARTMENT	0	0	0	0	0	0							0.0
HISTORICAL SOCIETY	0	0	0	0	0	0							0.0
LEADERSHIP TOMORROW WORKSHOP	0	0	0	0	5	0							5.0
NB ARTS FOUNDATION	0	0	0	0	0	0							0.0
OC COASTAL COALITION	0	0	0	0	0	0							0.0
OUTSIDE ROOM RENTAL	0	0	5	0	0	0							5.0
PSYE BOARD MEETING	4	0	4	4	0	4							16.0
TEEN PROGRAM	21	4	12	9	0	12							58.0
ROOM MAINTENANCE	0	0	0	0	0	0							0.0
TOTAL	62.0	39.0	77.0	46.0	25.0	23.0	0.0	0.0	0.0	0.0	0.0	0.0	272.0

The Friends Room remains a popular option for City-related meetings and training. In a sense, this was the Friends Room intended purpose when the facility opened in 1994. With the Library's current emphasis on increased programming, and with the varied types of programming the Library offers, the Friends Room is not always an adequate facility for many of the Library's programs because of its overall size and limited infrastructure. In fiscal year 2015/16 the Friends Room served the majority of the Library's 62,431 program attendees in a room that is 2,646 square feet. The occupancy of the room is limited to 187 people. Because of this, the Library is often required to turn potential attendees away, or to schedule additional events to accommodate demand. This is an especially critical issue for the Library Foundation, as demand for tickets for the Witte Lecture series and Library Live events often surpasses the number of available seats. Additional seats to satisfy public demand would allow the Foundation to generate more revenue.

The space deficit is compounded by the room's basic interior layout. Operational functionality has been compromised as the Friends Room is increasingly unable to support service innovations or technology requirements for certain events. These technological requirements include sound reinforcement systems, audiovisual systems, and lighting systems. The Friends Room lacks sloped floors, which help provide the proper sightlines from the audience to the stage. Many members of the audience for lectures or musical performances have difficulty seeing the speaker or performer. In addition, the space lacks fixed seats. For many applications, moveable seating is desirable, as the Friends Room presently can be easily reconfigured for different activities. For lectures or performances, however, fixed seats with upholstered padding, an integrated arm and tablet rest, and an articulated back for maximum passage space between rows provides are necessary for a better experience for attendees. Finally, the lighting system in the Friends Room is not flexible enough to accommodate various performances (e.g., lectures, plays, musical performances, etc.) that are offered.

Corona del Mar Branch Library

Opened: 1947; replaced with new facility in 1959

Square feet: 3,975

Corona del Mar Branch is best characterized as a neighborhood library. The branch uses a popular library service model, which means there is an emphasis on current, high demand materials. The branch also enjoys a robust children's services orientation, with well-attended programs and a strong collection of children's materials.

The branch has taken a circuitous path toward its present configuration:

1959

- Opened as a 2,000 square foot Library in its current location

1968

- Expanded to current size

2004

- Replaced circulation and reference desks with combined service desk

2007

- Replaced carpet
- Painted interior and exterior

2009

- Reconfigured space and remove shelving
- Replaced some carpet
- Painted interior and exterior

Usage: Customer visits and circulation are the lowest of all NBPL locations. However, the facility is the smallest in the system with the smallest collection. Program attendance is high due to the emphasis on children's services and the branch's location in a residential area. Generally, the branch averages about 100 customers a day, and use surges in conjunction with story times.

The branch is generally busier in the afternoon than in the mornings. Thursdays tend to be the slowest day, especially in the morning. Saturdays are also generally slow. During the evenings that the branch is open later (Tuesday and Thursday) there is a small but regular group of customers using the facility. Use of the public computers is steady. Since storytimes are on Tuesday, Wednesday and Friday mornings that area is much busier in those mornings. Puzzles, toys and other manipulatives are used heavily before and after storytimes, which can have an average of 40 – 70 adults in attendance on average. Afternoons in Children's is much quieter, but there is a consistent flow of adult customers there to read, select materials, study, etc. Thursdays is the quietest for Children's services. In the evenings, the Children's area is much quieter.

Facility issues: The CDM branch is an aging facility with the kinds of issues that characterize outdated facilities (HVAC, power, lighting, etc.). The Board of Library Trustees and staff have been working with Public Works since January 2014 to replace the branch with a new building. Fortunately, there are funds for an updated, modern facility in the City's capital improvement budget. Presently, staff is addressing some deferred maintenance issues.

Balboa Branch Library

Opened: 1929; expanded in 1952 and 1961

Square feet: 6,000

Usage: Balboa also implements the popular library service model. Use is commensurate to its size. Children's use of the facility is not as robust as CDM but children's areas and resources are well used. Generally, overall the branch is busiest weekdays in the afternoon, mainly between 2:00 – 5:00. The weekends can be quite slow. The busiest days are Monday, Tuesday, and Wednesday. On those days, the shortage of power outlets can be an issue. Adult customers use the quiet reading areas, browse the collections, and use the public computers. The children's area is much busier than the adult areas. Children regularly visit the Library after school. The branch is busier in the summer months. Computer use is particularly high in the summer, as many visitors come in to print airline boarding passes and tickets. During the other times of the year, the computers are often empty in the morning with higher use in the afternoons.

Facility issues: Like CDM, Balboa is an aging facility that is nearing the end of its usable life. The branch is on the City's capital improvement schedule. Unlike CDM, Balboa Branch occupies a much larger lot that offers the opportunity for a larger facility, and not necessarily a joint-use facility.

As the City's first library, Balboa has undergone some changes in its 88 years:

1929

- Library opened in current location.

1952

- Expanded to 5,000 square feet.

1961

- Expanded to almost 6,000 square feet when the adjoining Fire Station was built.

1997

- Remodeled the building including new service desks, new shelving, paint, carpet and electrical rewiring.

2007

- Replaced carpet.
 - Painted interior and exterior
 - Reconfigured shelving
-

Donna & John Crean Mariners Library

Opened: Built in 2006, (replaced 5,000 square foot library built in 1963)

Square feet: 15,305 square feet

The Donna and John Crean Mariners Branch Library is a joint-use facility serving the public and students at Mariners Elementary School. The 15,000 square-foot building opened in 2006 and includes a full-service library with public computers and internet access, a Children's Room, and a Teen area.

2006

- Grand opening in April 2006
- The 3,710 square foot Children's room was split down the center to accommodate the joint-use agreement with the Mariners School.
- Building includes the Vincent Jorgensen Room managed by the Recreation Department
- 50 space parking lot

Usage: The use of the branch has increased exponentially since the opening of the new facility in 2006. There is particularly heavy use in the afternoons when school is dismissed, and non-school usage is steady throughout the day.

Mondays and Tuesdays are very busy at Mariners primarily between the hours of 10 am to 2 pm. There are generally waiting lists for the computers at this time. Wednesday and Thursday are slower but as the weekend approaches, it gets busier again on Fridays slowing down again by Saturday. Sundays are either extremely busy or very slow. Aside from computer usage, it is a mix of studying, browsing, picking up materials, etc. On the weekends (beginning on Friday) there seems to be less studying and browsing and more people coming in to get books and movies but not as much use of public space.

The Children's area is very busy right before and after storytimes, which are on Tuesday, Wednesday and Thursday mornings and stays busy at least until noon. During the school year, the Children's area is full for at least two to three hours after school with every table filled with students and adults studying. The computers in the branch are well used by the public.

In the evenings, the Adult area generally becomes quiet after 5:00 pm but computer usage picks up after 7:00 pm when the local Orange County Public Libraries close. During that time, there are few reference interactions, other than customers requesting computer assistance. The Children's area is very quiet in the evenings throughout the year.

Facility issues: The new Mariners Branch could benefit from additional public space (including a children's story time area) and space for collections. Since opening in 2006, the branch has been extremely well used and the building is often crowded and bustling with activity. One suggestion has been to expand the building into the adjacent park; another suggestion is to build a second story. Parking has always been an issue as well, with heavy competition for the few spaces available in the front lot.

Homelessness: All public libraries, including Newport Beach facilities, are coping with an increasing number of patrons who are homeless or have mental illnesses. Public libraries are designed to be

welcoming spaces for all and often serve as a destination for people who have no other place to go. Along with an increase in customers who appear to be homeless, Newport Beach Public Library has seen an increase in incidents of disruptive behavior in the Library. Staff has developed a strong working relationship with Lt. Rachel Johnson, our liaison in the Police Department, and Officer Tony Yim, who has been assigned to work on issues with the homeless population in the City.

While homelessness is not a crime, and the Library can provide valuable services to this population, NBPL cannot tolerate behavior or activities that threaten the public's access to collections and services. The ethos of the public library has always been that everyone deserves a chance to use it. To this end, staff has been trained to utilize the Library Use Policy to focus on behavior rather than appearance or assumption. This approach seems to work. Customers who pose consistent and habitual violations of the Use Policy are subject to suspension of library privileges. Homeless customers are often directed towards services, and in recent years, staff has created a resource packet for customers who self-identify as homeless.

In the last few years, NBPL has sent staff to a training program called Mental Health First Aid. Mental Health First Aid is a course developed by the National Council on Behavioral Health. The California State Library is paying for the courses through a \$1 million Mental Health Initiative, funded by the Library Services and Technology Act (LSTA). The Mental Health First Aid course teaches staff how to recognize the signs and symptoms of mental illness, provide support, deescalate crisis, and if appropriate, refer individuals to services. This program employs scenarios and activities to show staff how to respond in a variety of situations. Library staff who participated in this training have shared the practical skills they learned with other staff.

ATTACHMENT A: Friends Room usage in 2015 and 2016

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

ROOM USAGE IN HOURS (WHEN UNAVAILABLE TO OTHERS)

2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
CAC ARTS EVENT							0	4	13	0	12	12	41.0
CHILDREN'S PROGRAM							20	5	0	0	0	4	29.0
CITY ARTS COMMISSION							6	6	6	6	6	6	36.0
CITY: HUMAN RESOURCES							0	5.5	13	21	0	0	39.5
CITY: I.T. DEPARTMENT							0	0	0	0	0	4	4.0
CITY: NB FIRE DEPARMENT							0	0	23	0	0	5	28.0
CITY: NB POLICE DEPARTMENT							26	11	0	0	0	0	37.0
CITY: RECREATION DEPARTMENT							4	12	0	0	0	0	16.0
FOUNDATION EVENT							0	0	5	5	5	0	15.0
FOUNDATION PROGRAM							0	0	24	34	9	4	71.0
FRIENDS OF THE LIBRARY							0	42	0	0	42	0	84.0
LIBRARY PROGRAM							0	12	13	18	8	4	55.0
LIBRARY TRAINING							5	0	4	8	1	0	18.0
LITERACY							0	2	19	2	8	14	45.0
NB ARTS FOUNDATION							0	0	6	0	0	0	6.0
NB CHAMBER OF COMMERCE							8	8	15	5	8	8	52.0
OC COASTAL COALITION							6	0	0	6	0	0	12.0
PSYE BOARD MEETING							0	0	4	0	4	4	12.0
SCORE WORKSHOP							5	0	5	5	5	5	25.0
TEEN PROGRAM							3	3	10.5	0	8	0	24.5
xROOM MAINTENANCE							0	9	18	3	9	0	39.0
TOTAL							83.0	119.5	178.5	113.0	125.0	70.0	689.0

ROOM USAGE IN HOURS (WHEN UNAVAILABLE TO OTHERS)

2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
CAC ARTS EVENT	0	0	37	42	0	0	0	10	11	4	4	26	134.0
CHILDREN'S PROGRAM	0	0	0	4	0	5	20	10	0	5	0	0	44.0
CITY ARTS COMMISSION	6	0	12	6	6	6	6	6	6	6	6	6	72.0
CITY: CITY COUNCIL	0	0	0	0	0	0	0	0	0	0	0	5	5.0
CITY: COMMUNITY DEVELOPMENT	0	3	5	0	0	0	0	0	0	0	4	0	12.0
CITY: HUMAN RESOURCES	0	0	0	0	4	8	4	0	17	0	0	0	33.0
CITY: I.T. DEPARTMENT	0	0	0	0	0	0	0	0	0	0	0	0	0.0
CITY: NB FIRE DEPARMENT	0	0	5	4	11	5	0	4	5	3	0	7	44.0
CITY: NB POLICE DEPARTMENT	0	32	33	0	20	7	31	11	33	0	43	3	213.0
CITY: PUBLIC WORKS	0	0	0	8	0	0	0	0	0	0	0	0	8.0
CITY: RECREATION DEPARTMENT	0	4	0	0	0	0	0	0	0	0	0	0	4.0
CREDIT UNION PROGRAM	0	0	10	0	0	5	0	0	4	5	0	0	24.0
FOUNDATION EVENT	13	19	24	17	24	0	0	5	0	15	5	5	127.0
FOUNDATION PROGRAM	4	4	14	23	23	9	0	0	23	41	12	3	156.0
FRIENDS OF THE LIBRARY	0	42	0	13	42	7	0	42	0	0	42	0	188.0
HISTORICAL SOCIETY	0	0	0	0	0	0	0	0	3	5	0	0	8.0
LIBRARY PROGRAM	11	11	12	12	19	0	0	4	4	13	7	3	96.0
LIBRARY TRAINING	5	0	0	6	0	0	0	0	4	6.5	0	0	21.5
LITERACY	8	2	7	5	4	4	3	2	11	15	2	13	76.0
NB ARTS FOUNDATION	0	4.5	0	0	0	0	0	0	4	0	0	0	8.5
NB CHAMBER OF COMMERCE	8	8	8	8	12	8	8	19	5	8	19	5	116.0
OC COASTAL COALITION	5	0	0	5	0	0	5	0	0	0	0	0	15.0
PSYE BOARD MEETING	0	4	0	4	0	4	0	0	4	0	4	0	20.0
SCORE WORKSHOP	5	5	5	5	5	5	5	5	5	5	5	5	60.0
TEEN PROGRAM	14	0	0	0	0	5	0	4	0	0	0	0	23.0
xROOM MAINTENANCE	0	3	0	0	0	0	0	0	0	0	0	0	3.0
TOTAL	79.0	141.5	172.0	162.0	170.0	78.0	82.0	122.0	139.0	131.5	153.0	81.0	1,511.0

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3810, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Corona del Mar Branch Project Update – August 2017

DISCUSSION:

The decking on the southwest side of the library has been repaired and painted.

Staff purchased two additional oscillating fans to augment the four air circulating fans purchased in June 2017. Branch staff reports that the new fans are “awesome” and have made a real difference. There has been no need to close the branch this summer for heat related issues.

Staff would like to move forward with the interior and exterior painting of the branch, the installation of a changing table in the restroom, and the cleaning of the carpet and upholstery.

Staff has made printed copies of the online survey for hours of operation available in the branch. Thus far, the sample of completed written surveys is small. Staff recommends following Secretary Watkins’ suggestion to consider revised hours of operation when the issue of building the replacement is resolved.

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

TO: LIBRARY BOARD OF TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3819, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Statistical Comparison of Newport Beach Public Library Support Groups and Regional Peer Libraries, 2015/16

Through figures derived from 2015 form 990 (Return of Organization Exempt from Income Tax) data, staff is able to provide a detailed look at how Newport Beach Public Library's support groups fare to those in similar communities in terms of population, income levels, and public funding. For the purpose of this comparison, our peers are the public libraries in Carlsbad, Cerritos, Huntington Beach, Mission Viejo, Mountain View, Palo Alto, and Santa Monica.

Of the 8 peer libraries, only Carlsbad and Newport Beach have foundations. Palo Alto Public Library Foundation dissolved in 2015 after achieving the goal of raising \$4.5 million for the purpose of updating and refurbishing the city's 5 library locations.

Carlsbad Library & Arts Foundation maintains a larger endowment than Newport Beach, but generates less revenue. Unlike the Newport Beach Public Library Foundation, Carlsbad does not offer any programming. Its signature fundraising event is their annual gala, "A Night at the Library".

Each year, the Newport Beach Library Foundation withdraws a portion of the total interest earned on their Endowment Fund - approximately five percent of the fair market value. That sum is given to the Library for its greatest needs and programs. These funds are augmented by designated gifts for specific services and resources.

FOUNDATION COMPARISONS:

Library	Assets	Revenue	Expenses	Endowment	2015 Gift
Carlsbad Library & Arts Foundation	\$3,108,860	\$88,613	\$204,023	\$3,856,540	\$162,096
Newport Beach Public Library Foundation	\$3,190,047	\$888,244	\$946,758	\$2,025,352	\$224,000
Palo Alto City Library Foundation*	\$1,656,312	\$308,193	\$1,240,004	N/A	\$300,000

2015 form 990 data

*Dissolved June 30, 2015

FRIENDS COMPARISONS:

Library	Assets	Revenue	Expenses	Public Support	2015 Gift
Carlsbad City Library FOL	\$392,931	\$127,224	\$104,218	\$6,525	\$93,806
Huntington Beach Library FOL	\$1,652,630	\$382,954	\$322,274	\$336,744	\$286,109
Mission Viejo Library FOL	\$214,869	\$130,120	\$157,076	\$130,093	\$151,206
Mountain View Public Library FOL	\$82,196	\$120,508	\$125,824	\$208,866	\$100,000
Newport Beach Public Library FOL	\$308,889	\$210,750	\$218,589	\$11,896	\$205,000
Palo Alto City Library FOL	\$425,000	\$377,269	\$386,400	\$32,457	\$66,430
Santa Monica Public Library FOL	\$125,446	\$109,352	\$129,332	\$109,352	\$111,600

2015 Form 990 data

All of the peer libraries are supported by Friends groups, with the exception of Cerritos Public Library. With the exception of Carlsbad and Newport Beach, who have active Foundations, these Friends groups do more than sell used books. Most of these Friends group also raise funds through direct donations, in the same way as a Foundation.

In 2015, the combined annual gifts of the Newport Beach Public Library Foundation and Friends of the Library totaled \$429,000. This sum exceeds the gift of the closest peer library by \$142,891.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

TO: LIBRARY BOARD OF TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3819, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Comparison of Auditorium Facilities at Newport Beach Public Library and Regional Peer Libraries

DISCUSSION: Staff has compiled a list of peer libraries (libraries in similar communities in terms of population, income levels, and public funding) that maintain an auditorium facility as a library amenity.

Neither Palo Alto nor Mission Viejo public libraries have auditoriums. Palo Alto's Rinconada Library, formerly called Main Library, has a 100-person community meeting room. Palo Alto's Mitchell Park and Community Center, which is in close proximity to the Mitchell Library, has the El Palo Alto Room, which can be divided into two rooms (Palo Alto East or Palo Alto West). The full room capacity is 250 for dining style seating, 300 for assembly style seating, and 500 for standing room.

Mission Viejo Public Library programs at 2 facilities, the Norman P. Murray Community and Senior Center, and the Thomas R. Potocki Conference Center. The Potocki Center has multiple community meeting rooms but is not considered nor used as an auditorium. The Murray Community Room and Senior Center can be configured for lectures and performances, but is a large community room. Neither of the facilities are under the purview of the City library.

The Mountain View Center for the Performing Arts is adjacent to the Mountain View Public Library. While both are municipal facilities, the Center for Performing Arts is under the purview of the city's Community Services department. The Mountain View Public Library hosts its programs in the Library Community Room. This Community Room is very similar in layout and function to the Newport Beach Public Library Friends Room.

The Skyline Room and Terrace at the Cerritos Public Library is more akin to a community room and is primarily used as a rental facility for private events.

Both Carlsbad and Huntington Beach have buildings designed as auditorium facilities that accommodate lectures and performances. These facilities are contiguous with the library in both cities. Santa Monica also has an auditorium but with a smaller capacity than Carlsbad and Huntington Beach.

Library	Capacity	Contiguous with Library?	Sloped Floor?	Stage?
Ruby G. Schulman Auditorium (Carlsbad)	215	yes	yes	yes
Skyline Room and Terrace (Cerritos)	216	yes	no	no
Library Theater (Huntington Beach)	319	yes	yes	yes
Norman P. Murray Community and Senior Center (Mission Viejo)	500 for theater style seating	1 mile from MVPL	no	no
Thomas R. Potocki Conference Center (Mission Viejo)	Largest room holds 64	.5 miles from MVPL	no	no
MainStage (Mountain View Center for the Performing Arts)	600	Yes, but not a library facility	yes	yes
SecondStage (Mountain View Center for the Performing Arts)	200	Yes, but not a library facility	yes	yes
Friends Room (Newport Beach)	187	yes	no	no
Martin Luther King Jr. Auditorium (Santa Monica)	146	yes	yes	yes

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3810, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton, Library Services Director

TITLE: Request to Close Libraries on December 7, 2017 for Staff Training

RECOMMENDATION: Staff requests that the Board of Library Trustees close all Newport Beach Public Library locations on December 7, 2017 for staff training.

DISCUSSION: The Newport Beach Public Library is committed to staff training. We provide comprehensive initial training for all new hires, and Library management remains attuned to potential training opportunities for staff. Typically, when identifying a training opportunity, we assign a staff member to attend, based on how pertinent the training is to the employee's role in the organization. The Library, in recent years, has sent staff to attend various conferences, including the American Library Association conference, the Public Library Association Conference, and the California Library Association conference. Conference attendance benefits employees in important ways: they grow their professional network, they build their knowledge base, and help the Library expand its resources and services.

The Library Administration, however, is interested in a training opportunity for all staff. We feel that developing a new work culture is critical to keep the Library viable and innovative. Staff at the Anaheim Public Library recently participated in the Clifton StrengthsFinder training. Anaheim's Library Services Director Audrey Lujan reports that this opportunity resonated with her staff and is benefitting the organization.

The Clifton StrengthsFinder is a personality designed to identify personal strengths. After answering a series of multiple-choice questions, the survey identifies an individual's top five strengths from among 30+ categories. StrengthsFinder also generates an "action plan" that highlights how an individual stands out, plus questions that staff might want to ask themselves to help maximize their strengths. This test reportedly works well in large departments.

The training is conducted by Mailin Young, who is a certified StrengthsFinder coach. She will be leading us through the CliftonStrengths Discovery: "Gallup research proves that people succeed when they focus on what they do best. Led by Gallup's experienced instructors and backed by decades of research, this course will help you identify your greatest talents, pinpoint what you do best and develop ways to use your talents for success."

We would use the training budget and the cost is \$1,690, plus \$10.00 per license to use the online assessment. Staff estimates the number of required licenses at 80 to 90, so total cost of the training will be under \$3,000.

Staff is proposing a tentative date, subject to Board approval, of December 7, 2017. We would need to close the libraries to the public for the day. Staff realizes that the Board of Library Trustees, as advocates for the public, does not take the matter of closing the City libraries lightly, especially since the date is so close to the holidays. Library management believes, however, that the potential pay-off of the training is immense. In the long term, staff training leads to increased job satisfaction and morale among employees, increased employee motivation, increased efficiencies in processes, increased capacity to adopt new methods, and increased innovation in organizational strategies. The Library provides comprehensive training for new employees, but Library management feels we can build upon these basic level skills with advanced individual-based training. By investing in employees, staff can have a much higher sense of job satisfaction, which can improve their productivity and commitment to the organizational mission. Employees who are engaged in their jobs are likely to be productive members of the staff.

Management's desired outcome for each employee is as follows:

Staff will better understand their roles and responsibilities;

Staff will have an understanding of their personal strengths and areas for growth;

Staff will have an awareness of the knowledge, skills and abilities they need to be successful;

Staff will be able to create a plan for their own career development.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

ATTACHMENT: CliftonStrengths™ Discovery overview flyer



CliftonStrengths™ Discovery

INSTRUCTOR-LED COURSE

What am I great at? How do I pinpoint what I do best? How do I use my natural talents to be more successful?

The search for both meaning and success starts with these three questions. Gallup's CliftonStrengths Discovery course will help participants answer these crucial questions.

This course incorporates findings from Gallup's extensive, ongoing research into how people can become highly effective and efficient by intentionally applying their talents and strengths. This full day of discovery will take participants on a journey that begins with an awareness of their own unique blend of talents. Participants will learn how to take ownership of their personal talents and strengths and to appreciate their individuality and the valuable contributions they offer. This knowledge will then help them focus on specific goals to achieve greater personal and professional success.

Who Should Attend

This program is for individuals who want to achieve their greatest potential by using their natural talents.

What You Can Expect

During this power-packed course, participants will gain a clearer path to success. Participants will learn their top talents as well as strategies and techniques to develop them.

Before attending this course, participants must complete the CliftonStrengths assessment to identify their most dominant talent themes.

During this course, participants will gain:

- insights into their natural talents by working with their CliftonStrengths Signature Themes Report and their Strengths Insight Report
- an understanding of how strengths develop
- the ability to harness their talents and strengths for greater personal productivity and engagement
- tools and insights that will help them use their natural talents to fulfill their goals and achieve their greatest potential

Participants will receive the CliftonStrengths Discovery packet. By combining the tools in the packet with the education they acquire during this course, participants will have a clearer path to success.

Program Format

One-day course

Course Overview

The Study of Excellence

Put a Name to Your Talents

Claim Your Power and Edge

Aim Your Power and Edge

The Pursuit of Excellence

Strengths Accelerate in Relation to Others

Develop Your Strengths; Manage Your Weaknesses

Claim Your Path to Excellence

Courses are conducted at Gallup locations worldwide. Gallup can also deliver this course at your location for groups of 15 or more. Visit <http://courses.gallup.com> for upcoming dates, locations and tuition information, or contact inquiries@gallup.com for additional information.