

## CITY OF NEWPORT BEACH

Board of Library Trustees  
Newport Beach Public Library  
1000 Avocado Avenue, Newport Beach 92660  
Meeting Minutes  
September 17, 2018 - 5:00 p.m.

I. **CALL MEETING TO ORDER** – Chair Ray called the meeting to order at 5:00 p.m.

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

Trustees Present: Chair Janet Ray, Vice Chair Paul Watkins (departed at 6:09 p.m.),  
Secretary Douglas Coulter, Board Member Jill Johnson-Tucker,  
Board Member Kurt Kost

Trustees Absent: None

Staff Present: Tim Hetheron, Library Services Director  
Elaine McMillion, Administrative Support Specialist  
Natalie Basmacyan, Library Services Manager  
Melissa Hartson, Circulation & Technical Processing Coordinator  
Debbie Walker, Branch & Youth Services Coordinator  
Cherall Weiss, Literacy Coordinator

III. **NOTICE TO THE PUBLIC**

IV. **PUBLIC COMMENTS**

None

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the August 20, 2018 Board of Library Trustees Meeting**

Vice Chair Watkins incorporated Mr. Mosher's suggested revision of September 13 for International Literacy Day in Item VI.B.16 on page 5.

Motion made by Board Member Coulter, seconded by Board Member Kost, and carried (3-0-2-0) to approve the Minutes of the August 20, 2018 meeting.

AYES: Ray, Coulter, Kost

NOES:

ABSTENTIONS: Watkins, Johnson-Tucker

ABSENCES:

**2. Customer Comments**

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

Vice Chair Watkins disagreed with the customer comment dated July 30, 2018 regarding use of the tables in the dining area. Additional tables in the dining area would be good. The space should not be limited to dining. Anyone should be able to use the tables for any Library-related purpose. Library Services Director Hetherton had shared with him that additional tables and chairs will be placed in the dining area. With respect to the customer comment dated August 27, 2018 regarding the genealogy series, Library Services Director Hetherton had advised that a new Adult Services Coordinator or other staff may take on the role in the future. With respect to the August 29, 2018 comment regarding parking at Mariners Branch, Library Services Director Hetherton had suggested a parking study. Parking is a recurring problem.

Library Services Director Hetherton suggested he speak with Public Works Director Webb to request a Mariners parking study. City staff has ordered additional tables and chairs, and some of them will be placed in the patio and indoor dining area. The dining area is important for tutoring.

Chair Ray suggested additional parking at the Mariners Branch Library could enhance customers' experience of the Library.

Board Member Johnson-Tucker remarked on the possibility of expanding Mariners Branch parking into the adjacent park.

Chair Ray thanked staff for responding to 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.

Vice Chair Watkins remarked that Mr. Mosher's comments regarding Library Activities, Expenditure Status Report, and the Monitoring List were not well taken. If Mr. Mosher cared to comment orally, Vice Chair Watkins would respond.

Board Member Johnson-Tucker noted the lack of items on the Monitoring List for November and December. Library Services Director Hetherton indicated staff could present additional policies for review.

Motion made by Vice Chair Watkins, seconded by Board Member Johnson-Tucker, and carried (5-0-0-0) to approve Consent Calendar Items V.A.2–V.A.5.

AYES: Ray, Watkins, Coulter, Kost, Johnson-Tucker

NOES:

ABSTENTIONS:

ABSENCES:

## VI. **CURRENT BUSINESS**

### A. **Items for Review**

#### 6. **Literacy Program Update**

Literacy Coordinator Cherall Weiss and Newport/Mesa ProLiteracy's Board President Eve-Marie Kuntzman will give an oral report on the Literacy program and events.

Literacy Coordinator Cherall Weiss reported that members of ProLiteracy are actively trying to connect with other organizations, businesses, and the community. In addition, members are increasing the use of social media. ProLiteracy is varying the mix of classes and adding workshops for public speaking, financial literacy, legal issues, and docent tours of museums. Currently, ProLiteracy has 132 active learners, 101 active tutors, and 25 other volunteers. Because the Library has limited space available for learners and tutors to work, the dining area has been a godsend, and additional tables and chairs are welcome. Literacy Day was an amazing event, where learners' writings were shared. The third annual Happy Hour featuring Aimee Bender is planned for October. The annual luncheon sold out prior to the event and netted slightly less than \$25,000. The Career Online High School program had ten original scholarships, and four learners graduated the prior week. ProLiteracy will be obtaining more scholarships for potential high school graduates.

In response to questions, Literacy Coordinator Weiss related that the accredited Career Online High School program is part of ProLiteracy. The program is offered jointly by the Library and ProLiteracy and costs about \$1,500 per student. The State matches funds raised for the program. ProLiteracy is promoted to the community through articles, mailers, and social media and works with the State to market the high school program. Over the past two years, fundraising for ProLiteracy has been good such that all programs are funded. Companies have funded scholarships for the Career Online High School program. Joanna Ordonez has replaced previous Literacy Assistant Victoria Okolo.

Board Member Kost suggested the café offer a food discount to tutors.

#### 7. **Study Room Policy Review**

Staff requests that the Board review the Study Room Policy.

Library Services Director Hetherington reported the Study Room Policy is working well as written, and he sees no reason to modify it.

Vice Chair Watkins remarked that Mr. Mosher made some good points in his comments. The dates of adoption and revision should be added at the end of the policy, and the number of the policy should be added in the upper right-hand corner of the policy.

In response to Chair Ray's query, Board Member Johnson-Tucker was unclear whether the subcommittee was complete.

Board Member Johnson-Tucker recommended the first sentence of the policy be revised to "there are three study rooms available." In the second sentence of the second paragraph, "a use" should be "use."

In reply to Board Member Johnson-Tucker's inquiry, Library Services Director Hetherington indicated the Charles Sword Meeting Room is reserved for groups of six or more who want to hold discussions. The Library does not have a separate policy for it, but staff can develop one.

After some discussion of groups going to the reference desk, as stated in paragraph 3, and the purpose of going to the reference desk, Board Members agreed that the final sentence should read "a representative of the group must go to the reference desk before their scheduled session to check in."

Motion made by Vice Chair Watkins, seconded by Board Member Johnson-Tucker, and carried (5-0-0-0) to adopt revisions to the Study Room Policy as discussed during the meeting and to direct staff to present a revised policy to the Board of Library Trustees in October for approval.

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

Jim Mosher commented that the absence of study rooms at Branches has been often noted, and study rooms at all Branches would be nice.

**8. Expressive Use Areas Policy Review**

Staff requests that the Board review the Expressive Use Areas policy and designate and approve the placement of an Expressive Use Area for the new Corona del Mar Branch.

Library Services Director Hetherington did not recommend any changes to the Expressive Use Areas Policy. An Expressive Use Area will be designated for the Corona del Mar Branch when it is complete and ready to open. In reply to Mr. Mosher's comments, Library Services Director Hetherington stated the Library Services Director has the authority to deny use under certain circumstances. During weekend and evening hours, staff has a designated person in charge (PIC) who can grant permission to use the area. The user checks in and staff reviews the policy with them. In case of rain, staff allows the user to move the table beneath the overhang. As long as there are no negative impacts on other Library users then the designated areas may be used.

Vice Chair Watkins recommended the label NBPL 9 and the revision and adoption dates be added to the policy. In Item 3 of the policy, the comma between "Library" and "use" should be deleted. On the website, the location links should be labeled to correspond to Item 2 in the policy. Item 8 about banners will be deleted.

Following a discussion of the use of banners and retaining a written banner policy for staff's use and the Board's reference, the Board of Library Trustees determined Item 8 should be deleted from the Expressive Use Areas Policy and inserted into the Library's operational policy.

In answer to Chair Ray's inquiry, Library Services Director Hetherington explained that the area is located to the side of the entryway so that patrons can access the Library.

Motion made by Vice Chair Watkins, seconded by Board Member Johnson-Tucker, and carried (5-0-0-0) to incorporate revisions to the Expressive Use Areas Policy as discussed during the meeting

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

**9. Corona del Mar Branch Project Update**

Staff will update the Board on the Corona del Mar Branch library replacement project.

Library Services Director Hetherington announced that the construction project is four months ahead of schedule and under budget. The Public Works Department had the contractor install a layer of cork in the second-floor hallway near the fire station living quarters and replace the vinyl composition, floor tiles with carpet.

Board Member Coulter shared his conversation with Mark Vukojevic wherein Mr. Vukojevic agreed to arrange a tour of the project for the Board of Library Trustees.

Board Member Kost remarked that this project would help to lay the foundation for rebuilding the Branch on the Peninsula in similar format.

In reply to Chair Ray's question, Branch & Youth Services Coordinator Debbie Walker reported that there are two children's programs per week scheduled at the Community Youth Center.

**10. Library Journal Three-Star Libraries Comparison**

Staff will present a comparison of library Journal Three-Star Libraries.

Library Services Director Hetherington reported the Library is in the middle of the rankings for three-star libraries of the same expenditure group with the exception of the library visits category. The number of library visits shows the Library is well used and a desirable place to be. Compared to four-star libraries of the same expenditure group, the Library is consistently number two with the exception of public computer use. The Library is very competitive with four-star libraries. He attempted to find the algorithm for ranking libraries,

but the Library Journal had closed their website. He will search again when the Library Journal names the new star libraries in December. Staff will continue their efforts to improve. Mr. Mosher's suggestion of counting minutes of computer use rather than sessions is a good one, as many continue their computer sessions when no one else is waiting. If the Library Journal added a category for Wi-Fi sessions, the Library would rank highly.

In response to questions from Board Members, Library Services Director Hetherington advised that he had not contacted the Library Journal to ask why the Library received three rather than four stars. Staff is compiling the data for 2017 to submit to the Library Journal and can prepare a comparison of 2015 data and 2017 data. Populations for the cities reported are not always comparable.

Board Member Johnson-Tucker remarked that three stars is not shabby. Newport Beach residents purchase books rather than check them out from the Library. Perhaps the Library's data is not exactly comparable to data reported by other libraries.

Board Member Coulter found it interesting that grouped libraries, such as Irvine, are not on the list.

Director Hetherington noted that a large percentage of local homeowners have internet service in their homes so do not need to visit the Library's public computers.

Vice Chair Watkins suggested staff invite staff from the Library Journal to lunch and ask how the Library can improve. He concurred with Mr. Mosher's suggestion to provide Policy Binders at Central Library and each Branch and requested staff confirm the correct Mission Statement is shown on the Library website.

Vice Chair Watkins departed the meeting at 6:09 p.m.

Jim Mosher agreed that the reporting of statistics may not be uniform across libraries. Allowing lengthy sessions on public computers may not benefit the Library's statistics. He questioned whether staff responds to the State and Federal surveys independently or whether one survey utilizes the data reported to the other survey.

Circulation & Technical Processing Coordinator Melissa Hartson explained that the Library Journal gives specific instructions for gathering and reporting data. The State report contains information from the Federal report.

#### **11. Lecture Hall Update**

Board Member Johnson-Tucker will provide an update on activities related to efforts to integrate a lecture hall on the Central Library site.

Board Member Johnson-Tucker reported the team met with the architects the prior Friday. The architects explored three possible sites and suggested the area near the donor wall as the preferred location. Two sites were not preferred because one would block the Stahr Room in the Children's section and the other is not quite large enough. The preferred site is located near the donor wall. This location would eliminate 18 parking spaces. However, adding spaces near the chiller yard might be a solution. There were concerns about making the side wall attractive. Trustee Johnson-Tucker will speak with the Newport

Beach Library Foundation Board, and the focus group members formed by the Assistant City Manager. The next steps include obtaining more information. The plans could then be prepared for public for comment.

In response to questions, Board Member Johnson-Tucker explained that the plans call for a one-story structure. The San Diego lecture hall seats approximately 300; whereas, the preferred site could seat 348. She had visited with the Irvine Company, but they were not receptive to a location near their employee parking area adjacent to the Central Library parking area. The primary challenges for the project are parking and funding.

Chair Ray noted the preferred site connected to the Library entry and the bamboo garden was a plus. Visitors to the lecture hall would arrive through that area.

Toby Larson advised that use of a rooftop deck on the structure would be dependent upon the weather during the events.

Board Member Kost suggested reorienting the building so that the entryway flows into the Library and the lecture hall.

Jim Mosher remarked that a lecture hall on the preferred site should complement the Library entry. The need for a lecture hall is not great enough to justify detracting from the welcoming appearance of the Library.

**12. Library Services**

Report of Library issues regarding services, customers, and staff.

Library Services Director Hetherington reminded Board Members that ProLiteracy's Happy Hour with Aimee Bender is scheduled for October 6. Library Administration staff's retreat is planned for November 9. He will present staff's customer service goals to the Board for comment in after the retreat. Branch & Youth Services Coordinator Debbie Walker is preparing events to celebrate Central Library's 25th anniversary in 2019. An open house scheduled September 20 from 7:30 – 9:00am for City staff will help introduce them to the various library services; Board Members are invited.

**B. Monthly Reports**

**13. 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 of the Library bookstore sales have increased 5.2 percent compared to 2017, and net income has increased 6 percent. Income from Amazon sales has increased 35.8 percent and averages \$24 per book. Sales from the bookstore and quarterly sale in August totaled \$20,412. Membership now totals 884.

**14. Library Foundation Liaison Report**

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

Toby Larson, Newport Beach Public Library Foundation Board Member, announced that the new Foundation Program Director is Kunga Wangmo-Upshaw. He thanked the Board of Library Trustees who attended the Foundation's donor event.

**15. Witte Lectures Committee Liaison Report**

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

Nothing new to report.

**16. Literacy Services Liaison Report**

Trustee update of the most recently attended Literacy Services Advisory Board meeting.

Nothing new to report

**17. Library Live Lectures Liaison Report**

Trustee update of the most recently attended Library Live Lectures Committee's meeting.

Nothing new to report.

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

None

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

None

**IX. ADJOURNMENT – 6:50 p.m.**

Submitted by: *Paul Watkins*

Vice Chair Approval of Minutes