

CITY OF NEWPORT BEACH

Board of Library Trustees
Newport Beach Public Library
1000 Avocado Avenue, Newport Beach 92660
Meeting Minutes
January 22, 2019 - 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, Secretary Douglas Coulter, Board Member Jill Johnson-Tucker, Board Member Kurt Kost

Trustees Absent: None

Staff Present: Tim Hetherton, 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
Rebecca Lightfoot, Adult Services Coordinator
Ivan Juarez, Senior IT Analyst
Joseph Meeks, Deputy City Attorney
Alex Jenkins, Librarian
Erik Gunderson, Library Assistant

III. **NOTICE TO THE PUBLIC**

IV. **PUBLIC COMMENTS**

None

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the December 17, 2018 Board of Library Trustees Meeting**
2. **Customer Comments**
Monthly review of evaluations of library services through suggestions and requests received from customers.

Vice Chair Watkins recognized Andrew Kachaturian, Claire Leach, and Chris Hennigan for providing excellent service to Library customers.

3. Library Activities

Monthly update of library events, services and statistics.

Vice Chair Watkins congratulated Natalie Basmaciyan, Debbie Walker, and Rebecca Lightfoot for completing the City of Newport Beach Leadership Academy.

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 Johnson-Tucker, and carried (5-0-0) to approve the Consent Calendar.

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

NOES:

ABSTENTIONS:

ABSENCES:

VI. CURRENT BUSINESS

A. Items for Review

6. Review of the NBPL Internet Use Policy (NBPL 5)

Staff recommends that the Board of Library Trustees authorize revisions to the Library Internet Use Policy to reflect the implementation of filtered access.

Library Services Director Hetheron reported the Newport Beach Public Library receives federal E-rate funds and as a recipient of the grant is required to comply with the Children's Internet Protection Act (CIPA). CIPA requires the use of an internet filter to block internet content deemed inappropriate or harmful to minors. In approving the Internet Use Policy, the Board of Library Trustees will approve the use of an internet filter. In addition, Library staff must be able to unblock access upon customer request if the requested internet site is legal and not deemed harmful to children. Staff will work with the Information Technology (IT) Department and the City Attorney's Office to select a product that satisfies the requirements. The filtering software will also apply to laptops, which utilize a network separate from Wi-Fi. Staff proposes amending the Internet Use Policy to include language indicating the Newport Beach Public Library uses an internet filter and the ability to lift the filter upon customer request. Staff will demonstrate the selected software for the Board of Library Trustees and request approval of it.

In response to questions, Library Services Director Hetheron advised that the use of internet filters is common. Upon request, Library staff will be able to lift the filter for the specific IP address of the device. Staff does not track websites viewed by Library customers but does track the number of Wi-Fi sessions and hits for databases. Customers usually report customers who are viewing content harmful to minors. Senior IT Analyst

Ivan Juarez added that the software will filter broad categories of websites rather than specific websites. Staff should be able to apply criteria that will determine the categories blocked. If a customer wishes to access a blocked site, the customer can request staff lift the filter for his device. When a customer attempts to access a blocked website, a message pops up that states access is blocked and directs the customer to a librarian to request the site be unblocked. The message can be modified. A customer can request removal of the filter before he begins his session.

Board Member Johnson-Tucker noted filtering software provides a sliding scale that can be adjusted to set the degree to which content is filtered.

Vice Chair Watkins acknowledged Deputy City Attorney Joe Meeks for his assistance in reviewing the Internet Use Policy.

Librarian Alex Jenkins noted a discrepancy in the proposed Internet Use Policy in that filtering software does monitor information on the internet. In relying on automated filtering, the Library is allowing an outside entity to determine what is or is not harmful. Filters provide a false sense of security that it will block all harmful content. The selection of filter software should be honest and transparent and consider costs, reputation, perception of bias, and best practices. Metrics should be instituted to evaluate the implementation of internet filters. The Library Use Policy prevents customers from viewing content that makes other customers uncomfortable.

Deputy City Attorney Joseph Meeks Indicated the existing policy requires the Library to block content harmful to minors for users under the age of 18. A customer over the age of 18 can request access to sites. Displaying harmful content to a minor is a criminal offense.

Board Member Johnson-Tucker agreed with the suggestion to track customer complaints. Anyone walking by the public computers can see the content of the computers; therefore, filters are a good idea.

Vice Chair Watkins questioned whether the Board of Library Trustees wishes to continue the item to the February meeting.

Board Member Kost remarked that internet content changes daily, which makes filtering harmful content and writing a use policy difficult. Policy language should be flexible with respect to the content being blocked. The statement "the Library does not monitor internet use" could be added to the end of the third paragraph.

Library Services Director Hetherington suggested the second sentence of the third paragraph state "the Library has no control over the information on the internet." In paragraph four, the third and fourth sentences can be combined as Mr. Mosher suggested in his written comments, *i.e.*, "any adult Library patron unable to access a lawful website and any minor patron unable to access a lawful website that is not harmful to minors may request Library staff unblock access to that website."

Motion made by Vice Chair Watkins, seconded by Board Member Coulter, and carried (5-0-0-0) to adopt the proposed Internet Use Policy with the revisions discussed during the meeting.

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

7. Review of the Laptop Borrowing Policy (NBPL 10)

Staff recommends that the Board of Library Trustees authorize revisions to the Laptop Use Policy.

Library Services Director Hetherton advised that staff revised paragraph one of the Laptop Use Policy to reference the Internet Use Policy.

Motion made by Vice Chair Watkins, seconded by Board Member Johnson-Tucker, and carried (5-0-0-0) to adopt the proposed Laptop Use Policy as presented.

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

8. Review of Rules for Acceptable Use of Wireless Internet Connections (NBPL 11)

Staff recommends that the Board of Library Trustees authorize revisions to the Wireless Internet Policy.

Library Services Director Hetherton corrected the staff report in that software filters can be lifted from personal devices connected to the Library's Wi-Fi. The Board of Library Trustees can continue the item for staff to revise the Rules for Acceptable Use of Wireless Internet Connections or delete "provides filtered access to the internet" from the first sentence of Paragraph 2.

Motion made by Vice Chair Watkins, seconded by Board Member Coulter, and carried (5-0-0-0) to adopt the proposed Rules for Acceptable Use of Wireless Internet Connections with Library Services Director Hetherton's additional revision.

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

9. Review of Holidays/Meeting Schedule

Staff requests that the Board of Library Trustees review the 2019 meeting schedule.

Chair Ray requested the Board of Library Trustees reschedule the April 15 meeting to April 23 as she will be visiting China on April 15. The Board of Library Trustees agreed to the change.

Board Member Johnson-Tucker suggested Board Members and staff hold April 15 and April 23 as tentative dates because an item requiring Library Services Director Hetherton's attention could be scheduled before the City Council on April 23.

10. Newport Beach Public Library eBranch & Database Review

Staff will provide an update and review of the library eBranch and database services.

Adult Services Coordinator Rebecca Lightfoot noted the Library added Kanopy, a streaming video service, in January 2018. Customer use of Kanopy has almost tripled since its inception. The Library continues to offer Zinio and Flipster, which are collections of digital magazines, and OverDrive and Axis 360, which offer eBooks and audiobooks. The Library began offering Britannica and Gale in October and November 2018. The Library did not renew its subscription to Boopsie, the mobile app for the Library, because it could no longer be updated to operate with new Integrated Library Systems (ILS).

In reply to Board Members' queries, Adult Services Coordinator Lightfoot explained that Library customers who live outside the state of California pay \$10 for a Library card, which provides access to eBranch services. In-state customers can access eBranch services from home.

11. Proposed Use of the Retail Space Located on the Central Library Second Floor Entrance.

Staff will update the Board on activities related to reconfiguring the retail space into a Passport Services office.

Library Services Director Hetherton reported the credit union has to vacate the retail space before any work can begin. The Community Development Department is awaiting Irvine Company's approval of the placement of the Library's ATM. A built-in table is located in the middle of the space, and it can accommodate a scanner and fax machine. The space is large enough to accommodate a vending machine for supplies. The passport services office will be staffed from 9:00 a.m. to 3:00 p.m. Monday through Friday.

In answer to inquiries, Library Services Director Hetherton did not believe the credit union is currently paying rent for the space. He understood the Irvine Company has an agreement with the City whereby the Irvine Company can approve or deny certain business activities. On occasion, staff has made special arrangements to handle passports outside the regular hours of passport services. He did not know why the credit union has not vacated the space. The public copiers will not be moved into the credit union space. Taking materials from the reference area to scan them in the passport services area may set off alarms, but it should not be a significant concern. The space will not open for business until staff discusses amenities, such as the vending machine, with support groups, which will likely occur in the spring or summer.

12. Corona del Mar Branch Project Update

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

Library Services Director Hetherton advised that an opening date is unknown. The contractor's completion date is June 16. Staff is ordering materials for the Opening Day

Collection. Corona del Mar Branch Librarian Annika Helmuth has taken ownership of the new building and is planning all the details.

Branch and Youth Services Coordinator Debbie Walker indicated she and Librarian Helmuth have visited the site several times.

13. Lecture Hall Update

The Lecture Hall Ad Hoc Subcommittee will submit a proposed location for a lecture hall on the Central Library site for Board approval.

Board Member Johnson-Tucker explained that locating the lecture hall next to Bristol Farms would not be convenient for activities to interact with Central Library. The second proposed location would require removing a building. The third proposed location would eliminate 25-40 parking spaces. According to Public Works staff, the lecture hall can encroach on the bioswale. The lecture hall will probably contain approximately 7,000 square feet of space in order to provide 250-275 seats. In this location, receptions can utilize the courtyard or the Library lobby. The disadvantage to the location is it will eliminate 15 parking spaces. The space where the picnic tables and bunnies are located can accommodate 15 parking spaces if some improvements are made to the space. If she asks the architects to prepare a concept plan, they could be precluded from working on the project past the concept phase. It is time for the project to be presented to the City Council in a study session if the Board of Library Trustees agrees. She will meet with the representatives of the Chamber of Commerce to obtain their input and talk with support groups about starting a campaign to raise public awareness and demand for a lecture hall. Her goal is to obtain \$500,000 in pledges before addressing the City Council, and she currently has pledges totaling \$300,000.

In response to questions, Board Member Johnson-Tucker advised that the lecture hall will be a standalone building. As a standalone building, the Library will not have to remain open to accommodate events in the lecture hall. She will request a study session to present the project to the City Council. During the study session, she will ask the Council to issue a Request for Proposals (RFP) to identify an architect to prepare a concept plan. All the Council Members like the project. There will be plenty of parking for the lecture hall. Board Member Johnson-Tucker anticipated the lecture hall will be rented for community events.

Vice Chair Watkins suggested letters of support from community groups, the Chamber of Commerce, and Library support groups would benefit Board Member Johnson-Tucker's efforts with the Council.

Ronnie Watkins remarked that the lecture hall would be suitable for the Chamber of Commerce's Wake Up Newport event.

Motion made by Vice Chair Watkins, seconded by Board Member Kost, and carried (5-0-0-0) as follows:

(a) support the proposed Lecture Hall site in the northwest corner of the Central Library parking lot (near the Bamboo Courtyard), a portion of which Lecture Hall would be constructed over the detention basin/bioswale adjacent to Avocado Avenue,

(b) request that Trustee Johnson-Tucker ask the Mayor and City Council to schedule a Study Session at which Trustee Johnson-Tucker would present the Lecture Hall concept and address (among other items) the following preliminary points:

(i) the Lecture Hall may be approximately 7,000 square feet with approximately 275 fixed seats, with space for an additional 25-50 temporary seats, in a "raked" configuration (i.e., sloped from back to front for optimal viewing of the stage),

(ii) there would be no net loss of surface parking spaces (although some spaces will be relocated),

(iii) the Lecture Hall will be available to the public for rental, after priority is given to library programming and city uses, and only at times that will not overwhelm the library parking lot

(iv) very preliminary Lecture Hall construction cost estimates are in the \$7 Million range, and

(v) the funding of the Lecture Hall construction will be a public/private partnership and early non-binding pledges by private individuals amount to approximately \$300,000 (without any effort so far to entertain investment interest from the community or others), and

(c) ask the Council to proceed with a Request For Proposal based on needs that have been identified by the Board of Library Trustees, to review reply bids leading to the selection of an architect for architectural services for the planning and design of the Lecture Hall, and to fund such architectural services.

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

14. Library Services

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

Library Services Director Hetherington reported the Library accomplished many things in 2018. A component of the strengths, weaknesses, opportunities, and threats (SWOT) analysis is to combine different parts of the analysis to develop strategies that address weaknesses and threats. The executive coaches for the SWOT analysis advised staff to continue with their current strategies. Responding to customers and providing good collections and programming and welcoming spaces engenders the community's support.

In response to the increase in homeless customers, staff is collaborating more with the Police Department and social services. Staff has also received training to help them deal with difficult people and understand mentally ill people. Replacement of the Balboa Branch will be needed in the next few years; therefore, staff needs to raise stakeholders' awareness of the need. In addition, the Mariners Branch needs more space. A project for the Balboa Branch has been included in the Capital Improvement Program (CIP) schedule. Balancing the need for new Library facilities with the desire for a lecture hall is a challenge. Replacement of the Balboa Branch could be driven by the Fire Department.

Board Member Coulter suggested Library Services Director Hetherton present the facility needs to the Friends of the Library and request the Friends' assistance.

Chair Ray hopes Board Members will attend the two Witte lectures scheduled prior to the February meeting of the Board of Library Trustees. Due to the time, she announced the Board of Library Trustees will not hear monthly reports.

B. Monthly Reports

15. Friends of the Library Liaison Report

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

16. Library Foundation Liaison Report

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

17. Witte Lectures Committee Liaison Report

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

Board Member Kost reported the Witte Lectures Committee has done a great job advertising the lecture series.

18. Literacy Services Liaison Report

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

19. Library Live Lectures Liaison Report

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

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Karen Clark, Newport Beach Public Library Foundation, invited the Board of Library Trustees and their spouses to a reception in honor of the Foundation's new Chief Executive Officer, Meg Linton, on Thursday, March 7. Ms. Linton's first day on the job will be Friday, February 1.

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** – 6:40 p.m.

Submitted by: *Janet Ray*
Chair Approval of Minutes