



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Newport Beach Public Library
1000 Avocado Avenue, Newport Beach, CA 92660

Monday, August 15, 2016 - 5:00 PM

Board of Library Trustees Members:

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

Staff Members:

Tim Hetherton, Library Services Director
Dave Curtis, Library Services Manager
Elaine McMillion, Administrative Support Specialist

The Board of Library Trustees 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. ELECTION OF OFFICERS

The Board of Library Trustees shall nominate and elect Board members to serve as Chair, Vice Chair, and Secretary for FY 2016-2017.

IV. 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.

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 June 20, 2016 and July 18, 2016 Board of Library Trustees Meetings

[June 20, 2016 Minutes](#)

[July 18, 2016 Minutes](#)

2. Customer Comments

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

[Customer Comments](#)

3. Library Activities

Monthly update of library events, services and statistics.

[Library Activities](#)

4. Expenditure Status Report

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

[Expenditure Status Report FY 2015-2016](#)

[Expenditure Status Report FY 2016-2017](#)

5. Board of Library Trustees Monitoring List

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

[Board of Library Trustees Monitoring List](#)

VII. CURRENT BUSINESS

A. Items for Review

6. Information Technology Update

Avery Maglinti from the City Information Technology department will report on Library IT services and projects.

[Information Technology Update](#)

7. Proposed Library Closures for Winter Holidays 2016

Staff requests Library holiday closures as specified in written report.

[Proposed Library Closures for Winter Holidays 2016](#)

8. Library Staffing Report

Staff presents a report on Library positions and job specifications.

[Library Staffing Rpeort](#)

[Attachment A](#)

[Attachment B](#)

9. Selection of Board of Library Trustees Liaisons

The Board of Library Trustees shall nominate and elect Trustees to serve as liaisons to the Friends of the Library, NBPL Foundation and the DSLS Committee.

B. Monthly Reports

10. Library Services

Report of Library issues regarding services, customers and staff.

11. Friends of the Library Liaison Report

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

12. Library Foundation Liaison Report

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

13. Witte Lectures Committee Liaison Report

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

VIII. BOARD/COMMITTEE/COMMISSION ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)

IX. 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.

X. ADJOURNMENT

CITY OF NEWPORT BEACH

Board of Library Trustees
Meeting Minutes
June 20, 2016 – 5:00 p.m.

- I. **CALL MEETING TO ORDER** – This meeting was held at the Corona del Mar Branch Library and was called to order by Chair King at 5:00 p.m.

- II. **ROLL CALL** – Roll call by Administrative Support Specialist Elaine McMillion
 - Trustees Present: Chair Jerry King; Vice Chair John Prichard; Secretary Jill Johnson-Tucker; Janet Ray; Robyn Grant

 - Staff Present: Library Services Director Tim Hetheron; Administrative Support Specialist Elaine McMillion; Support Services Coordinator Melissa Kelly; Branch & Youth Services Coordinator Debbie Walker; Adult Services Coordinator Natalie Basmaciyon; Corona Del Mar Branch Librarian Andrea Jason

 - NBPL Foundation: Foundation Board Member Toby Larson

- III. **NOTICE TO THE PUBLIC** - Chair King

- IV. **PUBLIC COMMENTS**

Chair King opened public comments.

Resident Paul Watkins noted that he has attended other Boards and Commission meetings and finds the minutes from the Board of Library Trustees meetings to be very thorough. Library Services Director Tim Hetheron thanked him for his compliment.

Chair King closed public comments.

- V. **CONSENT CALENDAR**
 1. **Minutes of the May 16, 2016, 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.

Secretary Johnson-Tucker moved to approve the Consent Calendar as presented with the grammatical revisions to the May 16, 2016 meeting minutes in the written public comments included.

4. Expenditure Status Report

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

5. Board of Library Trustees Monitoring List

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

Motion made by Secretary Johnson-Tucker and seconded by Trustee Grant and carried (5-0-0-0) to approve the Consent Calendar items.

AYES: King; Prichard; Johnson-Tucker; Grant; Ray
NOES: None
ABSTENTION: None
ABSENT: None

VI. CURRENT BUSINESS

A. Items for Review

6. Corona del Mar Branch Update

Staff will provide the annual update on Corona del Mar Branch services.

Library Services Director Tim Hetherington introduced Corona del Mar Branch Librarian Andrea Jason.

She noted the written report provided in the meeting packet. This report provided details on the Corona del Mar branch history from inception to present day, an overview of the facility's maintenance, and branch hours. Statistical spreadsheets from January 2015 through March 2016 for circulation and reference services, programs and program attendance, and the total customers served were also provided. Andrea gave an overview of the staff, their duties, and work schedules, long-time volunteers, and maintenance of collection materials. This branch is highly regarded by its customers, and the new Corona del Mar branch facility has received positive anticipation from the community. Questions from the Board were addressed, some of which included volunteer details, the past and upcoming Christmas Walk, and increased programming attendance.

The Board asked Director Hetherington to give an update on the Corona del Mar Branch construction plans. He stated that the project is awaiting the contracts to go to bid and that the final determinations are being made at the City Council level in regard to value engineering and the total cost of the project. Estimates are that the replacement project for the branch will not commence until the beginning of 2017. Tim will follow-up with Deputy Public Works Director and City Engineer Mark Vukojevic on the timeline and will then report back to the Board.

7. Financial Report Comparison of the Beginning Budget to the End of Year Amended Budget

Staff will report on Budget Amendments for Fiscal Year 2014-2015.

Support Services Coordinator Melissa Kelly reviewed the details as noted in the written staff report for the fiscal year 2015/2016 Library budget which was provided in the meeting packet. City Council had approved a Fiscal Year 2015/2016 budget for the Library in the amount of \$7,310,581. An additional \$487,413 in donations and grants make the total budget of \$7,797,994. The Friends of the Library recently gave \$205,000 to help fund materials and programming and the Foundation provided a total of \$247,969, the majority of which will go toward wish list items with \$26,844 devoted to designated gifts. The Library accounts will be close to even at the end of the 2015/2016 fiscal year end. Funds not used from donations will roll over to Fiscal Year 2016/2017.

Trustee Grant asked about the Lenahan donation and the Peninsula Theatre donation, and whether or not the City Arts Commission (CAC) is aware of the funds. Tim noted that the CAC is aware and that they also know the stipulations for use of the funds. Melissa noted that the CAC budget and the Literacy budget do not show up on the Library budget.

Resident Paul Watkins asked about the salary breakdown for part time staff. Melissa stated that in the past the part time salaries were broken down into three part time salary ranges, and the City has recently moved all three accounts into one part time salary account.

8. Adult and Reference Services Update

Staff will provide an update on Library Adult Services.

Adult Services Coordinator Natalie Basmacıyan reviewed the details as presented in the staff report that was provided in the meeting packet. She reviewed staffing noting that two staff members were promoted from Library Assistant to full time Librarian I. An extensive recruitment provided seven new part time Library Assistants to the Adult and Reference Services department. Several staff members had the opportunity to attend professional conferences and training. Librarian II Melissa Hartson will be completing the CSU Fullerton Leadership for Public Agencies course this spring. Natalie reviewed some new additions to the collection some of which include Nooks at the Mariners Branch Library, digital cameras, media converters, and camcorders. The funding of these materials was provided by funding from the Newport Beach Public Library Foundation (NBPLF).

Also reviewed were the various programs including Medicine in Your Backyard series, Beyond the Canvas art lectures, Let's Talk Tech classes, and Tuesdays @ 2 classes. All are well attended. The public computer area "electronic village" on the second floor of the Central Library was recently renovated and was provided for by NBPLF funding. Many positive comments have been received from customers. Passport applications continue to be processed with 732 applications from July 2015 to May 2016. The nine staff members who are Passport Acceptance Agents have recertified their credentials, which helped the Passport Office pass a detailed audit. Librarian II Andrew Kachaturian hosted a Captain America: Iron Man contest which was well received with over 150 customers participating and featured displays of graphic novels featuring Marvel Comics. The most popular and the

winner was Captain America. Staff continues to position themselves in developing ways to provide new services and learning opportunities for customers. Secretary Johnson-Tucker asked staff to provide a breakdown on part time and full time staff numbers noting titles and duties for each. Natalie gave an overview on required credentials for the positions. Further discussion included the training budget.

B. Monthly Reports

9. Library Services

Report of Library issues regarding services, customers and staff.

Director Hetherington reviewed the details of a survey that was recently launched with over 400 responses received to date. Once a larger sample of surveys has been received the results will be prepared and will be presented to the Board. The recruitment for the Library Services Manager position presented 43 applicants, with 10 making the final cut, and scheduled to be interviewed on Wednesday, July 13 at the Civic Center. Of the 10 chosen applicants, 4 were internal. After a Library Services Manager is hired, a part time retreat with SCORE will be scheduled sometime in August or September.

The Friends of the Library (FOL) luncheon was very successful and well attended with author Susan Meissner who writes historical fiction speaking about her new novel *Stars Over Sunset Boulevard* about Hollywood and two women who meet while working on the set of the iconic movie *Gone With the Wind*. The FOL also presented the \$205,000 gift check to the Library. The FOL hosted a books sale on Saturday, June 18 during the Newport Beach Art Exhibition at the Civic Center at the entrance to the Central Library. Net sales were over \$1,200. The FOL continue to find new ways to market the bookstore.

On Monday, June 27 Tim will attend the NBPLF board meeting to present the Library wish list.

10. Friends of the Library Liaison Report

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

Chair King noted that FOL membership is 856. He is willing to step aside to allow another Board member to serve, if interested in being the FOL Liaison.

11. Library Foundation Liaison Report

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

Secretary Johnson-Tucker and NBPLF board member Toby Larson provided an update which included the Making Memories for Children program which will continue to be chaired by Jason Sherr, a new member of the NBPLF board. An update was also given on advertising, the need for filling the additional Board member slots, and additional staffing needs to help with the NBPLF's public relations.

12. Witte Lectures Committee Liaison Report

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

Vice Chair Prichard reported that the 2016 season is wrapped up and was very successful. Next season's slate is being prepared, and the Committee is planning a retreat in the fall and will not be meeting in July.

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

Secretary Johnson-Tucker gave an update on the plans for a possible lecture hall to be built on the Central Library site. This item will be added to an agenda in the future in order to discuss further.

Director Hetherington noted that this will be Vice Chair Prichard's last Board meeting. On behalf of the staff he thanked John for his service, and his vision of the value of the Library and his financial acumen, which are greatly appreciated.

John noted that it was a privilege to be part of this great organization. The Board thanked him and noted that he will be missed.

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

None.

IX. **ADJOURNMENT** – 5:35 p.m.

Submitted by: _____
Approval of Minutes

CITY OF NEWPORT BEACH

**Board of Library Trustees
Meeting Minutes
July 18, 2016 - 5:00 p.m.**

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

Secretary Johnson-Tucker welcomed the recently appointed Trustees Douglas Coulter and Paul Watkins.

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

Trustees Present: Secretary Jill Johnson-Tucker; Board Member Paul Watkins, Board Member Douglas Coulter

Trustees Absent: Chair Jerry King, Board Member Janet Ray

Staff Present: Library Services Director Tim Hetherton; Library Services Manager Natalie Basmacyan; Support Services Coordinator Melissa Kelly; Branch and Youth Services Coordinator Debbie Walker; Administrative Support Specialist Elaine McMillion

- 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 2016-2017.

Secretary Johnson-Tucker announced that the election of officers would be continued to the August 15, 2016, meeting when all Board Members are present.

- IV. **NOTICE TO THE PUBLIC**

Noted by Secretary Johnson-Tucker.

- V. **PUBLIC COMMENTS**

Secretary Johnson-Tucker indicated she would allow public comments after each agenda item.

- VI. **CONSENT CALENDAR**

A. Consent Calendar Items

1. Minutes of the June 20, 2016 Board of Library Trustees Meeting

Secretary Johnson-Tucker, the only Board Member present at this meeting who was in attendance at the June 20, 2016 meeting, noted that this item would be continued to the August 15, 2016, meeting when all Board Members are present.

2. Customer Comments

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

Board Member Watkins noted that the customer comments are very helpful, and that staff member Helen Medina who was mentioned in a comment, was not listed in the City staff directory.

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.

Secretary Johnson-Tucker will discuss with Chair King the list of items for the upcoming August meeting.

Secretary Johnson-Tucker and Board Member Watkins requested that staff provide at the next meeting the number of staff in each Library position, qualifications for each position, and an organization chart.

Jim Mosher noted the survey results that were included in the Library Activity Report and suggested that updates of this survey would be helpful.

Motion made by Board Member Coulter, seconded by Board Member Watkins, and carried (3-0-0-2) to approve Consent Calendar Agenda Items 2 through 5.

AYES:	Johnson-Tucker, Watkins, Coulter
NOES:	None
ABSTENTIONS:	None
ABSENCES:	King, Ray

VII. CURRENT BUSINESS

A. Items for Review

6. Corona del Mar Branch Project Update

Staff, Public Works Deputy Director Mark Vukojevic and Architect Kelley Needham will report on the progress of the Corona del Mar Branch Project.

Deputy Director Mark Vukojevic reviewed the progress of the Corona del Mar branch project. Bids will be solicited just after Labor Day, with a contract being awarded in October, 2016.

Board Member Watkins inquired whether the branch would remain open as long as possible prior to construction.

Deputy Director Vukojevic explained that remaining flexible on the closure date would mean less notice to the community. When the City opens the project for bid, then a projected date for closure will be more certain.

Board Member Watkins understands the compromise, and likes the idea of a set date while keeping the branch open as long as possible.

Secretary Johnson-Tucker asked about the length of time between awarding the contract and tearing down the building, and noted the citizen involvement in the branch planning.

Deputy Director Vukojevic stated that awarding of the contract is scheduled for October 14, 2016. The contractor likely will not begin work right away. The Thanksgiving and Christmas Holidays will be a consideration, and the contractor may decide to begin work in earnest after January 1.

Jim Mosher advised that a tab on the City's website that provides updated information on the project needs updating. A possible second library/fire station combination in Balboa was noted. He inquired whether there were any plans or discussions around that library/fire station combination.

Deputy Director Vukojevic indicated that the website will be updated. Preliminary planning for the Balboa branch is scheduled to begin in 2017 or 2018, and is also noted in the City's Master Plan. Director Hetherton noted that a needs assessment has commenced.

The Board thanked staff for the update. Deputy Director Vukojevic excused himself from the meeting.

7. Statistical Comparison Report of Regional Peer Libraries

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

Director Hetherton reported that the Newport Beach Library system was ranked in the upper half. Areas of good performance were collection expenditures per capita and a consistently large budget for print materials. With respect to e-books, the demand was highest for popular fiction items. Library Staff is small in comparison to other libraries and comprised of quite a few part-time employees.

Board Member Coulter complimented Library staff for their friendliness and helpfulness.

Secretary Johnson-Tucker inquired whether donations from the Friends of the Library and the NBPL Foundation were included in the reporting.

Director Hetherton stated the City's information did not include those donations.

Support Services Coordinator Kelly added that the donations were part of the report, but were separate line items. She suggested the large number of databases could be supported by individual donors.

Secretary Johnson-Tucker questioned whether other cities utilized more full-time staff than Newport Beach, and it was noted that the number of staff at comparison libraries seemed high.

Support Services Coordinator Kelly clarified that the City's information provided the actual number of people employed in the library system which totals 75 people.

Board Member Watkins inquired about the number of branches for each of the comparison library systems.

Director Hetherington listed the number of branches as he recalled them, and that the Library was doing particularly well in circulation.

Secretary Johnson-Tucker noted that the report would be reviewed and analyzed at the upcoming retreat.

Director Hetherington noted that the survey results would be reviewed at the retreat to determine the services customers wanted, and wanted to obtain additional responses to the survey.

Board Member Coulter inquired whether libraries were independent or part of county government.

Director Hetherington advised that the libraries were chosen for their similarity to Newport Beach.

Jim Mosher questioned whether other cities included public domain e-books in their data and whether Newport Beach had a reciprocal agreement with other California libraries for databases.

8. Proposed Library Closures for Winter Holidays 2016

Staff report requesting library holiday closures as specified in written report.

Director Hetherington reported the City was typically open a half day on Christmas Eve and New Year's Eve, both of which fell on Friday in 2016. Friday was a big day for the library system. He proposed opening all locations from 9:00 a.m. to 1:00 p.m. on December 24 and 31. The City and Federal holidays were December 26, 2016, and January 2, 2017. He proposed December 26 as a holiday for library staff. If the Board determined libraries would be open January 2, then staff could take a day off later at their choosing. Libraries should be open when people had discretionary time off. He provided data for library usage on December 24, 2015.

Secretary Johnson-Tucker concurred with closing for the holiday on December 26, 2016. At least one branch should be open on January 2, 2017.

Director Hetherington could agree to opening from 9:00 a.m. to 6:00 p.m. on January 2.

Board Member Coulter suggested 9:00 a.m. to 1:00 p.m.

Secretary Johnson-Tucker thought the library should be open on January 2nd, but was concerned about staff requesting time off for January 2nd.

Branches and Youth Services Coordinator Walker advised that more people requested time off for December 26th. She would recommend one location being open on January 2nd no later than 6:00 p.m.

Secretary Johnson-Tucker asked if opening from 9:00 a.m. to 6:00 p.m. would involve two shifts of employees. Staff replied no, only one shift.

Board Member Watkins felt the public probably had an expectation for the library to be open on January 2nd. He would support one branch being open on January 2 from 9:00 to 6:00.

Secretary Johnson-Tucker concurred with shorter hours on December 24 and 31, closing on December 26, and shorter hours on January 2.

Board Member Coulter preferred closing on December 26 and January 2, but he would support the decision of his colleagues.

Jim Mosher recalled historically branches closed early on Christmas and New Year's Eve, and closed completely only on major Federal holidays.

Director Hetherington was inclined to follow the City's holiday schedule. The difficulty came when the City closed the entire week between Christmas and New Year's. Mondays were typically a busy day; however, people could assume the libraries would be closed because of the Federal holiday. He preferred closing on January 2nd.

Board Member Coulter proposed closing all branches on December 26, 2016, and January 2, 2017.

Secretary Johnson-Tucker suggested continuing the item to the August 15, 2016 meeting.

Board Member Watkins concurred.

Secretary Johnson-Tucker wished to know which days similar libraries were closing for the holidays.

9. Feasibility of an Auditorium Facility at the Central Library Site

Staff will provide an update of a potential auditorium.

Director Hetherington met with the architect to discuss the feasibility of an auditorium on the Central Library site. The architect agreed to consider various locations on the site and to share potential sites at a meeting on August 15, 2016.

Secretary Johnson-Tucker recalled the Board's long-held wish for an auditorium on the site.

Board Member Coulter suggested building a room on some of the Civic Center parkland.

Secretary Johnson-Tucker reported the parkland was promised to the residents as parkland.

Board Member Watkins asked if it was possible to enlarge the Friends' Room.

Secretary Johnson-Tucker indicated the architect was considering that as one possibility. One consideration for an addition was the number of parking spaces that might be lost.

Board Member Coulter questioned whether some events could be held in the Civic Center Community Room.

Secretary Johnson-Tucker advised that this had been tried, and that space was not larger than the Friends Room. A raked floor was also a necessity.

10. Selection of Board of Library Trustees Liaisons

The Board of Library Trustees shall nominate and elect Trustees to serve as liaisons to the Friends of the Library, NBPL Foundation and the DSLS Committee.

Secretary Johnson-Tucker recommended this item be continued to the August 15, 2016 meeting.

B. Monthly Reports

11. Library Services

Report of Library issues regarding services, customers and staff.

Director Hetherington announced Natalie Basmacıyan was promoted to Library Services Manager. Summer reading programs were in full swing. Two Staff members received grants from the Public Library Staff Education Program to pursue higher education in Library Science. Staff would concentrate on training, both peer-to-peer and class-style. He would return in August with strategies to obtain additional responses to the survey.

12. Friends of the Library Liaison Report

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

Director Hetherington advised that the Friends were ~~group~~ was working on increasing exposure and would likely have a table at the Pacific Symphony concert. The Friends were anticipating a sale of excess materials from the Corona del Mar branch and have made a targeted gift toward the new Corona del Mar branch collection.

13. Library Foundation Liaison Report

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

Secretary Johnson-Tucker indicated the Library Foundation rescheduled its meeting to July 22nd.

Toby Larson thought the meeting had been cancelled.

14. Witte Lectures Committee Liaison Report

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

Secretary Johnson-Tucker stated John Prichard was no longer serving the Board of Library Trustees, and the Board would need to replace him as liaison.

The Board discussed the lecture series and Library Live.

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)

Board Member Watkins suggested delaying additional training for Trustees, to which Board Member Coulter agreed.

Secretary Johnson-Tucker reiterated the request for the number of each library job title and job descriptions to be presented by staff at the August 15 meeting.

Board member Coulter complimented the Library's entire operation.

Board Member Watkins inquired about a gift for former Board Member Grant for her service. Secretary Johnson-Tucker reported that Director Hetherton had given her a gift.

Board Member Watkins inquired about a replacement for Ms. Basmacıyan. Director Hetherton has submitted a recruitment request for the position.

IX. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher hoped the Board would consider, as specified in his written comments, attending a half-day training session for library boards offered through the CA Public Library Advocates. He noted that due to the low public attendance at the Board meetings that interaction between the Board and the public was not very good. Perhaps the Board could request an update regarding the new library website and the new Cenic computer network system.

Secretary Johnson-Tucker noted that some Board agenda items had drawn a great deal of public interest, and attendance at previous Board meetings.

X. ADJOURNMENT – 6:26 p.m.

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
JULY 2016**

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p align="center">COMMENT</p>	<p align="center">RESPONSE</p>
<p align="center">1 <u>7/4/2016</u> Email <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>7/5/2016</u></p>	<p>I just checked for future Tuesday 2 pm and 7 pm programs in the media lab and I don't find any through at least Feb. of next year. Are these programs totally over? Will you resume them again at some time? I've been to a couple and found them most informative. Thanks!</p>	<p>Good morning, Thank you for contacting the Newport Beach Public Library regarding the public training classes. No classes are scheduled for July and August. Classes resume on September 6th with a Sound Lab Open House from 2-4PM. The other September Tuesdays @ 2 classes are: 9/13-Social Media 9/20 Consumer Reports 9/27 Medline.gov The Let's Talk Tech classes also resume on the 6th. Staff is finalizing the topics for the evening classes, and I will contact you with the roster. Thank you for your interest in the classes. Please let me know if we may be of further assistance. Sincerely,</p>
<p align="center">2 <u>7/20/2016</u> Email <u>Natalie Basmacıyan</u> <u>Library Services Manager</u> <u>7/20/2016</u></p>	<p>I have bought your little black ear buds before for \$1.50 and I need another pair. Do you still sell them there. and if I gave you a credit card number could you mail a pair to me? I am going to be in Arizona for a while but I really like those ear buds. Please let me know.</p>	<p>Thank you for contacting the Newport Beach Public Library regarding the ear buds. They are now \$1.00 due to a price change at the vendor. I would be glad to process your purchase. Please provide your mailing address, number of ear buds you need, and the credit card information. Sincerely,</p>
<p align="center">3 <u>7/26/2016</u> Comment Card <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>7/26/2016</u></p>	<p>Install flow detector in men's restroom. Transients take a bath at the sink and run water full blast while they stand away from sink and let it run 5 minute baths.</p>	<p>Thank you for taking the time to fill out the comment form at the Library regarding the sinks in the men's room. We are currently working on plans to remodel those restrooms and we will be changing out the faucets. The new faucets should have a lower flow to them. I will certainly emphasize this issue with the design team. Thank you for using your Library.</p>

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – AUGUST 15, 2016 Meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

In my world there would be as many public libraries as there are Starbucks.
~Henry Rollins

In recent years, Newport Beach Public Library has added a significant number of education- and learning-related materials to our collections and our program offerings, often in digital form or available online. These resources enable our users to learn, maintain or improve job skills, obtain a diploma, license or certification needed for a job, get a raise or a promotion at work, identify potential college majors and careers, or to help get a new job with a different employer.

Here is a sample of resources NBPL offers that support self-directed learning:

- **Online education, career and job-related resources:** NBPL currently offers the **Testing & Education Reference Center**, a resource for students that offers over 300 practice tests and courses, dozens of eBooks containing study material and practice tests, information on over 4,000 accredited schools, a scholarship search featuring \$8 billion in available scholarships, a resume builder with over 1,000 brainstorming phrases to get you started, and a selection of career modules covering subjects from career change to salary negotiations. The **Tuition Funding Sources** database offers students the largest scholarship database in the world with over \$41 Billion in scholarship awards along with a career personality test and detailed college and career information. **Cypress Resume** is an online resume builder that helps users create professional-quality resumes.
- **Career Online High School:** starting in September, this new service will enable anyone 19 years or older to get a high school diploma from an accredited program as well as a workforce readiness certificate. The program is 100% online, which means students can access their course materials from anywhere, at any time. There's no need to purchase any additional materials, as the program is all-inclusive.
- **Programs on starting a new business:** Since 2009, with support from the Library Foundation, NBPL has hosted SCORE seminars and workshops. SCORE (Service Corps of Retired Executives) is a nonprofit association dedicated to helping small businesses establish themselves, grow and achieve their goals through education and mentorship. Their work is supported by the U.S. Small Business Administration (SBA), and they deliver their services at NBPL with no charge.
- **Online programs that certify that people have mastered new skills:** **Universal Class** is a web-based service that offers over 500 online non-college credit Continuing Education courses. Subjects include Accounting and Bookkeeping, Alternative Medicine, Business, Parenting, Cooking, Crafts & Hobbies, Psychology, Drawing, Writing Improvement, Behavior

Management, Fitness, Career Development, Marketing and much more. Funded by a generous donation from the NBPL Foundation, **Lynda.com** offers over 3,000 online video tutorials to help teach business, design, multimedia and other software skills at home.

I think NBPL serves the educational needs of the community pretty well. When it comes to self-directed learning, the Library is the educational heart of Newport Beach.

NATALIE BASMACIYAN, LIBRARY SERVICES MANAGER

Recruitment for the Librarian III position is underway with five internal candidates interviewing with the HR department. This position will include supervising the Circulation and Technical Processing departments, as well as Passport Services.

Recruitment for Part-Time Library Assistant candidates opens this month. Children's Library Assistant Claire Crawford has accepted a full-time Librarian position with the Mission Viejo Public Library. Library Assistant Melinda Vogel has been reassigned to Children's.

The Tech Toys collection expanded with the addition of three new tripods, two media converters, and two GoPro camera kits.

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

Circulation

In the past 2 months we have lost 4 Library Pages to full-time jobs, higher education and/or retirement. We have been working with Human Resources to fill these positions and have just completed interviews towards that goal. In mid-July 62 candidates took the written exam for the position and 12 were invited to an oral interview. The interviews were conducted by Library staff members who work directly with the Pages and a member of the HR team. Next we move into the process of reference and fitness checks and we hope to soon announce new staff members in August.

Facilities

The book drop at the Mariners Park was replaced. The original book drop in that location lasted 10 years and we expect the new one to last at least that long as well.

Literacy

Our part-time Department Assistant, Evelyn Rodriguez resigned her position in July. We will have volunteers from the Literacy program step in to help Cherall Weiss in the office until a replacement can be hired.

Career Online High School

Cherall Weiss, Literacy Service Coordinator is preparing to launch a new program that offers adults the opportunity to earn an accredited high school diploma and career certificate online. The program will provide a limited number of scholarships to qualified adult learners who are looking to expand their career opportunities, prepare for workforce entry or continue their education.

To be considered for the program, applicants will successfully complete an online self-assessment and prerequisite course, followed by an in-person interview. Once enrolled in the program, COHS pairs each student with an online academic coach, who provides the student with an individual career path, offers ongoing guidance, evaluates performance and connects the student with the resources needed to master the courses. Students will be given up to 18 months to complete the program. The program will begin in September.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

Summer Reading Program (SRP) is in full swing at all locations. After getting off to a strong start in June, all Branch locations have been seeing good numbers in terms of registration and program attendance. Animal Magic and Bubble programs were popular and craft events that centered on sports and sports related activities were well received.

Youth Services

SRP continues to be going strong at Central. As of the end of July almost 1000 gamesheets had been distributed to excited and happy readers. Book review forms are so popular that the large green wall in the expansion area of the Children's Room is covered almost floor to ceiling with the bright yellow squares. Animal Magic and Best Bubble Party were extremely popular as was the "Games in the Library" program. Staff donated many 12 pack soda boxes that were covered in bright paper and repurposed for a giant Jenga game. Teen volunteer help continues to be a big asset in providing a great SRP experience to the younger library customers.

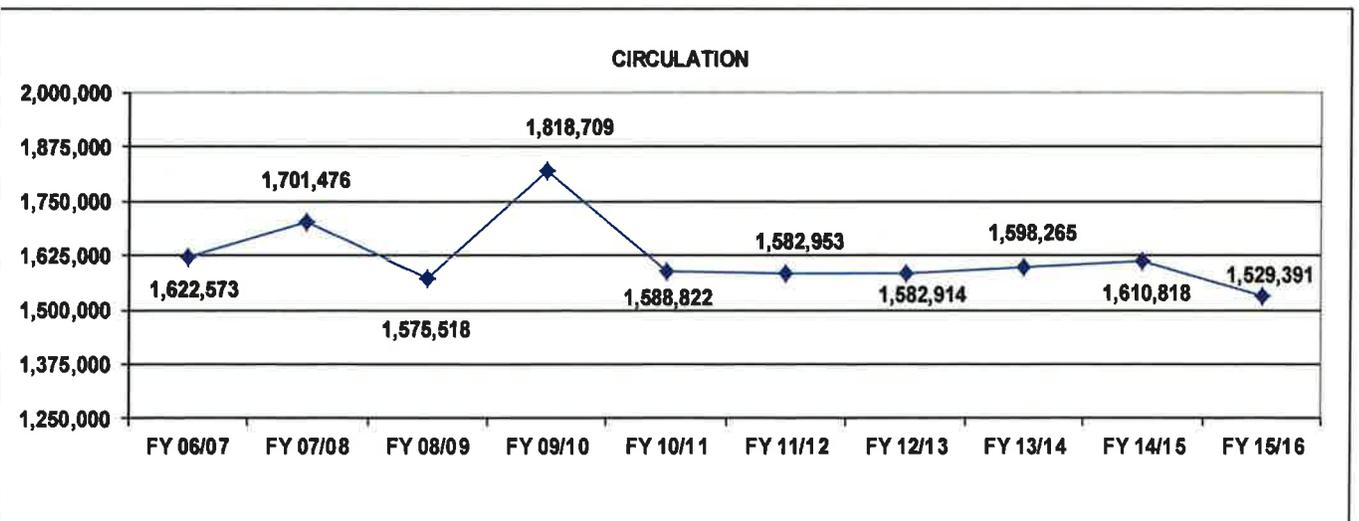
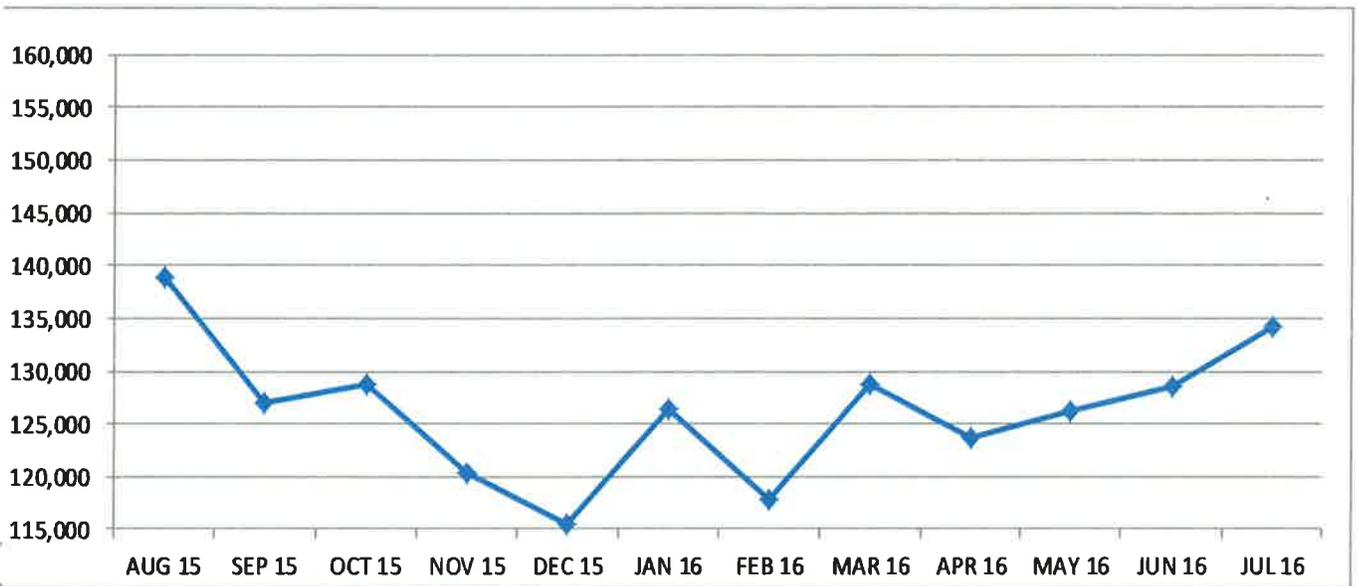
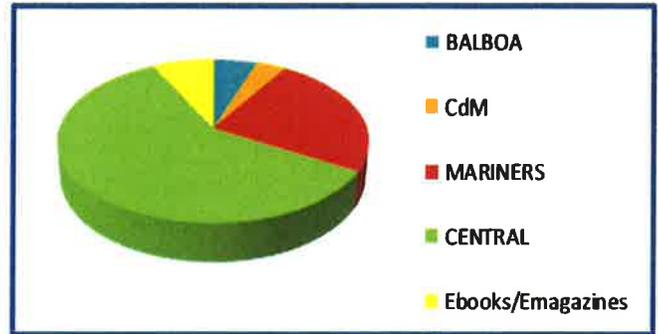
Proquest Articles Retrieved

	July	AVG.
Business Databases	589	589
Newspapers--Current	1830	1830
Newspapers--Historical	2321	2321
Magazines	21	21

Database FY Comparisons	JUL 2016	YTD 16/17	YTD 15/16
Tracked by #searches			
Ancestry	331	331	838
A to Z Databases	513	513	573
AskART		0	10
BioResCtr*	2	2	55
FoF Ancient Hist	18	18	20
GDL	12	12	4
GVRL	31	31	70
HeritageQuest	3034	3034	1777
Kids InfoBits	6	6	161
Lynda.com	9370	9370	372
LitResCtr	13	13	102
Opposing Vpts*	8	8	351
Nat Geo	5	5	3
Nat Geo Kids	21	21	62
Novelist Plus	167	167	217
Novelist K-8 Plus	58	58	43
ProQuest	4516	4516	1030
Oxford Art Online		0	1
Ref USA Bus.	2137	2137	2038
Ref USA Res.*	125	125	87
ScienceFLIX	17	17	171
Tumblebooks	249	249	184
World Book Online	8	8	14
Tracked by #sessions			
Cypress Resume	5	5	7
LiveHomework		0	8
Testing & EdRefCtr	52	52	74
Universal Class	77	77	285
Tracked by #page views			
Consumer Reports	1514	1514	1398
CultureGrams	64	64	336
Morningstar	4476	4476	4896
NetAdvantage	2249	2249	4585
RealQuest	151	151	99
Rocket Languages	19	19	104
Value Line	17248	17248	14688

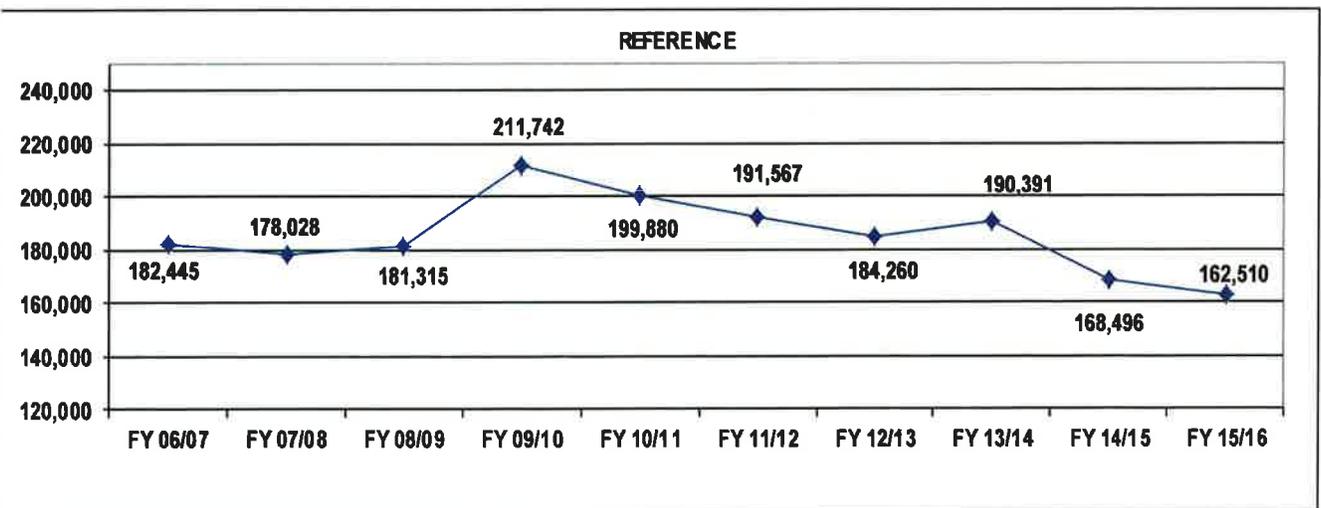
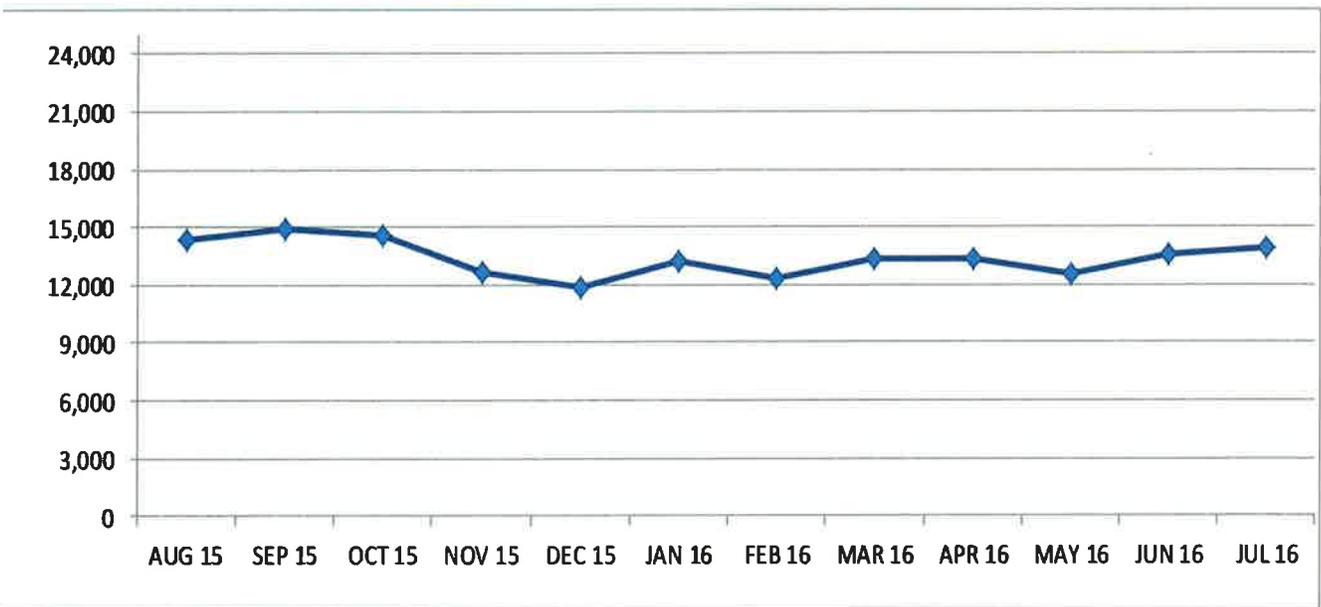
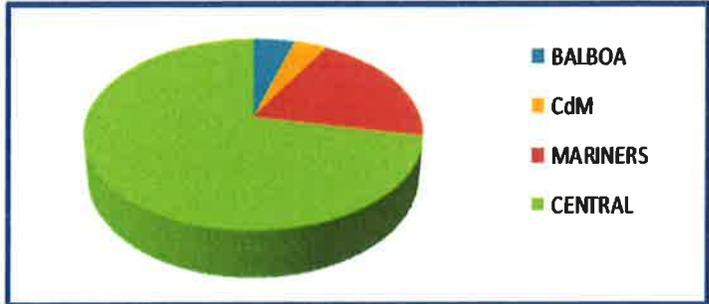
NEWPORT BEACH PUBLIC LIBRARY - JULY 2016 CIRCULATION

	Jul-16	YTD 16/17	YTD 15/16
BALBOA	7,084	7,084	8,635
CdM	4,838	4,838	5,567
MARINERS	32,728	32,728	36,913
CENTRAL	79,752	79,752	87,149
Ebooks/Emagazines	9,884	9,884	9,250
TOTAL	134,286	134,286	147,514



NEWPORT BEACH PUBLIC LIBRARY - JULY 2016 REFERENCE

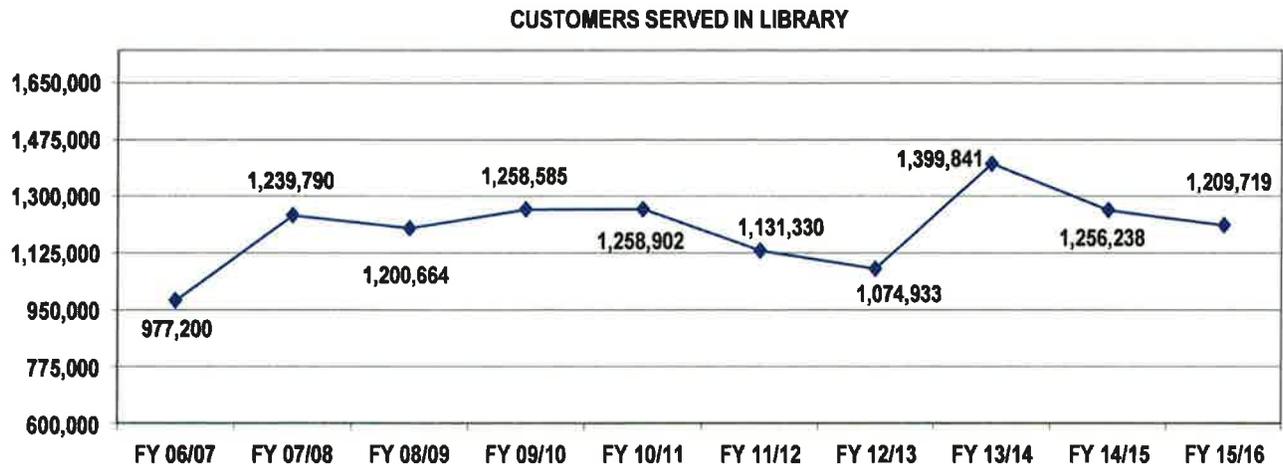
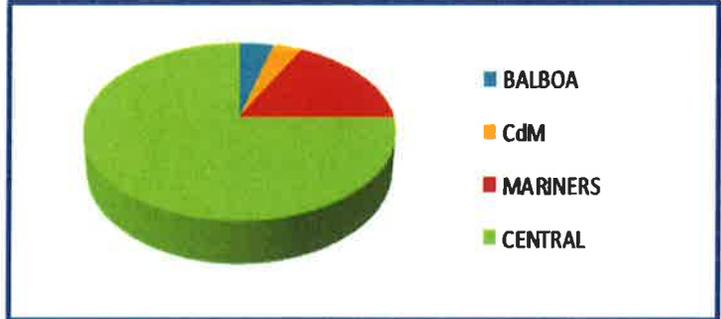
	Jul-16	YTD 16/17	YTD 15/16
BALBOA	662	662	841
CdM	521	521	834
MARINERS	2,746	2,746	4,739
CENTRAL	10,014	10,014	9,364
TOTAL	13,943	13,943	15,778



NEWPORT BEACH PUBLIC LIBRARY - JULY 2016

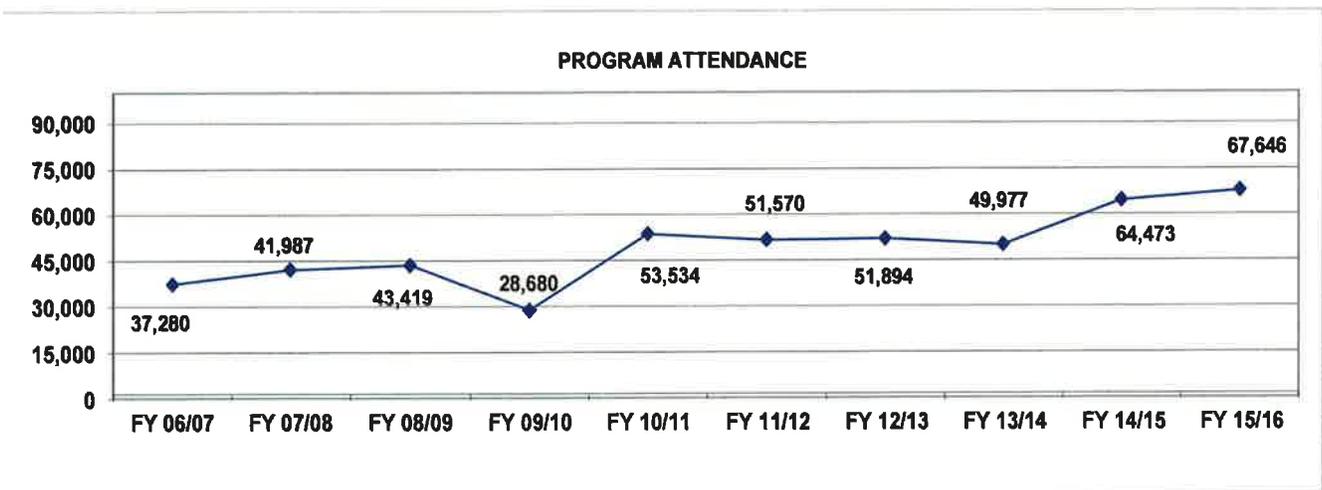
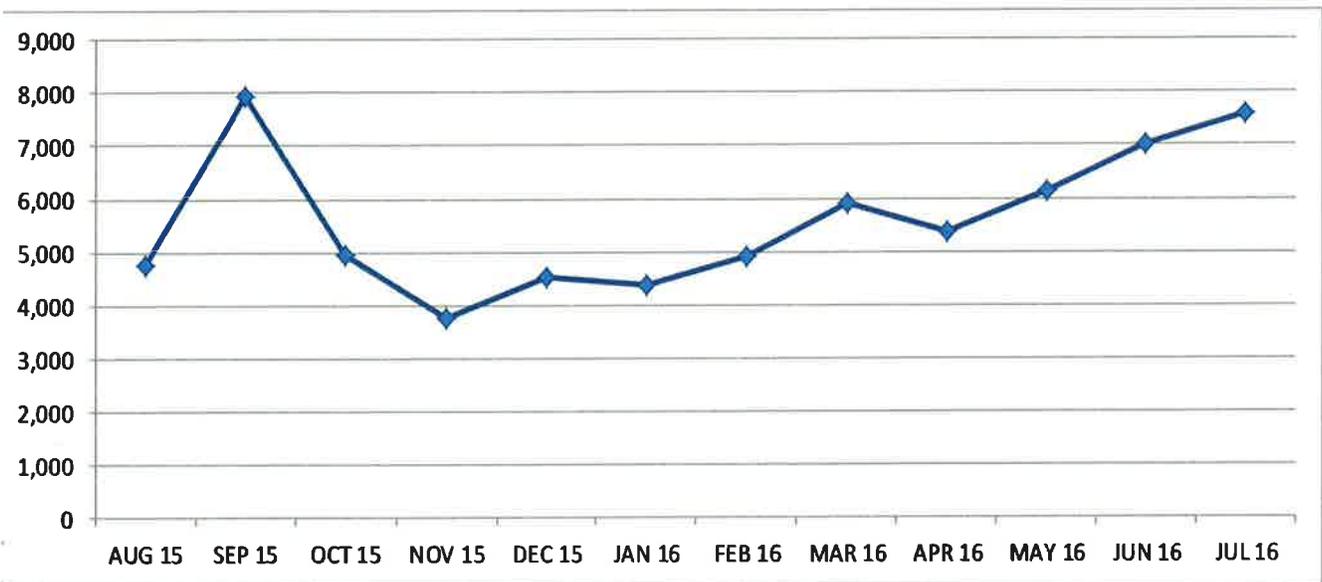
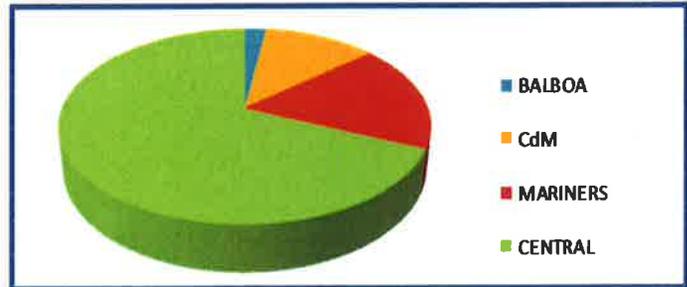
CUSTOMERS SERVED IN LIBRARY

	Jul-16	YTD 16/17	YTD 15/16
BALBOA	4,535	4,535	5,698
CdM	3,756	3,756	4,012
MARINERS	18,642	18,642	23,119
CENTRAL	80,739	80,739	83,191
TOTAL	107,672	107,672	116,020



NEWPORT BEACH PUBLIC LIBRARY - JULY 2016 PROGRAM ATTENDANCE

	Jul-16	YTD 16/17	YTD 15/16
BALBOA	173	173	275
CdM	880	880	906
MARINERS	1,344	1,344	1,151
CENTRAL	5,184	5,184	5,667
TOTAL	7,581	7,581	7,999



Fiscal Year 2015-2016

as of July 31, 2016

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET
SALARY FULL-TIME REGULAR	2,613,458	2,613,458	2,694,454	-80,996
SALARY PART-TIME	175,933	219,838	690,527	-470,737
SALARY SEASONAL****	645,278	645,278	124,185	521,093
BENEFITS	1,828,216	1,876,847	1,748,220	128,627
SALARY & BENEFITS TOTAL	5,262,885	5,355,421	5,257,386	97,987
PROFESSIONAL SERVICE*	131,589	131,589	110,734	20,855
UTILITIES	294,976	294,976	299,627	-4,651
PROGRAMMING	6,500	19,419	12,052	7,367
SUPPLIES**	82,570	84,268	85,203	-935
LIBRARY MATERIALS	619,740	626,270	623,920	2,350
FACILITIES MAINTENANCE	149,221	149,221	126,303	22,918
TRAINING AND TRAVEL	15,125	18,926	10,661	8,265
GENERAL OPERATING EXPENSES***	24,200	24,408	19,108	5,301
PERIPHERALS	3,500	3,500	3,661	-161
INTERNAL SERVICE FUNDS	718,274	718,274	718,274	0
MAINT & OPERATTION TOTAL	2,045,695	2,070,851	2,009,543	61,309
SALARY & OPERATING EXPNSSES TOTAL	7,308,580	7,426,272	7,266,929	159,296
CAPITAL OUTLAY	2,000	2,000	1,306	694
LIBRARY BUDGET TOTAL	7,310,580	7,428,272	7,268,235	159,990 *****

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

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

**** City is paying all Part-Time salaries out of 1 account and are no longer using the P-T Seasonal Account

*****\$6,189 of the total is in the Literacy Accounts which will roll over to the 2016-2017 budget

Fiscal Year 2016-2017

as of July 31, 2016

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET
SALARY FULL-TIME REGULAR	2,715,024	2,715,024	152,401	2,562,623
SALARY PART-TIME	925,007	925,007	50,814	874,193
BENEFITS	1,981,939	1,981,939	98,899	1,883,040
SALARY & BENEFITS TOTAL	5,621,970	5,621,970	302,114	5,319,856
PROFESSIONAL SERVICE*	131,589	131,589	635	130,954
UTILITIES	255,876	255,876	1,501	254,375
PROGRAMMING	5,500	5,500	0	5,500
SUPPLIES**	82,470	82,470	3,558	78,912
LIBRARY MATERIALS	619,740	619,740	135,213	484,527
FACILITIES MAINTENANCE	147,821	147,821	6,429	141,392
TRAINING AND TRAVEL	15,125	15,125	0	15,125
GENERAL OPERATING EXPENSES***	24,200	24,200	1,122	23,078
PERIPHERALS	7,500	7,500	0	7,500
INTERNAL SERVICE FUNDS	828,497	828,497	0	828,497
MAINT & OPERATTION TOTAL	2,118,318	2,118,318	148,458	1,969,860
SALARY & OPERATING EXPNSSES TOTAL	7,740,288	7,740,288	450,572	7,289,716
CAPITAL OUTLAY	2,000	2,000	0	2,000
LIBRARY BUDGET TOTAL	7,742,288	7,742,288	450,572	7,291,716

*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
Sep 21, 2015	Election of Board of Library Trustees Officers/Trustee Liaisons	Aug 15, 2016
Jul 20, 2015	Proposed Library Closures for Winter Holidays 2016	Aug 15, 2016
Aug 17, 2015	Information Technology Update	Aug 15, 2016
Nov 16, 2015	Literacy Program Update	Sep 19, 2016
Oct 19, 2015	Branch Update - Mariners	Oct 17, 2016
Oct 19, 2015	Children Services Update	Oct 17, 2016
Oct 19, 2015	Review of Library Capital Improvements and/or Capital Outlay Needs	Oct 17, 2016
Jan 19, 2016	Review Holidays / Meeting Schedule	Jan 16, 2017
Jan 19, 2016	Newport Beach Public Library eBranch & Database Review	Jan 16, 2017
Feb 16, 2016	Annual Budget Update	Feb 20, 2017
Feb 16, 2016	Arts & Cultural Update	Feb 20, 2017
Mar 21, 2016	Branch Update - Balboa	Mar 20, 2017
Mar 21, 2016	Media Lab Update	Mar 20, 2017
Mar 21, 2016	Library Material Selection & Downloadable Services	Mar 20, 2017
Apr 18, 2016	Marketing Update & Social Networking Update	Apr 17, 2017
May 16, 2016	Review of Library Expansion Donor Wall Naming / NBPL Foundation	May 15, 2017
Jun 20, 2016	Branch Update - Corona del Mar	Jun 19, 2017
Jun 20, 2016	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)	Jun 19, 2017
Jun 20, 2016	Adult and Reference Services Update	Jun 19, 2017
Jul 18, 2016	Statistical Comparison Report of Peer Libraries/Meeting Spaces	Jul 17, 2017

8/3/2016

TO: Board of Library Trustees

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

PREPARED BY: Tim Hetherton

TITLE: Information Technology Update

DISCUSSION:

Avery Maglinti from the City Information Technology department will report on Library IT services and projects.

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 Hetheron, Library Services Director
 949-717-3810, thetheron@newportbeachca.gov

PREPARED BY: Tim Hetheron

TITLE: Proposed Library Closures for Winter Holidays 2016

ABSTRACT:

An adjusted schedule for this holiday period will have minimal impacts on Library users. It will enable the Library to provide appropriate staffing levels based on customer usage. Both Christmas and New Year's Day should be observed on the Mondays following the holidays.

RECOMMENDATION:

Staff recommends that the Board of Library Trustees adopt the following proposed holiday hours:

- All locations open 9 to 1 on December 24 (Saturday).
- All Locations closed on December 25, 26 (Sunday, Monday).
- All locations close at 6:00 p.m. on December 27, 28, 29, 30 (Tuesday, Wednesday, Thursday, Friday).
- All locations open 9 to 1 on December 31 (Saturday).
- All Locations Closed on January 1, 2 (Sunday, Monday).

			CENTRAL		BALBOA		CORONA DEL MAR		MARINERS	
			Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed
FRI	DEC	23	9-6	9-6	9-6	9-6	9-6	9-6	9-6	9-6
SAT	DEC	24	9-6	9-1	9-6	9-1	9-6	9-1	9-6	9-1
SUN	DEC	25	12-5	Closed	Closed	Closed	Closed	Closed	Closed	Closed
MON	DEC	26	9-9	Closed	9-9	Closed	Closed	Closed	9-9	Closed
TUE	DEC	27	9-9	9-6	9-6	9-6	9-9	Closed	9-9	9-6
WED	DEC	28	9-9	9-6	9-9	9-6	9-6	9-6	9-9	9-6
THU	DEC	29	9-9	9-6	9-6	9-6	9-9	9-6	9-9	9-6
FRI	DEC	30	9-6	9-6	9-6	9-6	9-6	9-6	9-6	9-6
SAT	DEC	31	9-6	9-1	9-6	9-1	9-6	9-1	9-6	9-1
SUN	JAN	01	12-5	Closed	Closed	Closed	Closed	Closed	Closed	Closed
MON	JAN	02	9-9	Closed	9-9	Closed	Closed	Closed	9-9	Closed

FUNDING REQUIREMENTS:

No funding requirement.

DISCUSSION:

In years past, specifically 2009, 2010 and 2011, the Libraries closed in conjunction with City Hall's holiday week closure. In 2012, the branches remained open but Central was closed for construction. In 2013 and 2014, all libraries closed at 6:00 on the weekdays (other than Christmas Eve and Christmas) during the holiday week. In 2015 a revised schedule similar to the one presented in this report was approved by the Board. Generally, the Library has opted to maintain holiday service hours that are different from that of the City. Other City departments, with the obvious exception of the Police and Fire Departments, close for the week between Christmas and New Year's Day. This provision of open hours for the holiday week allows the Library to maintain appropriate service when customers have discretionary time off from work and school.

Staff proposes that all locations will be open from 9 to 1 on December 24 and closed all day December 25 and 26. Staff also proposes that all locations will be open from 9 to 1 on December 31 and closed all day on January 1 and January 2. Since City offices are closed on Saturdays, most City staff will be taking half-day holidays on 12/23 and 12/30 for Christmas Eve and New Year's Eve. The Library proposes to remain open normal operating hours on 12/23 and 12/30 and grant the half day holiday to staff on 12/24 and 12/31. December 24 and 31 are statistically low use days for which many staff request leave and Library management expects there to be minimal impact on customers.

December 26 and January 2 are Federal holidays. These holidays are observed by the governments of all 50 states, and most municipalities, including the City of Newport Beach. When a Federal holiday falls on a Saturday, it is usually observed on the preceding Friday. When the holiday falls on a Sunday, it is usually observed on the following Monday. States and cities, including Newport Beach, follow this practice. Most private employers and schools follow this practice as well. The City Employee Association (CEA), the labor bargaining unit for Library employees, has negotiated both Christmas and New Year's Day as designated as paid holidays in their current Memorandum of Understanding (MOU) with the City of Newport Beach. If these holidays occur on a Sunday, the MOU holds that the holiday will be observed the following Monday, and that half day holidays shall be observed prior to the observed holiday

Neighboring libraries and libraries considered our peers in terms of service population and budget are for the most part observing the holidays on 12/26 and 1/2:

Orange County City and County Libraries:

- Anaheim Public Library - closed on 12/26 and 1/2
- Buena Park Library District - closed on 12/24, 12/26 12/31, and 1/2
- Fullerton Public Library - closed 12/23, 12/24, 12/26, 12/30, and 1/2
- Huntington Beach - closed 12/23, 12/24, 12/26, and 1/2
- Mission Viejo - holiday schedule not yet determined
- Orange County Law Library - closed on 12/26 and 1/2
- Orange County Public Library - closed on 12/26 and 1/2
- Orange Public Library - closed on 12/26 and 1/2

- Placentia - closed on 12/26 and 1/2
- Yorba Linda - closed 12/23, 12/24, 12/26, and 1/2

Peer Libraries:

- Carlsbad Public Library - closed on 12/26 and 1/2
- Cerritos Public Library - closed on 12/26 and 1/2
- Huntington Beach - closed 12/23, 12/24, 12/26, and 1/2
- Mission Viejo - holiday schedule not yet determined
- Mountain View Public Library – closed 12/26, 12/27, 12/31, 1/2
- Palo Alto Public Library - closed on 12/26 and 1/2 (this Library may also have a holiday furlough, to be determined)
- Santa Monica Public Library - closed on 12/26 and 1/2

During the week between Christmas and New Year's Day, staff proposes to maintain 9 a.m. to 6 p.m. as library hours of operation. Maintaining open hours during the day and providing digital resources via the 24/7 Library website provides sufficient opportunity for the public to access library services. And, typically, usage is low in the evenings during the holiday week.

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

TITLE: Overview of Newport Public Library staffing

ABSTRACT:

The Newport Beach Public Library currently employs 76 staff members, 39 part-time and 37 full-time. There are 4 employee classifications, and job specifications within most classifications. An organizational chart is included to show hierarchies, as is table showing full- and part-time positions by division.

DISCUSSION:

The Newport Beach Public Library maintains appropriate staffing to support a total of 11 public service desks at the Central Library and the three branch locations in the system. Staffing is accomplished with a mix of part-time and full-time time staff. The allocation of staff is determined by best practices and informed by circulation and walk-in statistics at each location. As of August 3, 2016, the Library employs 76 staff members, 39 part-time and 37 full-time.

There are 4 broad employee classes at Newport Beach Public Library: Pages, Clerks, Library Assistants, and Librarians. The Library also maintains a handful administrative support positions, a marketing specialist position, and a facilities maintenance position.

Pages are the Library's entry level employees. Their duties include shelving library materials; performing general clerical work in support of various sections of the Library; checking in materials; maintaining good order in the stack and study areas; processing library materials; and supporting the reference and children's staff and collections. All Library Pages are part-time.

Clerks are responsible for performing general and clerical library work in support of activities such as circulation, technical services and customer assistance, and for performing a variety of general and clerical activities. Within the Clerk classification are three specifications, Library Clerk I, Library Clerk II, and Senior Library Clerk, which differ in terms of responsibility and supervisory duties. NBPL deploys both part-time and full-time Clerks.

Library Assistants provide assistance to the public in the location and selection of materials. They perform routine library work; participate in activities of a specialized library function such as reference, children's or literacy services. Library Assistants differ from Librarians in terms of collection development responsibilities. Library Assistants select materials under the supervision of a Librarian.

Unlike Librarians, Library Assistants do not supervise subordinate staff. Library Assistants are required to have a Bachelor's degree. The Library uses Library Assistants in both part- and full-time roles.

Librarians plan, conduct and participate in the activities of a specialized library function such as reference, children's or technical services; perform complex professional and technical library work; and provide assistance to customers in the location and selection of materials. All Librarians at NBPL are full-time. A Master's degree in Library Science is generally a condition of employment. Librarians generally specialize in Adult, or Reference Services, or Children's Services. Within the Librarian Class are 5 specifications, each with increasing responsibilities: Librarian I, Librarian II, Librarian III, Library Services Manager, and Library Services Director. The Librarian I position typically performs on the service desks and has collection development and programming responsibilities. The Librarian I position can also be used in a supervisory capacity. The Librarian II position supervises staff, or is responsible for a system-wide function, such as collection development or programming. The Librarian III specification is responsible for the management of a Library division. Currently, NBPL's Librarian IIIs coordinate the activities of the following divisions: Children's and Branch Services, Circulation and Technical Processing, and Support Services. Along with the Library Services Manager and Library Services Director, the Librarian III class comprises the Library Administration Team.

The Library Services Manager oversees the day to day operations of the Library and the management of the Library divisions. This position serves as an assistant to the Library Services Director. Currently, the Library Services manager is also supervising the Adult Services division.

Appointed by the Board of Library Trustees and supervised and evaluated by the City Manager, the Library Services Director is an ex officio member of the Board of Library Trustees and City Arts Commission and serves as the executive director of the Department. The Library Services Director also serves as a liaison to the Friends of the Library, the Library Foundation, and the Newport Beach Arts Foundation.

ATTACHMENT A: Full- and part-time positions, Fiscal Year 2016/17
ATTACHMENT B: Newport Beach Public Library organizational chart

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).

FISCAL YEAR 2016-2017

FULL TIME POSITIONS

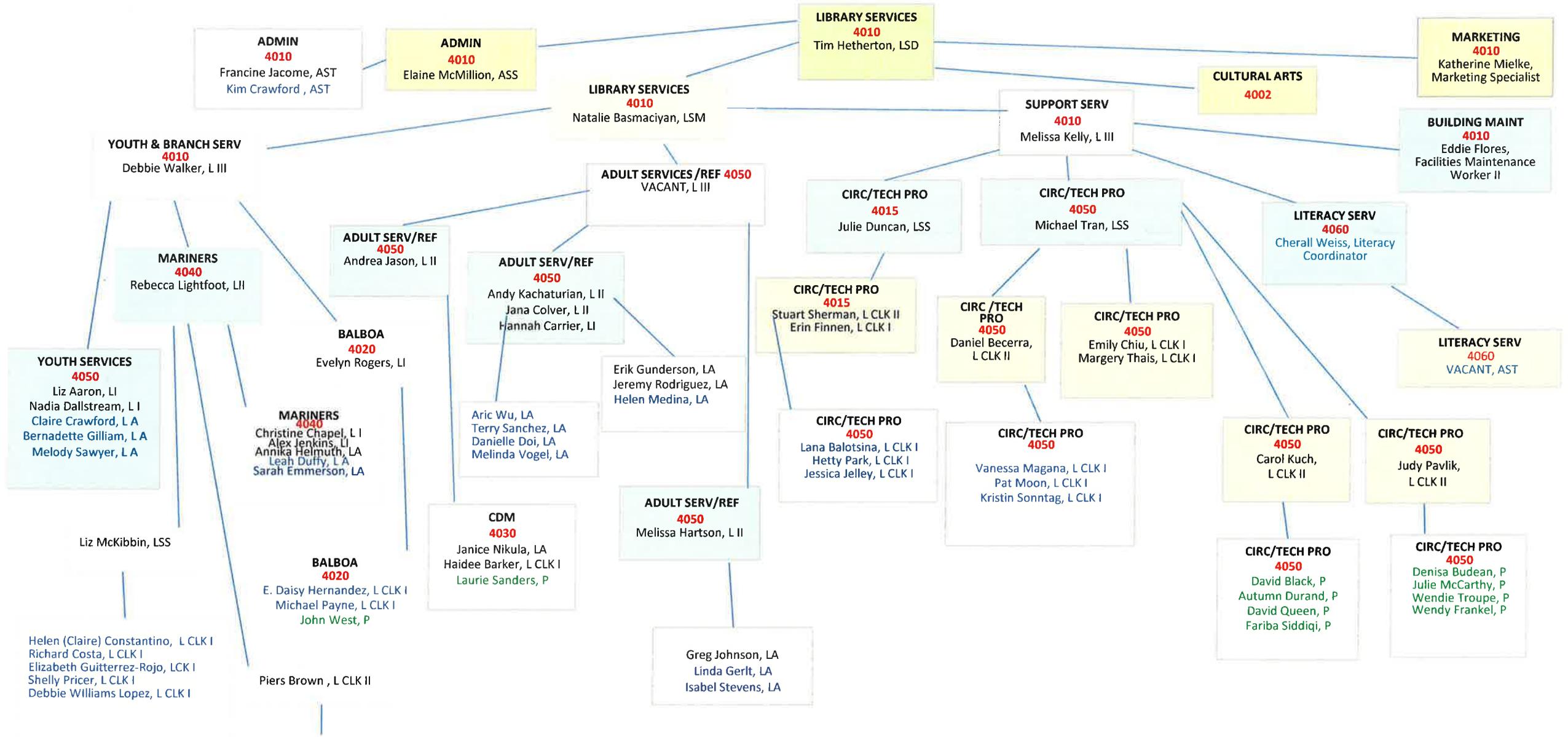
	ADMIN	TECH PRO	CENTRAL	MARINER	CDM	BALBOA	LITERACY	TOTAL
Librarian I			3	2		1		6
Librarian II			3	1				4
Librarian III	2		1					3
Library Assistant			3	1	1			5
Library Clerk I		1	2		1			4
Library Clerk II		1	3	1				5
Library Clerk Senior		1	1	1				3
Library Services Director	1							1
Library Services Manager	1							1
Dept. Assistant	1							1
Administrative Assistant	1							1
Marketing Specialist	1							1
Facilities Maint. Worker II	1							1
TOTAL FTE	8	3	16	6	2	1		36

PART TIME POSITIONS

	ADMIN	TECH	CENTRAL	MARINER	CDM	BALBOA	LITERACY	TOTAL
Library Assistant			4.33	0.96		0		5.29
Library Clerk I			4.71	2.61		1.37		8.69
Library Page			4.44	2.20	0.48	0.78		7.9
Department Assistant	0.45						0.45	0.90
Literacy Coordinator							0.75	0.75
TOTAL FTE	0.45	0	13.48	5.77	0.48	2.15	1.2	23.53

Note the budget only shows .50 for Literacy the other .52 does not show in the document.

LIBRARY SERVICES ORGANIZATIONAL CHART



Lisa Hernandez, P
Clifford Nealon, P
Susanna Sheng, P

ASS = Administrative Support Specialist
AST = Administrative Support Technician

LSD = Library Services Director
LSM = Library Services Manager
L III = Librarian III
L II = Librarian II
L I = Librarian I

LA = Library Assistant
LSS = Sr Library Clerk
L CLK II = Library Clerk II
L CLK I = Library Clerk I
P = Library Page

36 Full Time FT
27 Part Time PT
13 Pages PT8