

CITY OF NEWPORT BEACH

Board of Library Trustees
Newport Beach Civic Center Council Chambers
100 Civic Center Drive, Newport Beach, CA 92660
Meeting Minutes
Monday, April 19, 2021 – 5:00 p.m.

I. **CALL MEETING TO ORDER** – Chair Watkins called the meeting to order at 5:00 P.M.

II. **ROLL CALL** – Roll Call by Administrative Support Specialist Francine Jacome

Trustees Present: Chair Paul Watkins, Vice Chair Douglas Coulter, Secretary Kurt Kost, Board Member Janet Ray,

Trustees Absent: Board Member Barbara Glabman (excused)

Staff Present: Tim Hetherton, Library Services Director
Francine Jacome, Administrative Support Specialist
Rebecca Lightfoot, Adult Services Coordinator
Debbie Walker, Youth & Branch Services Coordinator
Melissa Hartson, Circulation & Technical Processing
Coordinator/Acting Library Services Manager

Staff Absent:

III. **PLEDGE OF ALLEGIANCE** – Led by Chair Watkins

IV. **NOTICE TO THE PUBLIC**

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the March 15, 2021 Board of Library Trustees Meetings**

With respect to the March 15, 2021 minutes Chair Watkins had the following changes:

- Handwritten Page 6, spelling of the word complement/compliment should be corrected.
- Handwritten Page 8, Item 7, the third line should say “complete an accurate report.”
- Handwritten Page 9, five lines from the top the word “need” should be “needs.” Additionally, “Monthly Reports to Migratory Bird Act” should be “Migratory Bird Treaty Act.” Finally, the name “Hanes” should be changed to “Hayes”
- Handwritten Page 10, near the bottom the name is “Lily King.”
- Handwritten Page 24, The Chair observed that they were still in good shape on the 2021 budget and congratulated Library Services Director Tim Hetherton and senior staff.

2. **Patron Comments**
Monthly review of evaluations of library services through suggestions and requests received from customers.
3. **Library Activities**
Monthly update of library events, services, and statistics.
4. **Expenditure Status Report**
Monthly expenditure status of the library's operating expenses, services, salaries, and benefits by department.
5. **Board of Library Trustees Monitoring List**
List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

Motion made by Vice Chair Coulter, seconded by Board Member Ray, and carried (4-0-0-1) to approve the Consent Calendar with changes made to the Minutes.

AYES: Watkins, Coulter, Kost, Ray
NOES:
ABSTENTIONS:
ABSENCES: Glabman

VI. **CURRENT BUSINESS**

A. **Items for Review**

6. **Library Lecture Hall Concept Design**
The Library Lecture Hall Design Committee (LLHDC) requests that the Board of Library Trustees approve the concept design for the Library Lecture Hall as presented by Robert Coffee + Associates.

Library Services Director Tim Hetherton explained that the architect provided a narrative of the concept, which was prematurely added to the agenda packet. Therefore, the Board of Library Trustees (BLT) role is to consider approving the concept design as reflected in the PowerPoint presentation given by Board Member Ray.

Board Member Ray explained that in July 2019 the City Council recommended that the Library Lecture Hall Design Committee (LLHDC) be formed. The Committee is made up of Chair Jill Johnson-Tucker, Vice Chair Janet Ray, Council Member Diane Dixon, NBPLF Chair Karen Clark, and Matthew Witte. They have held public meetings, completed a great deal of work, and selected Robert Coffee + Associates as the architect. On April 12, 2021, the LLHD Committee approved the design concept as presented which was governed by architecture design guidelines. There is additional nonfixed seating in the lobby for up to 50 people to accommodate overflow. The permanent seating is 274 and it is sloped for optimal sight lines and Americans with Disabilities Act (ADA) compliance. The aisles are configured for ease of entry and exit. Minimal parking spaces were lost, and additional parking was added; thus, there is no let loss in the number of parking spaces. The building is attractive from four sides and is close to the Bamboo Courtyard for receptions. Finally,

the design allows for natural lighting. The estimated budget for the project is between \$7 and \$8 million.

Board Member Ray utilized a PowerPoint presentation to show the Board the concept design and explain the parking situation. She addressed Board Member questions on specific items shown in the slides and stressed that the project is adequately parked. The slides showed the exterior and interior of the project and its proximity to the Bamboo Courtyard. She also indicated where the additional overflow seating would occur.

Chair Watkins thanked Board Member Ray for the presentation and opened the floor for questions and input.

Several Board Members stated positive thoughts on the project simultaneously.

Chair Watkins stated it was attractive, imaginative, and inspired but does not outshine the rest of the campus.

Board Member Ray stated that it tied the campus together.

Secretary Kost appreciated the new entryway to the library and the improved traffic flow.

Board Member Ray indicated she wanted to hear from the public and that the Board needed to make a recommendation to approve the concept design.

Chair Watkins called for the public comment.

Jim Mosher explained he missed the last meeting of the LLHDC and was surprised to learn that not only the BLT, but the Library Foundation had to approve the design. He thought the Foundation was only a support group and did not have veto power. He was also surprised and confused about the overflow seating in the lobby, but that was cleared up in the PowerPoint. Mr. Mosher was also concerned about traffic noise problems in the Bamboo Courtyard if the wall along Avocado Avenue was removed.

Board Member Ray stated that the sound question would be confirmed.

Jim Mosher stated that the contract with Mr. Coffee is in Phase 1 and that has five subparts. The planning section was supposed to have four site plans, a community meeting, and then a preferred concept. He did not recall a community meeting happening and there was supposed to be at least two. Based on these issues he was not sure where the City is in the process. Finally, the slides only show improvements to landscape on one side of the library and not the other and thought the original designer of the building might not appreciate it being visually divided in two.

Chair Watkins explained the BLT would look at the concept design as that is what they were charged to do.

Motion made by Secretary Kost, seconded by Vice Chair Coulter, and carried (4-0-0-1) to approve the concept design for the Library Lecture Hall as presented by Board Member Ray.

AYES: Watkins, Coulter, Kost, Ray

NOES:

ABSTENTIONS:

ABSENCES: Glabman

Chair Watkins thanked Board Member Ray and Administrative Support Specialist Francine Jacome for their work.

7. Request to City Council to Maintain Current Fee for B&W Photocopies

Staff requests that the Board of Library Trustees approve a request to City Council to maintain the current 15¢ fee for black and white photocopies.

Library Services Director Tim Hetherton reported that staff felt increasing the fee for black and white copies from 15¢ to 35¢ is too high and out of line with other libraries in the region. Staff is concerned that the price change would be an impediment to accessibility. He explained the current 15¢ fee is a nuisance fee intended to discourage patrons from hoarding the copier or using it to subsidize their business and asked the BLT to approve staff's request and send it to City Council. The fee for color copies would remain the same.

In response to Chair Watkins question, Library Services Director Tim Hetherton confirmed that color copies are 75¢. He stated they wanted to encourage people to use the library, but they are not seeking to profit over costs as the services provided to the community are priceless.

Chair Watkins said that when he makes copies at the library it is only several pages, not hundreds.

Library Services Director Hetherton agreed and added that part of the fee is mechanical in that the machine takes fees in 5¢ increments. The public has not complained about the cost of copies and generally do not make a lot of copies so the fee is well set and should be maintained.

In response to Secretary Kost's question Library Services Director Hetherton clarified that this was the photocopy fee and printing from the computers was a separate issue.

Circulation & Technical Processing Coordinator/Acting Library Services Manager Melissa Hartson stated that the City would study the remaining fees in the fall. Currently the charge for printing from a public computer is 15¢ per page in black and white and 75¢ per page for color.

Chair Watkins called for public comment.

Jim Mosher appreciated the clarification between the photocopy costs and the printing costs. He felt for people printing out pages at 15¢ when other City departments can deliver printing for 3¢ page. With respect to the City Council by ordinance Newport Beach is committed to recovering 100% cost for all services rendered. So, the City Council by ordinance would have to change the cost recovery table in the municipal code to indicate that it is accepting less than 100% cost recovery. He pointed out that the City does not recover 100% of the cost for almost all library services such as checking in and out books.

The library operates in a different recovery scheme than the rest of the City and he thought that needed to be acknowledged.

Motion made by Board Member Ray, seconded by Secretary Kost, and carried (4-0-0-1) to approve the request to City Council to maintain the current 15¢ fee for black and white photocopies.

AYES: Watkins, Coulter, Kost, Ray

NOES:

ABSTENTIONS:

ABSENCES: Glabman

8. Study Room/Charles Sword Meeting Room Policy (NBPL 13)

Staff recommends that the Board of Library Trustees review and approve proposed changes to the Study Room/Charles Sword Meeting Room Policy (NBPL 13).

Library Services Director Hetherton explained there are two changes to current policy. Currently the rooms are available only for groups of patrons, but staff would like to open that to single patrons as it is commonly requested. Patrons sometimes need a quiet place to teleconference or Zoom, practice a speech, etcetera. If a room is not requested by a group, it could be unavailable to potential users and the library does not want its resources underutilized. The other change is to replace the term “customer” with “patron” for consistency with other library policies.

Chair Watkins confirmed that handwritten pages 57 and 58 are the redlined changes being proposed.

Vice Chair Coulter questioned a line about the rooms not being for single person use.

Library Services Director Hetherton clarified that line was redlined out.

Chair Watkins called for the public comment.

Jim Mosher stated he had two suggestions. First, in the last line of the third paragraph on handwritten page 57 it says, “patrons must check in the reference desk” and it should say “patrons must check in at the reference desk.” Second, he suggested use of the room be prioritized to groups first with individuals being allowed to use the room for one hour and groups of two or more for two hours. An individual could extend their time if a group was not waiting.

Chair Watkins agreed with Mr. Mosher regarding the addition of the word “at,” but was not persuaded that groups ought to have priority over individuals assuming there is a reservation policy enforced. He also asked for Library Services Director Hetherton’s opinion on the second issue.

Library Services Director Hetherton stated he liked the policy as presented and thought it was easier to manage and fair for everyone.

Motion made by Vice Chair Coulter, seconded by Board Member Ray, and carried (4-0-0-1) to approve the proposed changes to the Study Room/Charles Sword Meeting Room Policy (NBPL 13) with the addition of the word "at."

AYES: Watkins, Coulter, Kost, Ray

NOES:

ABSTENTIONS:

ABSENCES: Glabman

9. FY 2021-22 Library Services Proposed Budget

Staff requests that the Board review and approve the proposed FY 2021-22 operating budget for the Library.

Circulation & Technical Processing Coordinator/Acting Library Services Manager Hartson presented the budget that staff worked with Finance and the City Manager to develop for Fiscal Year (FY) 2021-22. The Library did not ask for any program enhancements and maintained a flat budget. The Library submitted a flat budget and Finance staff made some adjustments, which were highlighted in handwritten page 62. Salary and benefits will increase due to MOUs, utilities were adjusted for increasing costs, and internal service funds decreased based on other department's needs.

In response to Secretary Kost's question Circulation & Technical Processing Coordinator/Acting Library Services Manager Hartson confirmed that the salaries represented a full staff.

Chair Watkins called for the public comment, but there was none.

Motion made by Vice Chair Coulter, seconded by Secretary Kost, and carried (4-0-0-1) to approve the proposed FY 2021-22 operating budget for the Library.

AYES: Watkins, Coulter, Kost, Ray

NOES:

ABSTENTIONS:

ABSENCES: Glabman

10. Grant Acceptance from California State Library

Staff recommends the Board of Library Trustees approve the acceptance of a \$12,000 Library Services and Technology Act (LSTA) Grant from the California State Library to support virtual youth programming.

Chair Watkins opened the item for discussion by the Board and called for the public comment, but there was none.

Motion made by Vice Chair Coulter, seconded by Secretary Kost, and carried (4-0-0-1) to approve the acceptance of a \$12,000 LSTA Grant from the California State Library to support virtual youth programming.

AYES: Watkins, Coulter, Kost, Ray

NOES:

ABSTENTIONS:

ABSENCES: Glabman

11. Library Materials Selection

Staff will provide an overview of materials selection.

Adult Services Coordinator Rebecca Lightfoot reported that one of the most important things she and her staff does is collect materials. They strive to provide a balanced and well-rounded collection on a wide variety of topics of interest to the community and patrons regardless of the medium. They use professional review journals, trends, collection development policy, and the *Library Bill of Rights* to develop the collection. They utilize data to determine any gaps in the collection and seek out items to fill the gaps. She explained how the Collection HQ software works and why it is useful in balancing the Library's collection.

In response to Board Member Ray's question Adult Services Coordinator Lightfoot explained that "dead on arrival" items are given to the Friends of the Library.

In response to Vice-Chair Coulter's question about items with zero circulation Adult Services Coordinator Lightfoot stated she did not look at the specific numbers, but that it was rare for an item to have zero circulation.

Chair Watkins said that the report taught him new terms of art. He called for the public comment.

Jim Mosher appreciated staff's desire to replace "grubby" items, but he disagreed with how "dead" and "dead on arrival" books were determined. He noted that prior to the pandemic patrons would read and use materials at the library so materials could have been used and not checked out. Personally, he has checked out books just so that they are not considered "dead" or "dead on arrival." He reminded the Board of a quote from a Library director in New York who mentioned the serendipity of someone reading a book that no one has read in the last 20 years.

Chair Watkins stated that it was not easy to make judgment calls.

Adult Services Coordinator Lightfoot agreed, but stated that dust on the top of a book is a rather good indication of interest.

Chair Watkins thanked Adult Services Coordinator Lightfoot for the report and received and filed the report.

12. COVID-19 Update

Staff will update the Trustees on the Library's activities during COVID-19

Library Services Director Hetherton reported that on April 12, 2021, the Central Library and Mariners Branch opened at full capacity. The public can remain in the building for study and research. The furniture has been reconfigured to facilitate social distancing and the public is complying and responding well to the policy. Face masks are required for all staff and patrons. The Library should be fully staffed by then end of May or early June and then will reopen Balboa and Corona del Mar, which are currently running curbside service. Currently, they are short approximately 10 staff members. Public programming and story

time can be resumed when the County cycles out of the tier system, but there might be a State and County component. Staff will continue to look for guidance regarding public gatherings. The Friends will continue operating out of the Friends room and the Bamboo Courtyard until programs are resumed. The Bistro has sought the clearance to reopen, but he was unaware of the date.

In response to Board Member Ray's question about reopening the remaining branches Library Services Director Hetherton stated they should be fully staffed and ready to reopen at the end of May or beginning of June. The City is actively recruiting for the positions. Once fully staffed the Library will resume night and weekend hours.

In response to Board Member Ray's question about former staff, Library Services Director Hetherton explained they were holding open recruitment for new staff. The staff that was telecommuting are largely back and the remaining telecommuters will return at the end of May/beginning of June.

Chair Watkins called for the public comment, but there was none. He thanked Library Services Director Hetherton for the report and received and filed it.

13. Library Services

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

Library Services Director Hetherton reported they were making progress with the Friends gift shop and the Foundation passport office. Four members of the staff will be certified in person as notaries on May 15, 2021. The equipment has been ordered and some items are ready for assembly. Staff is working on getting the merchandise, but the City must complete the application for the reseller's permit, which is in progress.

The public had no comment, so the Board received and filed the report.

B. Monthly Reports

14. Library Foundation Liaison Reports

A. Library Foundation Board – Report on the most recent activities.

Board Member Ray stated that Kunga Wangmo-Upshaw is the Acting Executive Director/CEO. At the last Foundation meeting the Chair announced that 60 applicants for the position had been narrowed to two candidates. The Foundation is working well, being fiscally responsible, and planning next year's programming, which they hope will be in person.

The public had no comment, so the Board received and filed the report.

B. Library Live Lectures Committee – Report on the most recent activities.

Library Services Director Hetherton reported that the Stuart Palley event went well with 64 attendees and positive feedback. Library Live has an event on May 14, 2021, with author Steven Rowley in conversation with Samantha Dunn. Mr. Rowley was a featured speaker about a year or year and a half ago at a literacy event and was very popular.

The public had no comment, so the Board received and filed the report.

C. Witte Lectures Committee – Report on the most recent activities.

Secretary Kost stated that the Witte Lectures Committee met the previous week and were planning 2022 with the intention of holding in person events. The Committee is also putting together a book bundle for the sponsors for this year including the lead book from each speaker for this season and a \$30 gift card. This season has wrapped and was successful, with one event selling a record 297 tickets. The season even had international reach with people from Canada and around the United States attending the Zoom events.

In response to Chair Watkin's question Secretary Kost stated that next year's speakers have not been announced.

The public had no comment. The Board received and filed the report.

15. Friends of the Library Liaison Report

Trustee update on the most recent activities of the Friends of the Library.

Vice Chair Coulter reported that the volunteers continued to do an outstanding job. March revenue is up with the bookstore bringing in \$15,925, Amazon bringing in \$587, and the membership bringing in \$390 for a total of \$17,048. The membership is down to 682, but they are creative and are implementing new ideas. He explained various sales held and announced the current promotion where members get 50% off until May 1. He announced that he had membership applications should anyone be interested and gave the organization considerable praise.

16. Literacy Services Liaison Report

Trustee update on the most recent activities of Literacy Services.

Chair Watkins reported the next ProLiteracy happy hour is with Marla Jo Fischer on April 24, 2021 at 5:00 p.m. He stressed that Ms. Fischer is extremely funny and encouraged attendance. ProLiteracy is actively trying to recruit learners. He was not sure if interest was affected by COVID-19. ProLiteracy has approximately \$400,000 so fundraising has not suffered. The organization also puts out an outstanding newsletter, *Literally Speaking*, every two months.

In response to Board Member Ray's question Chair Watkins stated he did not know how they recruited learners, but he assumed there was a public announcement.

Library Services Director Hetherton said he was unsure of the recruitment process, but that he knew they took referrals from employers and community colleges.

The public had no comment. The Board received and filed the report.

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher stated he appreciated Chair Watkin's diligence in calling for the public comment on each agenda item, but he had a comment on an item that the Chair forgot to call the comment on, which was the Friends report. He appreciates what the Friends do and suggested the Board or staff request clarification on whether they accept foreign language books.

Vice Chair Coulter assured Mr. Mosher he would find out the policy and announce it at the next Board meeting.

Mr. Mosher said that if the Friends did not feel there was a market for foreign language books in the Newport Beach store, there are other Friends of the Library groups in Orange County that would be happy to receive the books so they might want to coordinate with each other.

Chair Watkins apologized for his oversight on the Friends public comment.

Mr. Mosher stated his non-agenda comment was that the City has scheduled the Aviation Committee meeting at the same time as the Board's meeting. Last month he had to choose which meeting to attend virtually and he chose the Aviation meeting. He tried to attend both meetings this time, but it did not work very well. He suggested that one of the meetings be moved in the future.

Chair Watkins acknowledged that on April 13, 2021, Mr. Mosher had made that comment to Council. He thanked Mr. Mosher for his participation.

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)

Chair Watkins announced the next meeting on Monday, May 17, 2020 at 5:00 p.m. in Council Chambers.

IX. ADJOURNMENT – 6:20 P.M.

Submitted by: *Paul Watkins*

Chair Approval of Minutes