

CITY OF NEWPORT BEACH

**Board of Library Trustees
Newport Beach Central Library
1000 Avocado Avenue, Newport Beach, CA 92660
Meeting Minutes
Monday, August 23, 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 Camille Escareal-Garcia, Cultural Arts Assistant

Trustees Present: Chair Paul Watkins, Vice Chair Kurt Kost, Secretary Barbara Glabman, Trustee Douglas Coulter,

Trustees Absent: Trustee Janet Ray (excused)

Staff Present: Tim Hetherington, Library Services Director
Rebecca Lightfoot, Adult Services Coordinator/Acting Library Services Manager
Camille Escareal-Garcia, Cultural Arts Assistant
Debbie Walker, Youth & Branch Services Coordinator
Melissa Hartson, Circulation & Technical Processing Coordinator

Staff Absent: Francine Jacome, Administrative Support Specialist (excused)

III. **PLEDGE OF ALLEGIANCE** – Led by Vice Chair Kost

IV. **NOTICE TO THE PUBLIC**

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the July 19, 2021, Board of Library Trustees Meetings**

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 Secretary Glabman, seconded by Vice Chair Kost, and carried (4-0-0-1) to approve the Consent Calendar.

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

VI. CURRENT BUSINESS

A. Items for Review

6. Review of The Friends Meeting Room Policy (NBPL 14)

Staff recommends that the Board of Library Trustees review and approve revisions to Library Policy NBPL 14, The Friends Meeting Room.

Chair Watkins stated he submitted a draft of NBPL 14, which was circulated to staff for input. Upon review, Chair Watkins agreed with the changes made by staff.

Library Services Director Hetherton agreed with Chair Watkins' summation.

Chair Watkins called for BLT comments and questions on NBPL 14.

In response to Secretary Glabman's question about Category 2 and community non-profits Library Services Director Hetherton explained that in many scenarios Library Services will make judgement calls to accommodate groups that provide community amenities and are open to the public.

Secretary Glabman confirmed that the room could be booked for open events, not ticketed ones.

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

Motion made by Trustee Coulter, seconded by Secretary Glabman, and carried (4-0-0-1) to approve the revisions to Library Policy NBPL 14, The Friends Meeting Room.

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

7. Information Technology Update

Staff will update the Board of Library Trustees on Library information technology activities.

Library Services Director Hetherton reported on behalf of IT. During the pandemic closure IT demonstrated its value to the City. City business was conducted during the

closures via Zoom and Microsoft Teams and facilitated by IT. Over the past year IT completed the following projects in addition to 940 requests for help:

- 1) completed first major ILS upgrade with SirsiDynix,
- 2) replaced the scanner at Central Library,
- 3) set up the IT in the new passport and gift shop,
- 4) helped with the Library website redesign,
- 5) installed receipt printers at all branches,
- 6) implemented a web content filtering software,
- 7) added wireless access point upgrades,
- 8) upgraded all software on the Media Lab Max,
- 9) provided website content management training for Library staff, and
- 10) reconfigured and reloaded the public computer reservation system.

Next year IT plans the following projects:

- 1) upgrade the iOS before the end of the year,
- 2) new security cameras at Central Library,
- 3) replacement of all Media Lab and public computers at Central Library,
- 4) CASSIE replacement, and
- 5) Library website update.

Chair Watkins called for BLT comments and questions.

In response to Vice Chair Kost's question about the replacement schedule for computers Library Services Director Hetherton said he thought it was three years.

Circulation & Technical Processing Coordinator Melissa Hartson could not recall the exact schedule but stated that there was a schedule, and the staff and public computers were scheduled to be replaced.

In response to Secretary Glabman's question about washing and donating the old computers Library Services Director Hetherton stated he did not know, but that he assumed the public computers had significant share of wear and tear.

Chair Watkins called for the public comment, but there was none. The Board received and filed the report. He also thanked IT for its great work during the pandemic.

8. Adult and Reference Service Update

Adult Services Coordinator Rebecca Lightfoot will provide the annual update on reference services, and collections and programming for adult patrons.

Adult Services Coordinator Rebecca Lightfoot shared a story about a gentleman in Nova Scotia with a book from the 1930's that contained a name, address on Balboa Island, and was dated 1937. She researched the resident, a Mr. Hopkins, for the Nova Scotia gentleman and was able to provide information on Mr. Hopkins, his residence, children, and other matters.

Chair Watkins thanked Adult Services Coordinator Lightfoot for the interesting story.

Adult Services Coordinator Lightfoot said that helping people find information is very important to librarians. She reported the Library is almost fully staffed with three part-time

library assistant vacancies filled in March, they promoted a page to an assistant, transferred two staff members over from Parks and Recreation, and the new Librarian I for Adult Services starts the week of August 30, 2021. Staff was able to move to virtual programming during the pandemic with the help of IT and are getting back to in person programming. Author Robin Jones Gunn, a Newport Beach resident, has a program in November. Sunday Musicales return in September. Staff conducted training while they were open for curbside service and closed to the public. Four staff members attended notary training, two took their oaths already, and the passport office is open and very busy. The wait on a passport is approximately 18 weeks at this point.

In response to Vice Chair Kost's question about expediting passports Adult Services Coordinator Lightfoot said they do both expedited service and hand carry services.

Circulation and Technical Processing Coordinator Melissa Hartson explained that the hand carry service is when a customer uses a courier which causes the application to be handled in a different manner and carries an extra fee. It is currently taking up to 18 weeks for normal applications and 12 for expedited processing.

Adult Services Coordinator Lightfoot reported they added several new online databases over the past year including Brainfuse JobNow & VetNow, ABC Mouse, and ArtistWorks. ArtistWorks offers online musical instruction.

In response to Vice Chair Kost's question about how to use the databases Adult Services Coordinator Lightfoot explained patrons could use Overdrive, which is the downloadable eBook and audiobook service. It can be accessed through the Libby app on mobile devices. The services are free with library membership.

Adult Services Coordinator Lightfoot stated they also added ComicsPlus to the databases. Finally, they added Beanstack, which was made possible with a grant from the California Library Association in conjunction with the California State Library. Staff received extensive training and Beanstack has been very popular.

Chair Watkins confirmed that Beanstack encourages and tracks higher levels of participation for popular library programs including summer reading, winter reading, and 100 Books Before Kindergarten.

Adult Services Coordinator Lightfoot agreed and explained it was an alternate way to view summer reading. Other libraries have used Beanstack for years and recommended it. Finally, they upgraded the Integrated Library System (ILS) in July 2020 during the time they were closed to the public. Reference staff had to do a lot of phone and email tech support for patrons learning to use the new catalog system online. The mobile app was introduced and has been popular.

Chair Watkins called for Board and public comments and questions, but there were none. He thanked Adult Services Coordinator Lightfoot and received and filed the report.

9. Lecture Hall Update

Staff will report on activities related to the Library Lecture Hall project.

Library Services Director Hetherton reported that Trustee Ray updated him and that he would share it with the BLT. The Lecture Hall Design Committee met, and the Memorandum of Understanding (MOU) is being reviewed by the City and is moving forward. The Design Committee also recommended that the Irvine Company explore the “fin design.” All other aspects of the project were approved by the Irvine Company and the Design Committee approved it to go to Council.

In response to Chair Watkins’ inquiry on the “fin design” Library Services Director Hetherton stated he felt it was attractive, it is stainless steel fins that radiate off the front of the building and serve a functional purpose as sunshades.

Chair Watkins asked if the “fin design” was graphically presented.

Trustee Coulter said it was graphically presented months ago but the Design Committee shifted to the “sea foam design.”

Chair Watkins asked Library Services Director Hetherton to share the design with the BLT and he stated he would do so. He called for comments and questions from the BLT.

Secretary Glabman stated confusion about the “sea foam design” and the “fin design” as she thought each was on its own side of the building.

Trustee Coulter explained that even with the fins the concern is about sunset light, so it is still a work in progress.

Chair Watkins said the BLT looked forward to receiving the concept from Library Services Director Hetherton. The Board received and filed the report.

10. COVID-19 Update

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

Library Services Director Hetherton reported no change from past months. Even though there has been a spike in cases it has not changed the Library response. Vaccinated people can go maskless and unvaccinated should be masked with patrons self-attesting. Story times are being held outdoors with two rainouts. Story times have been popular with both parents and children.

In response to Chair Watkins question regarding other libraries mask requirements Library Services Director Hetherton said that other places are interpreting the restrictions more strictly and have scaled back on hours and live programming. There has been a spike in City employees getting sick, but none of those have been Library employees.

Chair Watkins called for BLT or public comments and questions, but there were none. The Board received and filed the report.

11. Library Services

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

Library Services Director Hetherington reported that Los Angeles Public Library is going fine free. Other libraries in Orange County have also gone fine-free or are planning to do so soon. Newport Beach is not the same as many of the communities in Los Angeles County. NBPL treats our patrons as individuals and human beings. If a patron expresses a life catastrophe such as illness or job loss then the Library works with them and may decrease, or waive fines at staff's discretion. The Library can both be compassionate and encourage patrons to return items promptly.

Trustee Coulter agreed with Library Services Director Hetherington's thoughts.

In response to Secretary Glabman's question about revenue from fines Library Services Director Hetherington said it was over \$100,000.

Circulation & Technical Processing Coordinator Melissa Hartson explained that in a typical year it could be upward of \$140,000. The past two years have been different and in 2020 they implemented the new ILS system with automatic renewals, which has dropped the intake of fines dramatically. Now that the Library is reopened and operating normally the fines are increasing but will not reach \$140,000 because of the automatic renewals.

Chair Watkins called for BLT questions and comments.

Vice Chair Kost agreed with Trustee Coulter on Library Services Director Hetherington's position on fines.

Chair Watkins said the fine policy made a lot of sense, but he appreciated Library Services Director Hetherington's moderation or discretion where needed. His point of view was that people who borrow things should be expected to return them.

Library Services Director Hetherington reported the Library received its Reseller's Permit for the gift shop so merchandise can be sold as soon as it arrives. The merchandise is custom made and expected within the next few weeks. Two staff members are certified as notaries with a third awaiting retest and a fourth taking the test in September.

Chair Watkins requested "maximum splash" for the gift shop opening so that it would be well patronized.

In response to Trustee Coulter's question about the restaurant Library Services Director Hetherington explained it was open from 10:00 a.m. to 2:00 p.m. The restaurant is having staffing issues.

Library Services Director Hetherington announced that the 8/24/21 ProLiteracy Proclamation is at 5:00 p.m. in Council Chambers. The new name is Project Adult Literacy (PAL). On September 14, 2021, the Friends will present a check to City Council at 4:00 p.m. in Council Chambers. September 8, 2021, is International Literacy Day in the Friends Room at 10:00 a.m.

Chair Watkins called for BLT questions and comment, but there was nothing further. He called for the public comment, but there was none. The Board received and filed the report.

B. Monthly Reports

12. Library Foundation Liaison Reports

A. Library Foundation Board – Report on the most recently attended meeting.

Vice Chair Kost stated he was unable to attend the last meeting due to travel.

Library Foundation Board Member Dorothy Larson stated that although there was no August meeting the Newport Beach Public Library Foundation (NBPLF) had been very busy reviewing and revising the donor levels. Jerold Kappel created new Board policies and resolutions, an updated chart of accounts, and an ethical donor relations and fundraising report.

Mr. Jerold Kappel, NBPLF Chief Executive Officer, reported that they were catching up and are ready to announce the Witte Lecture series and Library Live. There are two contracts yet to be confirmed. The programs will not start until January which is advantageous because all Orange County presenting and performing arts organizations will require audience vaccination. Medicine in our Backyard, book discussion group, and financial literacy all start in September and will be announced following Labor Day. The Leadership Reception in the Bamboo Court is on 10/6/21. BLT members are invited, and invitations will go out by the end of the week. The Ethical Donor Fundraising Policy was updated and includes a Donor Bill of Rights. Upon approval by the Board, it will be sent to the BLT for their understanding. The Financial Management Policy has been updated and will be sent to the BLT.

In response to Chair Watkin's question about the Ethical Policy, Mr. Kappel said it identified how the Board will account for gifts, discusses how all federal and state regulations will be followed, and discusses agreements with the City. It is approximately nine pages and covers all aspects of an ethical way to solicit, accept, and recognize contributions.

Chair Watkins called for BLT comments.

In response to Trustee Coulter's question about the vaccine requirements, Mr. Kappel stated that they did not have to follow the suggestion, but noted their events take place in public spaces. The organizations that announced are all private 501c3s. Since those organizations have the largest audiences and broadest reach it would be something that would impact everyone.

Chair Watkins called for further comments or questions.

Mr. Kappel said that the Foundation and the Trustees can work together cooperatively to advance the mission of the Library.

In response to Trustee Coulter's question about the Library Lecture Hall utilities and the City's responsibility, Chair Watkins stated that was an argument and that Library Services Director Hetherton was aware of it. There are several members of Council that may take a hardline stance on the funding.

Trustee Coulter stated that the sewer discussion would be important.

Mr. Kappel was concerned that until they got working to size and out to bid they did not know the cost of the building. Right now with materials scarcity and other issues the cost of building now is greater than building in two years. Until the City puts the project for bid they do not know the hard costs.

Chair Watkins stated the Board received and filed the report.

B. Library Live Lectures Committee – Report on the most recently attended meeting.

Chair Watkins stated that in January the lectures begin. The first Library Live Committee meeting is in September.

Mr. Kappel said they hoped to have a new Chair by September.

Chair Watkins said the January lectures were great news. There was no further report from the Library Live Lectures Committee.

C. Witte Lectures Committee – Report on the most recently attend meeting.

Secretary Glabman stated that she had not attended a Witte meeting yet.

Mr. Kappel stated there would be a Witte meeting in September. When the contracts come back they can begin promoting and fundraising.

Chair Watkins requested the BLT be notified of the meeting date.

13. Friends of the Library Liaison Report

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

Trustee Coulter reported that the Friends bookstore stayed open despite the pandemic, every other similar organization in the County closed. The bookstore continues to have weekly specials for its customers. The total bookstore sales, online, membership, and donations for July were \$19,723. Because the bookstore was closed, last July's revenue of \$1,570 was from membership and Amazon sales. The Friends have worked hard to move back into the bookstore and are generating revenue.

Chair Watkins called for further questions and comments, but there were none. The Board received and filed the report.

14. Literacy Services Liaison Report

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

Chair Watkins called for the PAL report from Library Services Director Hetherton.

Library Services Director Hetherton reported the name change from Newport/Mesa ProLiteracy to Project Adult Literacy (PAL). Marketing Specialist Maria Nicklin is helping rebrand and develop the new logo. Program Director Cherall Weiss and the PAL Board think the new name is clean, catchy, and easy to identify. Literacy classes are resuming in person. The full schedule will be up in September. On September 8, 2021, at 10:00 a.m. International Literacy Day will proceed. On October 9, 2021, there is a happy hour with Maggie Shipstead. Finally, several new Board Members joined PAL.

Chair Watkins called for BLT and public comments and questions, but there was none. The Board received and filed the report.

Library Services Director Hetherton stated that last month Chair Watkins activated a Balboa Branch Ad Hoc Committee. It was not included in the packet and that would be rectified, but Trustee Ray provided a report for him to read.

Chair Watkins called for the report.

Library Services Director Hetherton reported that the Ad Hoc Committee was appointed to explore options for the Balboa Branch. Trustee Ray is chairing the committee with Secretary Glabman as a member. Staff support is provided by Library Services Director Hetherton, Debbie Walker, Evelyn Rodgers, and Annika Helmuth. Trustee Ray is looking to reach out to the community near the branch and consult with the firemen. He suggested staff complete a needs assessment. The first meeting of the committee will be in late September or October.

Chair Watkins called for BLT comments or questions, but there were none. There was no public comment, so the Board received and filed the report. He further instructed Library Services Director Hetherton to place the item on the monitoring list.

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Ms. Dorothy Larson commented on how well run the Library is and thanked the BLT and staff for their work.

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 – 6:00 P.M.

Submitted by: *Paul Watkins*

Chair Approval of Minutes