

## CITY OF NEWPORT BEACH

### Board of Library Trustees

### Newport Beach Central Library

1000 Avocado Avenue, Newport Beach, CA 92660

### Meeting Minutes

Tuesday, January 18, 2022 – Closed Session 4:00 / Regular Meeting 5:00 p.m.

I. **CONVENE IN OPEN SESSION** – 4:00 P.M.

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

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

Trustees Absent: Trustee Janet Ray (excused)

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

III. **PUBLIC COMMENTS**

Jim Mosher, Newport Beach resident, stated that he had not been aware that the Library Services Director was retiring, but noted the closed session discussion about the recruitment/appointment process. It is great that the Board of Library Trustees (BLT) is involved in the process, but he was displeased that the discussion would be in closed session. He provided written comments and stated that closed sessions were supposed to be reserved for specific purposes. As it did not appear that they would be discussing an employee or a specific potential employee and would only discuss the process it should take place in open session. Following any closed sessions there is to be a session report. He thought this was comparable to the recruitment of the City Manager and noted that City Council ultimately decided to discuss recruitment in an open session. Interviews were held in closed session. He strongly advocated for an open recruitment process with an executive recruitment firm. The Newport Beach Library Services Director is the highest paid outside of the Bay Area so they should attract talent.

Chair Watkins stated that Library Services Director Hetherton announced his retirement effective Thursday, March 31, 2022. Item IV. 1. Will discuss his retirement and matters related to recruitment and appointment of a new Library Services Director. He read California Corporations Code § 54957(b)(1). Based on that, he stated the meeting was in recess until 5:00 p.m. when the BLT would reconvene in open session.

**IV. CLOSED SESSION**

- 1. Discuss the Library Services Director's Retirement and Recruitment/Appointment Process (Government Code § 54957(b)).**

At 4:06 p.m. the Trustees adjourned with City Manager Grace Leung and Human Resources Director Barbara Salvini for a Closed Session.

**V. RECESS – 4:40 P.M**

**VI. RECONVENE FOR REGULAR MEETING – 5:00 P.M.**

**VII. CALL MEETING TO ORDER**

**VIII. ROLL CALL**

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

Trustees Absent: Trustee Janet Ray (excused)

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

**IX. CLOSED SESSION REPORT**

Chair Watkins reported the BLT met with City Manager Grace Leung and Human Resources Director Barbara Salvini to discuss Library Services Director Hetheron's retirement effective March 31, 2022, and the recruitment and appointment of a public employee.

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

**XI. NOTICE TO THE PUBLIC**

**XII. CONSENT CALENDAR**

**A. Consent Calendar Items**

**2. Minutes of the December 20, 2021, Board of Library Trustees Meetings**

Chair Watkins confirmed that the other members of the Board did not wish to remove items from the Consent Calendar.

Chair Watkins had the following correction to the minutes:

- Handwritten Page 8, "Rhonda" is the correct spelling of Rhonda Watkins.

- Handwritten Page 13, "Chair Watkins" is repeated and should be corrected.

**3. Patron Comments**

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

Chair Watkins thanked Adult Services Coordinator Rebecca Lightfoot for her complete and worthwhile responses to patron comments.

Trustee Coulter also voiced appreciation for Adult Services Coordinator Lightfoot's responses.

**4. Library Activities**

Monthly update of library events, services, and statistics.

**5. Expenditure Status Report**

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

Chair Watkins reported that they were halfway through the fiscal year and are 5% under budget.

**6. Board of Library Trustees Monitoring List**

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

Chair Watkins called for the public comment.

Jim Mosher, Newport Beach resident, stated he submitted written comments on Consent Calendar Item 3, Patron Comments. Comments numbered 3 and 7 had to do with patron frustration with the current study room policy. He suggested the BLT review the policy, which is scheduled to be reviewed in April 2023. Rooms cannot be reserved by telephone, which is inconvenient.

Chair Watkins stated that if a patron was present and made a commitment for a study room it made sense for the policy to be sustained. He asked for Library Services Director Hetherton's opinion.

Library Services Director Tim Hetherton said that he needed to discuss the item further with staff and would return to the BLT later with a recommendation.

Secretary Glabman asked if there were people reserving rooms on the phone and then not showing up to use them.

Library Services Director Hetherton explained that he was not sure how the policy came to be, but they used to do phone reservations and people wanted to reserve rooms far in advance. "No shows" result in additional staff time enforcing the 15 minute no-show rules. He will discuss the matter further with staff and report back to the BLT.

Chair Watkins called for a Motion.

Motion made by Trustee Coulter, seconded by Vice Chair Kost, and carried (4-0-0-1) to approve the Consent Calendar with edits to the minutes of December 20, 2021.

AYES: Watkins, Kost, Glabman, Coulter

NOES:

ABSTENTIONS:

ABSENCES: Ray

### **XIII. CURRENT BUSINESS**

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

##### **7. Library Gift and Donor Policy (NBPL 3)**

Staff recommends that the Board of Library Trustees review and accept revisions to Library's NBPL 3 *Gift and Donor* policy.

Chair Watkins requested the item be tabled until the February 22, 2022, meeting so that the Newport Beach Public Library Foundation (NBPLF) Executive Board could weigh in on the policy. The NBPLF has requested the additional time. Hearing no objections, the matter was tabled.

##### **8. NBPL eBranch, Database, and Downloadable Services Review**

Staff will provide an update and review of the Library eBranch, database, and downloadable services.

Adult Services Coordinator Lightfoot explained the eBranch is made up of databases and downloadable services. The services include eBooks, audiobooks, magazines, and streaming video. The services are very popular, especially OverDrive. 2020's numbers were slightly higher than 2021, but 2021 was still higher than 2019. The numbers should continue to grow as the service becomes more popular and more items are added. The current focus is on adding children's items. Over the past two to three years the selection of materials for children has improved. They continue to evaluate the current selection of databases and remove some and add others as necessary. In March 2021 they added Comics Plus, which has over 20,000 graphic novels, manga, and comics with unlimited checkouts and simultaneous use. Graphic novels and manga are growing in popularity. In June they added ArtistWorks, which is musical instruction and can be accessed through OverDrive. Kanopy continues to add films to their selection and in August 2021 they started adding major motion pictures from big studios. Now there are popular blockbuster movies available, and more content will continue to be added. Last year OverDrive purchased RB Digital and merged their content. Over 3,000 magazines are available and are a complement to Flipster, the other magazine service the Library subscribes to.

Chair Watkins inquired about Cloud Library.

Adult Services Coordinator Lightfoot explained Cloud Library was similar to OverDrive, a vendor offering eBooks and audiobooks. Staff has viewed Cloud Library demonstrations and did not feel the content was on the same level as OverDrive. Additionally, Cloud Library does not have the functionality or usability of OverDrive. The library has been an

OverDrive customer for 15 years and has invested a lot of resources into developing the content. Overall, she did not feel Cloud Library was as good as OverDrive.

Chair Watkins called for the public comment.

Rhonda Watkins, Newport Beach resident, stated that she did not believe the greater public was aware of the variety of materials available. She asked what the Library was doing to publicize itself.

Adult Services Coordinator Lightfoot said that they used to teach classes in the Media Lab on the services, but that was put on hold due to COVID. They hope to resume that program in the future. One of the Librarians had an idea to spotlight a different service each month on the front page of the website, which they implemented and have done for the last three months. Currently they are highlighting Beanstack.

In response to Vice Chair Kost's question, Adult Services Coordinator Lightfoot explained that past highlighted services are linked on the databases page. In November, the use of the highlighted service doubled over the previous month.

Vice Chair Kost asked if information was sent to the local school librarians. He noted that the Comics Plus service might be especially interesting to children.

Adult Services Coordinator Lightfoot said that Youth & Branch Services Coordinator Debbie Walker could speak to the partnership with the schools better than she could. There have been challenges with getting information out to the school librarians. Marketing Specialist Maria Nicklin includes information on the databases in the e-mail blast which goes out weekly.

Secretary Glabman suggested Zoom tutorials to highlight topics.

Adult Services Coordinator Lightfoot liked the idea.

Chair Watkins recognized Mr. Kappel.

Jerry Kappel, NBPLF CEO, stated that the NBPLF was starting a monthly email newsletter and will help promote the services. There are 14,000 people on the email list.

Adult Services Coordinator Lightfoot thanked Mr. Kappel for the offer.

Secretary Glabman asked if eVisits went into the library's count.

Chair Watkins believed they did but asked Library Services Director Hetherington to confirm.

Library Services Director Hetherington said that Mr. Lance of the Library Journal Star Library survey does look at those statistics.

Chair Watkins called for further input or questions, but there was none. The BLT received and filed the report.

## **9. Lecture Hall Update**

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

Library Services Director Hetherton reported that Jill Johnson Tucker chairs the committee and presented for Speak Up Newport on Wednesday. There were nice graphics and a video shown and they showed the potential for the proposed facility.

Chair Watkins stated that he did not know if that was available to view, but the flyover was great.

Library Services Director Hetherton stated he would send it to the BLT and would check the Speak Up site to see if it was archived.

Chair Watkins called for further questions or comments, but there were none. He called for the public comment.

Jerry Kappel, NBPLF CEO, stated that they were planning to enhance the video with a drone flyover to connect the lecture hall more directly to the civic center campus.

Rhonda Watkins, Newport Beach resident, stated Speak Up Newport archives its meetings on its website. Sometimes they are rebroadcast on NBTV television station.

The BLT received and filed the report.

**10. Balboa Branch Replacement Update**

Trustee Ray will report on activities related to the Balboa Branch Replacement project.

Secretary Glabman stated that there was nothing new to report.

Library Services Director Hetherton reported they were waiting for IT to create the survey.

Chair Watkins said that he and Trustee Ray would meet with Council Members Diane Dixon and Joy Brenner at the Balboa Branch Fire Station on January 20 at 2:00 p.m. before the January 29 meeting on Capital Improvement Projects (CIP). It is important that the Balboa Branch replacement not supersede the Library Lecture Hall.

**11. COVID-19 Update**

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

Library Services Director Hetherton reported that in response to the Omicron surge California requested that public buildings require the public to wear masks. City Hall has temporarily closed with plans to reopen the week of January 24, 2022. Staff and the public are required to wear masks in all public facilities. Staff is being grouped into three cores to limit contact and spread of the virus. Many employees have been out with COVID or COVID exposures, so they have had to adjust service hours. The Corona del Mar Branch closed on January 14 for lack of staff. He commended staff for being flexible and managing the situation.

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

**12. Acceptance of Donation**

Staff recommends the Board of Library Trustees approve the acceptance of a year-end donation from a supporter to enhance the materials collection.

Chair Watkins introduced the discussion of a \$1,000 donation from Georgetta Wolff. He asked for questions or comments from the BLT, but there were none. He called for the public comment, but there was none.

Motion made by Trustee Coulter, seconded by Secretary Glabman, and carried (4-0-0-1) to approve the acceptance of a year-end donation from a supporter to enhance the materials collection.

AYES: Watkins, Kost, Glabman, Coulter

NOES:

ABSTENTIONS:

ABSENCES: Ray

**13. Library Services**

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

Library Services Director Hetherton reported that he was waiting for a draft Memorandum of Understanding (MOU) for the Friends of the Library and the City of Newport Beach for the Gift Shop. On Saturday, January 29, 2022, at 9:00 a.m. City Council will hold its annual planning session and CIP update which should provide information on the Library Lecture Hall and the Balboa Branch replacement.

Chair Watkins called for BLT comments and questions.

Vice Chair Kost inquired about the status of the gift shop materials.

Library Services Director Hetherton indicated they received a few items and were looking into ordering more. Everything is on hold pending the City's decision. Staff has identified merchandise, but it may not have been purchased yet.

Vice Chair Kost asked if the delay of the MOU was COVID related.

Library Services Director Hetherton explained the City Attorney's Office is always busy and they received the request just before the holiday. He thought it should be done shortly.

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

**B. Monthly Reports**

**14. Library Foundation Liaison Reports**

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

Vice Chair Kost reported they met January 10 via Zoom. Patricia Dreyfuss is a new committee member. January and February events have been cancelled due to COVID and most are looking to reschedule rather than do Zoom presentations. The Next Bookmark will focus on the 25<sup>th</sup> anniversary of the Witte Lecture Series. The Foundation is working on new banners and logos for around the library. The Foundation audit has been completed and approved. Income is up and there is \$3.7 million in assets. Donations for December were strong and included \$79,000 of donations in the last ten days of the year.

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

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

Chair Watkins stated that he prepared a written report which could be found on Handwritten Page 44. Other lectures may be moved as well. Many of the speakers prefer to have live audiences. Ms. Wangmo-Upshaw provided a good summary of the framework and tenets of Library Live and its target audience. Library Live has \$69,000 in donations against a requested budget of \$78,000, which is quite good given the pandemic. The programs will follow all California COVID guidelines. He called for BLT or public comment, but there was none. The BLT received and filed the report.

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

Secretary Glabman attended the Witte Lectures Committee meeting, which was in person and held outdoors. Ezra Klein has sold out for both Friday and Saturday. Dr. Eddie Glaude, Jr. has 145 tickets sold for Friday and 130 for Saturday. Suzanne Simard has 140 tickets sold for Friday and 121 for Saturday. There is plenty of time for ticket sales, but Ezra Klein and Dr. Glaude have been postponed to April. Notices have been sent to ticket holders and the Library Foundation subscribers. The Committee is exploring speakers for 2023 going through people, themes, and cost. Some of the themes considered were China, the environment, democracy and voting rights, power and balance in social media, social justice, the economy, concentrated wealth, and education in California. Ms. Wangmo-Upshaw has a list of speakers and is determining who might fit into the budget and timeframe. The Witte Lecture Series is 60% of the way to the donation goal of \$158,000.

Chair Watkins called for BLT questions and comments.

Trustee Coulter asked how many people could be allowed into the lectures.

Secretary Glabman answered that 200 people could be accommodated for both Witte Lectures and Library Live.

Chair Watkins called for the public comment.

Jerry Kappel, NBPLF CEO, explained the advantage of moving the Witte series to April was that they would be able to keep the doors open for airflow in April whereas that may not have been possible in January.

Chair Watkins stated the BLT received and filed the report.

**15. 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 of the Library met outside in the courtyard. They have closed the bookstore for the rest of January due to the COVID surge. The December net income was \$16,358. The fourth quarter sales for 2021 were \$42,264, a 32% increase over 2020's fourth quarter sales of \$31,939. He announced the next book sale scheduled for April 1 and 2. The sale on April 1 is for members only while April 2 is open to the public. There are currently 768 members of the Friends of the Library. He explained their recent promotions and praised the Friends for their work.

Secretary Glabman asked if the Friends notify members when their membership is about to expire.

Trustee Coulter stated he would get the answer for Secretary Glabman.

Chair Watkins stated the BLT received and filed the report.

**16. Literacy Services Liaison Report**

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

Chair Watkins announced that Jessica Bass was the new President of the Advisory Board.

Library Services Director Hetherington stated that Project Adult Literacy (PAL) sent out a solicitation letter in December. The total income for December was \$16,518.52. \$9,000 came from the solicitation. There are 69 active tutors and 5 waiting to complete training. There are 95 active learners and 12 are waiting for tutors. Classes are via Zoom due to the moratorium on in person programming. There is a Zoom book club. He corrected his earlier statement and explained that City Hall was scheduled to reopen on January 28. The Board is working on collaboration and community outreach. They are looking for a speaker for The Gift of Literacy luncheon and are hoping they do not have to change their plans due to COVID.

Chair Watkins inquired about the date of the luncheon.

Library Services Director Hetherington said that he did not have a date, but the luncheon was typically held in the spring. He agreed to put it on the BLT's calendar when the date was known.

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

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

Jim Mosher, Newport Beach resident, said that one of the reasons the public wanted a new Library Lecture Hall was because the acoustics in the Friends Meeting Room are not

perfect. He missed Item 7 on the Agenda, the review of the gift policy and asked if it was continued.

Chair Watkins stated that the item was continued to the next meeting.

Mr. Mosher commented that the attachments do not correlate to current policy, and he wanted to bring that to staff's attention. When Chair Watkins gave the closed session report, he heard that the BLT had approved the appointment of a public employee. He asked if that was correct.

Chair Watkins stated that they discussed the retirement of Library Services Director Hetherton. He called for further public comment, but there were none.

**XV. 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 called for announcements or future agenda items, but there were none. He congratulated Tara Finnigan on her appointment to the Assistant to the City Manager.

**XVI. ADJOURNMENT – 5:47 P.M.**

Submitted by: *Paul Watkins*  
Chair Approval of Minutes