

CITY OF NEWPORT BEACH

**Board of Library Trustees
Newport Beach Central Library
1000 Avocado Avenue, Newport Beach, CA 92660
Meeting Minutes
Monday, August 15, 2022 – 5:00 p.m.**

I. CALL MEETING TO ORDER – 5:00 P.M.

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

Trustees Present: Chair Paul Watkins, Secretary Douglas Coulter, Trustee Barbara Glabman, Trustee Ash Kumra (arrived 5:05 P.M.)

Trustees Absent: Vice Chair Janet Ray (excused)

Staff Present: Melissa Hartson, Library Services Director
Francine Jacome, Administrative Support Specialist
Rebecca Lightfoot, Adult Services Coordinator/Acting Library Services Manager
Avery Maglinti, IT Manager

Staff Absent:

III. PLEDGE OF ALLEGIANCE – Led by Secretary Coulter

IV. NOTICE TO THE PUBLIC – Waived

V. CONSENT CALENDAR – Administrative Support Specialist Francine Jacome

A. Consent Calendar Items

1. Minutes of the July 18, 2022, Board of Library Trustees Meeting

Chair Watkins introduced the Consent Calendar and confirmed that the other Trustees did not wish to discuss and/or did not wish to remove items from the Consent Calendar. Hearing none he noted that he had several observations.

2. Patron Comments

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

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.

Chair Watkins reported that they were 6% under budget for Fiscal Year (FY) 2021-22. The Library made some good faith expenditures in the past month. In July 2022 they were 5.6% under budget and were expected to be closer to budget in August 2022.

5. 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 public comment on the Consent Calendar.

Jim Mosher, Newport Beach resident, called attention to Comment #5 under Patron Comments on Page 15 and questioned if people understood that BLT meetings were open to the public. He suggested offering the information on the Library website on the calendar and specifically noting that it was a public meeting. He further suggested signage prior to the Board of Library Trustees (BLT) monthly meetings at each branch so local patrons were aware of such meetings.

Trustee Kumra indicated that he had arrived.

Chair Watkins called for a Motion on the minutes and noted that Trustee Glabman would be abstaining because of her prior absence.

Motion made by Secretary Coulter, seconded by Trustee Kumra, and carried (3-0-1-1) to approve the minutes of July 18, 2022 as presented.

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

Chair Watkins called for a Motion on the Consent Calendar.

Motion made by Secretary Coulter, seconded by Trustee Kumra, and carried (4-0-0-1) to approve the Consent Calendar with the minutes as presented.

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

VI. CURRENT BUSINESS

A. Items for Review

6. Information Technology Update

IT Manager Avery Maglinti will update the BLT on Library information technology activities.

Chair Watkins called for the Information Technology (IT) update.

IT Manager Avery Maglinti introduced himself and explained he would provide an update on all the projects IT handled for the Library over the past year. The projects were in addition to the over 850 Help Desk tickets filed by the Library over the past year. Help Desk tickets ranged from broken personal computers (PC) to network issues, application support, printing issues, access, and other problems. The Media and Sound Labs received new Macs and upgraded software. The Media Lab also got a new scanner and the Sound Lab got new audio interface equipment. The Mariners Branch had new RFID gates installed to minimize the footprint. All the PCs at all branches were upgraded as were the wireless access points. The entire Library received a networking upgrade and infrastructure. The website is in the process of being updated with new design and colors. They implemented a more modern software called TBS which helped facilitate the public PC reservations and remote printing. Some doors at Central Library were converted to key card access for security. They were about 50% complete at replacing the security cameras at Central Library.

Chair Watkins asked how many megapixels the new cameras were.

IT Manager Maglinti did not know the answer to the question, but explained the cameras filmed in high definition. IT also installed new receipt printers with sticky labels. In 2020 there was an Integrated Library System (ILS) upgrade which allowed for annual upgrades. Over the next year IT would continue to replace the Central Library security cameras, look into replacing the security camera system at Mariners, replace the PCs in the Media Lab, and provide all branches with new laptops for public use.

Chair Watkins asked if they were spending money on security cameras at Balboa Branch.

IT Manager Maglinti said that there was no current plan for Balboa.

Trustee Glabman asked how many PCs the Library had.

IT Manager Maglinti did not have a count.

Trustee Glabman asked what happened to decommissioned PCs.

IT Manager Maglinti explained that they were sent to the Central Warehouse and then were surplus. The funds from the sale ultimately returned to the General Fund. The sale was similar to an auction and items were purchased by the pallet.

Trustee Glabman asked if remote printing could be done from off site.

IT Manager Maglinti stated that it could be done from off-site through the website or email, but the patron would have to come to the branch to initiate the printing.

Trustee Glabman asked IT Manager Maglinti to define ILS.

IT Manager Maglinti said it was Integrated Library System.

Trustee Glabman inquired about the process of getting new security cameras.

IT Manager Maglinti explained that IT purchased the cameras and were replacing the ones they could do themselves to save some money. A vendor would be used to replace some of the higher cameras and those would be put out to bid. They were in the process of seeking bids.

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

Jim Mosher, Newport Beach resident, inquired about the PC reservation system at the branches. He noted that it was working well but a banner interfered with ease of use. Therefore he requested the banner be moved to a less intrusive location.

IT Manager Maglinti indicated that he would have someone look into it the next day.

Chair Watkins indicated that the BLT received and filed the report.

7. Media Lab Marketing Report

Adult Services Coordinator Rebecca Lightfoot will provide a report on Library plans for marketing the Media Lab to patrons.

Chair Watkins thanked Adult Services Coordinator Lightfoot for her work on the report and called for it.

Adult Services Coordinator Rebecca Lightfoot reported that she met with her staff and brainstormed ideas. Pre-pandemic they held Technology Classes in the Media Lab and they wanted to get back to that. Staff was developing a list of topics and determining who would teach the courses. They plan to request patron feedback at the October Open Houses. Open Houses were scheduled twice a week, one in the morning and one in the evening, for the month of October. Staff would be on hand to answer questions and show patrons what could be done with the Media Lab. They also planned to have some kind of survey prepared for the patrons. Marketing Specialist Maria Nicklin updated the Media Lab rack cards and she passed one around for BLT review. Staff is also looking to increase the social media presence of the Media Lab. The Media Lab rack card will be disseminated with the EBranch brochure to City partners and local high schools. Staff also was discussing hosting another Digital Saturday.

Chair Watkins praised the past Digital Saturday programs.

Adult Services Coordinator Lightfoot explained that the program had been successful and mentioned the prior themes. She explained that they had tried to increase awareness of the Media Lab's resources.

Chair Watkins praised the creative and innovative ideas and asked Trustee Kumra to be a "Media Lab Czar," work with Adult Services Coordinator Lightfoot, and report back to the BLT when appropriate. He then called for BLT comments or questions.

Trustee Glabman loved the outreach plan.

Trustee Kumra thanked Adult Services Coordinator Lightfoot for the report and was looking forward to speaking with her further. He liked the Digital Saturday idea and had

been involved with similar projects in the past. He explained his background in digital privacy and offered his assistance while explaining the topic was extremely important to the community.

Chair Watkins called for the public comment, but there was none. He thanked Adult Services Coordinator Rebecca Lightfoot for her report and indicated that the BLT would receive and file it.

8. Collection Development Policy (NBPL 2)

Staff request that the BLT review and approve revision to the Library Policy NBPL 2, *Collection Development*.

Chair Watkins called for the staff report.

Library Services Director Melissa Hartson explained that she would ask Adult Services Coordinator Rebecca Lightfoot to provide the report.

Adult Services Coordinator Lightfoot explained NBPL 2 was a backbone policy of the Library. Staff felt the current policy was not as specific as they would like so it was revised to be more transparent for the public. They added specificity, a section on donations and the Friends of the Library, and more information on collection maintenance.

Chair Watkins noted that Library Services Director Hartson was advised of a few typographical errors. There was also a patron comment which was addressed. He called for BLT comments and questions.

Trustee Glabman inquired about collection objectives and a possible grammar error.

Adult Services Coordinator Lightfoot said that they already caught that error.

Chair Watkins liked the additions to the policy. He called for the public comment.

Jim Mosher, Newport Beach resident, indicated he had several stylistic suggestions for the policy and noted that the overall additions were very good. He directed the BLT to the redline version and noted that he thought the original paragraphs were all collection objectives. He then made a few suggestions and comments about the organization and phrasing of the policy and how he understood it.

Chair Watkins asked the BLT if they could come up with a better word than “popular” pursuant to Mr. Mosher’s suggestion.

Trustee Glabman thought the item was self-explanatory and did not need further clarification.

Chair Watkins thought it was appropriate to have an introductory paragraph.

Adult Services Coordinator Lightfoot said that was her intention, there would be an overall summation as an introduction.

Chair Watkins called for any other necessary changes to the policy. Hearing none he called for a Motion.

Motion made by Trustee Glabman, seconded by Secretary Coulter, and carried (4-0-0-1) to approve the revisions to the Library Policy NBPL 2, *Collection Development*.

AYES: Watkins, Coulter, Kumra, Glabman

NOES:

ABSTENTIONS:

ABSENCES: Ray

9. 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 Lightfoot reported a busy year in Reference. At this point all branches have been reopened to the public for an entire year.

Chair Watkins asked staff to discuss what Reference was and noted that he saw it as people asking questions being sent to the proper places. He asked if that was an oversimplification.

Adult Services Coordinator Lightfoot explained that was a core function of Reference at the various service desks. Children's Reference was separate from the Adult Reference desks. Adult Reference assists patrons with their informational needs from telephone numbers to finding source material. She reported staffing changes and announced they were still short two staff members but were recruiting.

Chair Watkins asked if they would have the Librarian II position filled by the next month.

Adult Services Coordinator Lightfoot thought that timeline was optimistic. The Mariners Branch Librarian returned to Central in the interim to assist. A part-time Library Assistant at Corona del Mar resigned, and that person was replaced. Two more part-time Library Assistants were recently hired, and they were in the process of recruiting two more. She listed some of the great programs over the past year and indicated credit for those events belonged to Programming Assistant Terry Sanchez. She explained the National Zine Month programming and announced that 18 zines were created. Outreach has started back up with a visit to a local retirement community to help patrons access online resources. Staff is looking forward to further outreach opportunities. Several databases have hosted online training for all staff. The Library also added the NewsBank database including the Daily Pilot. Test proctoring resumed and is now available at Corona del Mar. The new print and PC management system discussed earlier by IT has also been great and includes new features.

Trustee Glabman inquired if the local papers could be accessed online.

Adult Services Coordinator Lightfoot indicated they could and that there were over a decade of back issues of The Daily Pilot included. The Wall Street Journal could be accessed via another database online.

Chair Watkins called for the public comment.

Jim Mosher, Newport Beach resident, explained that the NewsBank database got the online text of an article but did not look like the physical paper. He took a physical paper from the rack and was unable to reconcile it with the NewsBank copy. He thought NewsBank was reposting the text on different days than the original paper and not every article is included. The tool was useful but was not a replacement for the printed paper, if that was the intent.

Adult Services Coordinator Rebecca Lightfoot explained that they were at the mercy of the vendors and NewsBank was the only vendor that supplied The Daily Pilot. There are actual photos of The Orange County Register but not of The Daily Pilot.

Chair Watkins indicated the BLT received and filed the report.

10. Lecture Hall Update

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

Library Services Director Hartson reported that the Newport Beach Public Library Foundation (NBPLF) might have a meeting on August 23 featuring an item on Consent related to the Library Lecture Hall Naming Rights Agreement and the Amendment to the Memorandum of Understanding (MOU) between the City and the NBPLF. She would update the BLT on the agenda when she received the information.

Kunga Wangmo-Upshaw, NBPLF Director of Programming, thought they might have secured naming rights for the Lobby.

Chair Watkins confirmed that they had naming rights for the hall, the courtyard, and the lobby.

Ms. Wangmo-Upshaw stated that they were still working on the green room naming rights.

Chair Watkins asked if there was a report on the private funds in escrow.

Ms. Wangmo-Upshaw said there was no report.

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

11. Balboa Branch Replacement Update

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

Library Services Director Hartson reported that they attended District 1's town hall with Councilmember Dixon on July 19. One of the agenda items was upcoming Public Works projects. The Balboa Branch Library and Fire Station replacement was on track for planning and going out to bid. Public Works is focused on the timeline to release bids as things are currently coming back high. Community input for the project would be handled in a similar manner as the Lecture Hall. Everything was on track for the FY.

Chair Watkins stated that Vice Chair Ray would work with Library Services Director Hartson and staff on the project when she returned.

Trustee Glabman asked if the meeting was well attended.

Library Services Director Hartson indicated that it was.

Chair Watkins noted that the agenda was full.

Library Services Director Hartson said that there was good community turn out. She also announced at the meeting that they were soliciting community input through the survey on the Balboa Branch website page.

Chair Watkins called for further BLT discussion. He then called for the public comment.

Jim Mosher, Newport Beach resident, recalled extensive public input on the last Library/Fire Station remodel. He clarified that the meeting was not considered to be one for public input because people on the peninsula did not know it was a topic at the town hall. The notice that the public saw mentioned Public Works, so people did not know there was a chance to provide input on the Balboa Branch Library.

Chair Watkins agreed that there was an exhaustive agenda covering more than just the Balboa Branch replacement project. He reminded Mr. Mosher of the survey as a means of public input. He received and filed the report.

12. Library Services

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

Library Services Director Hartson reported that the Library was about to turn a corner related to staffing as they had completed first and second round interviews for the Coordinator position, Librarian III.

Chair Watkins requested a timeline.

Library Services Director Hartson thought an announcement would come within a month. The Library was on the cusp of several hires. With the California State Park Passes Newport Beach was in the top 5 due to its circulation model. She was pleased with the program and thought it was a welcome addition to the Library's offerings. If the Library Lecture Hall ended up on the Council's agenda she would let the BLT know. The Literacy Day proclamation was scheduled for August 23 at 4:00 p.m. in Council Chambers. The Foundation Donors appreciation event would be in the Bamboo Courtyard on September 21 at 5:00 p.m.

Chair Watkins explained that attendance for the Literacy Day Proclamation was not necessary as he would be there but indicated that BLT members were welcome. Project Adult Literacy Advisory Board President Jessica Bass would be present.

Trustee Kumra asked what the BLT's goal was for the August 23 Council event.

Chair Watkins explained that when the Library had items before the Council he found it to be good form to show up if one's schedule permitted to support the Library's various programs, functions, and infrastructure. He explained that the "Wheelhouse list" contained events that the BLT should consider attending. It was not mandatory, but the Chair appeared at the events. He called for BLT or comment questions.

Trustee Glabman stated that she was unaware of the parking passes until she read about them in the minutes. She asked how they were being promoted and for further information.

Library Services Director Hartson explained that the passes were good for a week and that the Library had a limited number of passes available in partnership with the California State Library. The Library has 15 passes, and they are listed in the catalog. They are available on first come first served basis and cannot be reserved or renewed. The pass works at most State parks but does not cover Corona del Mar beach.

Chair Watkins called for the public comment.

Jim Mosher, Newport Beach resident, said that he shared Trustee Glabman's question as he was not aware of the program at all. He asked how people were being made aware that the passes were in the catalog.

Library Services Director Hartson said that they were in the catalog. California State Library did press releases when the program came out and a number of patrons came in immediately, so the Library did not have to promote the program further since they received such a limited number of passes. They have slowly been announcing the program since its launch. No major marketing campaigns are planned.

Secretary Coulter thought that if one could not make a reservation then they did not need a marketing campaign.

Mr. Mosher asked another question regarding the program.

Library Services Director Hartson explained that in their program they did not have the most check outs, but the passes were turning over faster and circulating more in Newport Beach than at other libraries.

B. Monthly Reports

13. Library Foundation Liaison Reports

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

Library Services Director Hartson indicated that there was nothing to report as the next meeting was scheduled for September 12 at 5:00 p.m.

Kunga Wangmo-Upshaw, NBPLF Director of Programming, noted that the September 21 was a Wednesday.

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

Trustee Kumra stated that they had not met.

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

Kunga Wangmo-Upshaw, NBPLF Director of Programming, stated that all contracts for Library Live and Witte were in place and signed. They were preparing to market the events.

Chair Watkins called for BLT or public comment, but there was none. He indicated the BLT received and filed the reports.

14. Friends of the Library Liaison Report

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

Secretary Coulter announced that the recent book sale yielded \$3,617, with the bookstore making \$1,939, for a total of \$5,556. There are 840 members, and membership income for July was \$645. The bookstore income was down 1.5%, and total income was down 15.6% from 2021. The Friends are always looking for new ideas for sales. The organization is great and has tremendous participation and results.

Chair Watkins called for BLT and public comment. Hearing none he received and filed the report.

15. Literacy Services Liaison Report

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

Trustee Glabman said that Literacy Day was September 8 and everyone would receive information about it via email.

Chair Watkins praised the program.

Trustee Glabman said that it was a great opportunity to recruit people who were not involved in the Library. The program would take place in the Friends Room.

Chair Watkins encouraged BLT members to attend. He called for BLT or public comment.

Jim Mosher, Newport Beach resident, commented that the item was referred to on the agenda as Literacy Services. The Library Website has a tab called "Services" and Literacy Services should be listed there. Currently the information was buried so he suggested the staff address that.

Library Services Director Hartson explained that under the banner there were four buttons for the Foundation, the Friends, and Literacy.

Chair Watkins called for further public comment. As there was none he received and filed the report.

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher, Newport Beach resident, said it was a pleasure to attend the BLT in person as the City's Aviation Committee usually met the same date and time. He frequently used Mariners Branch Library and noticed that since the Library implemented self-checkout and auto renewal that some clerks seemed bored and had little to do. He wondered if the staff and BLT could come up with a productive task for the clerks.

Secretary Coulter noted that Mr. Mosher could have visited during an uncharacteristically down time.

Chair Watkins indicated that staff would handle the matter.

Library Services Director Hartson said that she would be on top of it.

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 BLT meeting was scheduled for September 19. The Library Lecture Hall might be addressed on August 23. International Literacy Day was September 8.

Library Services Director Hartson stated that there was a Concert on the Green on Sunday the 21.

Chair Watkins said that *Literally Speaking* was sent out earlier in the day. There might be a Library section in upcoming StuNews.

IX. ADJOURNMENT – 6:09 P.M.

Submitted by:

Paul Watkins

Chair Approval of Minutes