

SHASTA PUBLIC LIBRARIES

CITIZENS ADVISORY COMMITTEE

Redding Library Foundation Reading Room, 1100 Parkview Avenue, Redding, California
February 4, 2009

MINUTES

1. Roll Call:

The regular meeting of the Library Advisory Committee was called to order by Chair Peggy O'Lea at 4 p.m. on Wednesday, February 4, 2009, with the following Committee Members present: Steve Brewer, Connie Cleckler, Elaine Grossman, and Patte Jelavich. Also in attendance were Library Director Jan Erickson, Library Administrative Assistant Margaret Haas and City of Redding Community Services Director Kim Niemer. Janet Albright, Director of Learning Resources at the Shasta College was also in attendance

2. Public Comment:

No public comment.

3. Consent Calendar:

a. Corrections made to Minutes from meeting held: January 7, 2009.

One correction to the minutes is found on page 3 under "Literacy Program".

Paragraph 3 to read:" The base donation from Shasta College is \$9,600 and can increase based on the number of hours of qualified, supervised adult instruction at the Library. Literacy Coordinator, Marilyne Odegard, is currently training 10 to 15 mentors to assist in this endeavor."

The next correction appears on page 4 under "Committee Comments". The first paragraph to read:" Chair O'Lea gave the Committee an update regarding a collaborative project involving the Shasta Library Foundation, Friends of the Shasta County Libraries and the Redding Library. They are still working on a design for a three sided kiosk to honor its volunteers and donors."

Chair O'Lea asked for a motion to approve the minutes.

Ms. Jelavich made the motion to approve.

Second: Ms. Grossman

Ayes: All

Chair O'Lea stated motion carried.

4. Cafe Update:

Ms. Niemer advised the Committee that she had been informed by L.S.S.I. (Library Systems & Services, LLC) that the Cafe is a losing venture and it is scheduled to be closed the end of March. Overhead and staffing costs are just too high for the amount of coffee and other items sold. Ms. Niemer also stated that the location of the Cafe is a factor in the low sales volume. The City is recommending that quality, attractive vending machines replace the Cafe. The Committee discussed the possibility of outsourcing the Cafe. Since management of the Cafe was not a factor in its low sales, Ms. Niemer recommended that the Committee approve trying a vending machine for a year to see how well it serves the Library customers food and beverage needs.

Chair O'Lea asked for a motion to approve the use of vending machines.

Ms. Jelavich made the motion to approve.

Second: Mr. Brewer

Ayes: All

Chair O'Lea stated motion carried.

5. Inclement Weather Policy:

Chair O'Lea introduced the Inclement Weather Policy. Ms. Cleckler was very pleased to see a policy be put in place for the Burney Library in case of heavy snow fall. Ms. Cleckler also asked, if the roads get plowed and cleared, if the Burney Library can use petty cash to pay someone to shovel the walk way. Director Erickson mentioned that petty cash is fairly limited and only covers up to \$25.00. There was a discussion among committee members concerning the Library's liability if it does not clear the walk way. The general consensus of the Committee was that liability is greater if the Library pays someone to shovel the walk way and a customer gets injured when using that walkway. Also to be considered is the Library's liability to the person hired to do the shoveling.

Director Erickson pointed out that it is the intention of the Inclement Weather Policy to allow for either closing the Burney Library or have limited hours of service when the weather presents hazardous and unsafe road conditions and when the parking area is unsafe for both customers and employees.

Chair O'Lea asked for a motion to approve the Inclement Weather Policy.

Mr. Brewer made the motion to approve.

Second: Ms. Cleckler

Ayes: All

Chair O'Lea stated motion carried.

6. Fines and Fees:

Ms. Niemer explained to the Committee that the contract with the City of Redding and Shasta County regarding funding to the Library is adjusted according to the Consumer Price Index (C.P.I.). Due to the depressed economy, the C.P.I. is a minus 0.6 for the calendar year 2008, which translates into \$11,000.00 less funding to the Library. With the state budget cuts and less funding from the county and city it is important to think about other revenue streams such as fines and fees. This may be a good time to review the Library's fines and fees for possible increases.

Ms. Jelavich said that the book late fees had gone from .10 a day to .20 a day in 2007 when the Library moved into its new facility. There were also questions raised regarding the non-residents library material use fee. Director Erickson said she would be looking into that.

Other suggestions included raising the fee for lost library cards and charging the actual cost of the lost material plus the processing fee. Ms. Cleckler asked if the price of the book, DVD etc. could be listed in the Library's catalogue. Mr. Brewer was in favor of raising the replacement fees rather than the fines.

Director Erickson was in agreement that this would be a good time not only to review the fines and fees but also how customers can pay. Right now customers can only pay by cash or check. Director Erickson would like to update the Library system to allow for payment by debit or credit card as well.

Ms. Grossman suggested that customers be able to pay fines and fees on-line and also have the option to make donations on-line.

Chair O'Lea asked about maximum fines and when do fines go into collections. Director Erickson responded that the Library's maximum late fee is \$5.00 per item. At that point the customer's account becomes blocked and they are not able to take out any additional materials. The Library sends out the overdue notice 7 to 10 days after the original due date. If the materials are not returned after 28 days, Unique Management takes over the billing process and adds their \$10 fee to the Library's fees.

In concluding the discussion on fines and fees, Director Erickson said she felt that the Shasta Public Libraries were mostly in line with fines and fees charged by other libraries and that she would do some additional research and report back to the Committee.

7. Director's Report and Statistics:

The Library has now created a Business Resources flyer that is available electronically via the Library's web site. The Library is a member of the Redding Chamber of Commerce. Outreach Coordinator, Megan Owens, will be attending an upcoming meeting with the Library's Business Resource flyers in hand.

Director Erickson went over some of the revised 2008 Donations and Volunteers Report. The main revision is the addition of volunteer contributions. In 2008, the Shasta Public Libraries had 270 volunteers donating over 21,000 hours, the equivalent of 10.1 employees. The value of this time is approximately \$378,000. There are approximately

forty different tasks the volunteers participate in at the Redding Library. The Volunteer Coordinator, Raeanne Gibb, is currently planning the Volunteer Awards luncheon in April. The amount of the Friends of the Shasta County Libraries donation was also updated to \$78,138.21 in materials, programs and equipment.

Director Erickson also provided the Committee with the 2008 year end Library statistics along with her report.

The Literacy Program statistics indicate there were 89 unduplicated learners enrolled in our Literacy Programs in 2008. The wireless log-in has been updated to now read "Shasta Public Libraries".

IT manager, Greg Vogt, is still looking into a way to run an "age range" report, per the request of this Committee.

The Redding Library now has a new security company called Woolf Security starting this month, February 2009.

The Redding Library has also implemented a no cell phone zone for the second floor. So far the reaction from the public has been positive and the noise level is noticeably lower. Smoking outside the Library has diminished somewhat, but still requires constant vigilance.

Chair O'Lea said she would still like to revisit having the Library grounds as a "Smoke Free" Campus". Not only is it difficult to monitor the smokers but the trash it generates is also a problem. Chair O'Lea said she felt strongly about having a smoke free campus not only because of the second hand smoke issue, but also because the smokers present a negative role model to the children coming to the Library and because of the litter it generates.

Ms. Niemer said she is currently exchanging ideas with Shasta County regarding their upcoming annual "tobacco free" event. Ms. Niemer has asked Shasta County for any research information they may have on successful implementation of creating smoke free public places. It was suggested that in the mean time the 60 foot no smoking zone outside the Library needs to be more clearly identified.

Director Erickson talked about two new adult programs at the Redding Library. There will be a beginning Sign Language class for adults and the Library is offering a new music program called Musical Tuesdays at the Library.

Director Erickson would like to thank the Shasta Library Foundation for the new display case upstairs. In January, the display features National Hobby Month. For February, the display's theme is Black History Month. There was a smaller display of John Updike books during the week after he passed away.

On January 29, 2009, Director Erickson along with Kim Niemer, Megan Owens and the Mayor of Anderson, Butch Schaefer, attended the Eisenberg presentation at the Anderson Library. There was an impressive display of books purchased with money from the Eisenberg Donation. Each book contains a book plate with a photo of Ms. Eisenberg. Ms. Niemer advised the Committee that the carry over funds from the closure of the Library construction contract have been finalized and audited. Shasta County will be transferring that money to the City of Redding for the Library. It was recommended in these tumultuous economic times that the money be held in reserve for the future.

One of the Committee members pointed out there was a spelling error in the Donations report that needed to be corrected to read the "Libri" Foundation.

Ms. Niemer informed the Committee that she would be presenting the Donation & Volunteer Report as well as the Customer Satisfaction survey to the Redding Municipal Library Board of Trustees at their February meeting.

8. Committee Comments:

Chair O'Lea asked Director Erickson about the status of a proposed Library Newsletter to be sent via email to Library customers. Director Erickson responded that the program *BookLetters* would provide that capability and that the IT department is still working on this project.

Mr. Brewer asked how our Outreach Coordinator, Megan Owens, was submitting the Library press releases. He suggested they be emailed to the anewscafe.com in order to be placed on their events calendar as well.

Chair O'Lea told the Committee that the Librarian from the Shasta Union High School District was retiring and it is uncertain what the District plans to do with that position. This may be a timely opportunity to open discussions with the Shasta County Office of Education regarding how the public and school libraries can support one another.

9. Adjournment:

The Committee adjourned at 5:40 p.m.