

**SHASTA PUBLIC LIBRARIES  
CITIZENS ADVISORY COMMITTEE  
Redding Library Community Room  
1100 Parkview Avenue, Redding, California  
July 1, 2009**

**MINUTES**

**ROLL CALL**

The regular meeting of the Library Advisory Committee was called to order by Chair Peggy O'Lea at 4:00 p.m. on Wednesday, July 1, 2009, with the following Committee Members present: Steve Brewer, Elaine Grossman, and Pattie Jelavich. Absent was Committee Member Connie Cleckler. Also in attendance were Shasta Public Libraries Director Jan Erickson, City of Redding Community Services Director Kim Niemer, Redding Library Administrative Assistant Margaret Haas and Redding Library Administrative Assistant in training David Brichacek.

**PUBLIC COMMENT**

President of Friends of the Shasta County Libraries (FOSCL) Jim Ceragioli commented that he had informed several people about non-smoking campus as per City Council.

**CONSENT CALENDAR**

The minutes from the meeting on June 3rd, 2009, were presented. Committee Member Jelavich stated that the word Craig's List found on page 3 is one word.

**Motion:** To approve Consent Calendar (Made by Chair Peggy O'Lea, Seconded by Committee Member Elaine Grossman).

AYES: Committee Members Brewer, Grossman, Jelavich, and O'Lea  
NOES: None  
ABSTAIN: None  
ABSENT: Committee Member Cleckler  
MOTION APPROVED: Chair Peggy O'Lea

**CONSIDERATION OF DRAFT CODE OF CONDUCT**

Director Erickson discussed the importance of a Code of Conduct in maintaining Library etiquette. She discussed the Code of Conduct Draft stating that much research was utilized in developing it. In addition, current Library procedures were included. Erickson remarked that, as stated in the Redding Library's Mission Statement, everyone has the right to utilize the Library. She stated that the liberty of open access is important to public libraries. Additionally, Erickson reported that each person using the Library needs to display appropriate behavior. She worked with staff to develop a "positive" Code of Conduct to achieve this goal. Erickson discussed steps that are taken when implementing the Code. If a customer is in non-compliance with the Code, they will be spoken to and positively informed of the conduct that is expected in the Library. If the customer refuses to

comply they will be asked to leave for the day. If a customer's behavior is a threat to staff, other customers, or Library property that customer will be banned for a period of time and the police will be called when situations require their assistance. In the instance of a ban, a letter is drafted explaining the circumstance(s) of the occurrence(s). Furthermore, Director Erickson and Community Services Director Niemer agreed that an appeal process through the Library Advisory Committee is important for customers that have been banned.

Committee Member Grossman asked if the Library opens itself to lawsuits if it puts in the Code of Conduct that children under the age of 10 must be supervised. Grossman stated that this wording may indicate that it is safe for children to be left alone if they are over the age of 10 years. Niemer answered that the policy has been presented to the City Attorney.

Chair O'Lea asked if the Library Code of Conduct should align with both the City of Redding and the Shasta County Codes. Director Niemer pointed out that this Library Code covers the same issues that the City of Redding and Shasta County Codes cover just more broadly, noting that the City and County Codes affirm that certain behavior is unlawful and one can be cited for non-compliance.

Erickson explained that it is unlawful to fail to obey a directive from Library personnel to cease and desist from violation of any part of the Municipal or County Codes.

Niemer noted that the Code of Conduct will be posted to the website at [www.shastalibraries.org](http://www.shastalibraries.org) and will be used as a guide for staff at the libraries.

Committee Member Brewer questioned why the Library Advisory Committee is the adjudicator and has the power to approve or reject appeals by customers banned by the Library Director for serious violations of the Code of Conduct and not the City of Redding City Council. Niemer replied that the Library Advisory Committee would be knowledgeable regarding appropriate behavior in the Library and it is not unusual for the City Council to assign this type of task to an appointed board. The City Council acting as the Redding Municipal Library Board will review and must approve the Code of Conduct before it is implemented, thereby providing the LAC with clear direction and authority.

O'Lea commented that a one year ban is a long time. Erickson explained that varying lengths of bans are applied depending on the nature and severity of the offense. She also noted that documentation on offenses is filed and repeat offenders receive longer bans. Erickson agreed that one year is a long time to be banned, but that a ban of that length is only applied to serious, threatening offenses. Niemer commented that when behavior becomes threatening to customers or staff appropriate action can and will be taken to ensure safety, which is our first concern.

O'Lea questioned why telephone reference bans are included. Niemer replied that telephone reference bans are applied to customers that have demonstrated unacceptable behavior to staff because they can call in repeatedly and harass staff further.

O'Lea asked how often customers are banned. Erickson replied that bans are implemented very infrequently because the vast majority of customers are compliant. She recalled as many as 10 customers banned in the last twelve months.

O'Lea, Brewer, and Jelavich pointed out some grammatical errors that needed to be amended.

Erickson also recommended that the use of the word "patrons" be changed to "customers."

**Motion:** To recommend the Code of Conduct Draft to the Library Board as amended (Made by Committee Member Jelavich and seconded by Committee Member Brewer).

AYES: Committee Members Brewer, Grossman, Jelavich, and O'Lea  
NOES: None  
ABSTAIN: None  
ABSENT: Committee Member Cleckler  
MOTION APPROVED: Chair O'Lea

## **STRATEGIC PLAN**

Erickson recommended the progress on the activities/accomplishments for the Strategic Plan be reported quarterly to the Library Advisory Committee with statistics so that the Library Advisory Committee can utilize this useful information.

O'Lea asked for Monthly Activities to be attached to the Director's Monthly Report. O'Lea felt that it would be useful to track the statistics in relation to the Library's service areas.

No action required on this item.

## **SUMMER READING**

The Adult Summer Reading Program began on June 21st, 2009, and the Children's Summer Reading Program began on June 24th, 2009. Director Erickson noted that approximately 290 people, including adults and children, attended the Redding Library's Summer Reading Program today, July 1st, 2009.

Erickson expressed delight that the Summer Reading Programs are showing much success and wanted to give special thanks to staff members Diane Gustafson, Elizabeth Kelley, and Megan Owens for scheduling wonderful programs for both adults and children this year. Erickson reported the Summer Reading Program's themes, "Master the Art of Reading" for the adult program, "Be Creative" for the children's program, and "Express Yourself" for the teen program. Handouts were presented to the Committee Members listing the programs that the Library will be holding.

Erickson reported that this is the Library's first Adult Reading Program and it already has 129 participants. The "Carnival of Chaos" kicked off the Children's Summer Reading Program and more than 250 people attended this event. Additionally, the second program, "The Frog Princess" presented by Fratello Marionettes, had an attendance of 290. Erickson presented the Library's goals for the Adult Summer Reading Program, which are to encourage reading among adults, to offer adults the opportunity to explore new interests and reading genres, to allow interaction with others at adult programs, to increase family participation in summer reading, and to provide an adult reading role-model for children and teenagers.

Erickson noted that she had attended a Summer Reading event, *PoemCrazy*, a poetry workshop by

Susan Wooldridge, on Sunday, June 28th, and said it was excellent. Erickson noted that Susan Wooldridge commented that it was one of the best venues she had worked with because of the great turnout of adults, teenagers, and children alike.

Erickson reported that Outreach Coordinator Megan Owens has been working on establishing musical events for the Library utilizing the Children's Garden and that Manzanita, a local musical group, was one group among many that had performed.

Erickson mentioned that the Library has received many sponsors for programs this year and gave special thanks to the Friends of the Shasta County Libraries (FOSCL), North State Cooperative Library System, and other businesses listed in the director's report. Additionally, the North State Cooperative Library System's Advisory Board voted to give any remaining funds from 2008-2009 to member libraries' Summer Reading Programs and contributed \$406 to the Shasta Public Libraries program.

## **DIRECTOR'S REPORTS AND STATISTICS**

Chair O'Lea asked why the computer class attendance has dropped wondering if it was related to a lack of publicity. Director Erickson replied that staff is unsure of why the computer class attendance was low. She noted that the computer classes are advertised, but that the community is offering other computer classes which may be affecting the Library's computer class attendance. O'Lea advised that some new and different topics be presented for computer classes. Erickson concurred and noted that Librarian Elizabeth Kelley, Outreach Coordinator Megan Owens, and Automation Manager Greg Vogt are currently working on this and are developing some new options for these classes.

O'Lea reported for Committee Member Cleckler from the Burney Library that Michelle McCammon was elected President of the Friends of the Intermountain Libraries on July 1st, 2009.

Grossman asked if the credit card system that is being established could be used to make donations on-line. O'Lea replied that the on-line credit card system is currently being worked on.

Erickson noted that Librarian Elizabeth Kelley has taken the lead in maintaining the on-line ordering system, has done a terrific job, and has closed out 2008-2009 budget and set up 2009-2010 budget.

Director Niemer noted that the City of Redding's contract auditors have recently been conducting audits.

Committee Member Jelavich asked how the Library's "Basic Computers for Job Hunters" classes, which are displayed on the website, are advertised to customers that do not have internet access. Erickson responded that promotion includes Library flyers, articles in the *Redding Record Searchlight*, and community speaking engagements. Erickson indicated that any additional ideas for advertising these programs would be appreciated.

Erickson reported that she will be attending the American Library Association Conference on July 12th, 2009. She will be giving a presentation on the Strategic Planning Process at LSSI's in-service day. Erickson stated that she has negotiated the Over Drive contract and has a team in place (Gabe Burke, Elizabeth Kelley, and Greg Vogt) to set up the webpage for the emergence of downloadable

digital media and Automation Manager Greg Vogt and Librarian Gabe Burke are implementing credit card payment of fines and fees.

Erickson noted that the Redding Library has had *Rx: Pets* Reading Education Assistance Dogs Program (R.E.A.D.) held on the 4th Saturday of every month. This program has repeat children attending for one-on-one reading with a dog which helps improve the literacy skills of children and assists with self-esteem issues or learning challenges.

Erickson mentioned that she had received a very nice letter from American Association of University Women (AAUW) expressing thanks for having public meeting spaces available to the community and its non-profit organizations.

Erickson also presented the 2009-2010 population figures for the distribution of the Public Library Fund and the population figures are 183,023 for Shasta County.

Niemer noted that the new sidewalks along Grape Street and around the children's garden to the north parking area have been completed.

### **COMMITTEE COMMENTS**

No meeting August 5th, 2009.

Grossman asked on behalf of Committee Member Cleckler, whether the Library Advisory Committee Meeting for September could be held in Burney. Niemer replied that no public appeared last time so she is not sure if a meeting in Burney is warranted, but it will be considered.

Niemer noted that the Library was listed in the estate of Peggy Madsen and that monies were bequeathed for large-print books.

O'Lea wished Redding Library Administrative Assistant Margaret Haas the best of luck as today, July 1st, 2009, was her last day with the Library. The Committee presented her with a card and a gift, and acknowledgements of appreciation.

Haas expressed thanks and appreciation for all the experiences and opportunities that the Library has offered her.

### **ADJOURNMENT**

There being no further business, at the hour of 5:12 p.m. Chair O'Lea declared the meeting adjourned.