

BUTTE COUNTY LIBRARY ADVISORY BOARD MINUTES

Paradise Branch, Conference Room, 3:00-5:00 PM

Wednesday, April 19, 2017

PRESENT : MaryLou Johnson, Penny Louton, Jennifer Rold, Ron Serrano, Lynn Tosello, Jeff Wane; Melanie Lightbody, Susie Serrano, Sarah Vantrease

ABSENT: Ruthmarie Ferris, Ronda Hoffman

Call to order at 3:04 pm.

No public comment.

1. **Approval of meeting minutes from January 2017 (Attachment 1).** Mr. Serrano noted that the “pop up station” mentioned in his Paradise Friends of the Library (PFOL) report on page 3 is formally called the “OneStop”. Ms. Louton moved for approval of the minutes as corrected; Mr. Serrano seconded the motion and the motion carried.
2. **Introductions.** Jennifer (Jen) Rold is the new Library Advisory Board (LAB) member, replacing Patti Conlin. Ms. Rold is the on the Chico Friends of the Library (CFOL) board and is its newsletter editor. She introduced herself as a lifelong Butte County resident who used the Gridley and Biggs library branches as a child.
3. **No correspondence.**
4. **Branch Manager’s Report - Susie Serrano, Branch Librarian.**
Ms. Serrano shared about recent Paradise branch events for National Library Week: a local authors’ night featuring 11 authors (public attendance: 43) sponsored by PFOL and North State Writers; a “Kids and Cops” storytime featuring 8 Paradise officers and 1 canine (children attending: 27) in which the children received free books provided by Quota; and a teen shopping spree in which staff and teens chose young adult books for the library at a bookstore.

Ms. Serrano said that the OneStop partnership (with the Department of Employment and Social Services) is helping 70-80 people per month, Tuesdays/Thursdays from 12-5 pm. People are already waiting at noon to get this free job help so they will consider opening the OneStop earlier in the day. The partnership provides the 10 hours of staffing for the job help and an additional 10 hours of staff for the Paradise branch.

The President of the PFOL is running for the Chocolate Fest Queen as a fundraiser for the Paradise branch; the Chocolate Fest usually generates over \$1000 per year which allows the library to provide free books to children during the summer reading club, increasing their access to books in the home.

Next month the branch’s 10+ book clubs will have a social event.

Ms. Johnson asked about regular outreach to Magalia; Ms. Serrano noted that the branch provides some outreach to Magalia schools or agencies as requested by the community. The Library Literacy Coach also visits the area. Ms. Lightbody clarified for Ms. Tosello that the Library's Digital Literacy Van can only be used for Gridley Labor Camp outreach during the term of the Community Development Block Grant. Ms. Tosello expressed that she wants the Library to reach out to the people who live in more rural areas because these residents may not have time to visit a library in town when doing errands.

5. Library Director's Report (Attachment 5).

Ms. Lightbody commented that the long list of statistics provided to the LAB is the same list used for regular reporting to the state; she wanted to gain input from the LAB members as to which statistics could be most useful. LAB members discussed what they would prefer. Some suggested continuing to include all the statistics and others requested that the library provide some interpretation as to the meaning of the statistics. For example, Ms. Johnson asked that the staff highlight the most interesting statistics, such as number of new library users, in a way that could easily be shared with Supervisors to show the impact of the library in the community. Ms. Tosello would like to see how trends develop on a quarterly basis.

At Ms. Lightbody's request, Ms. Vantrease noted that about 99% of library check-outs are done via the self-check (RFID) stations, although staff assist many patrons in this process. Ms. Rold said she enjoys showing other patrons how easily check-out can be done.

Ms. Tosello and Mr. Serrano had questions about library fines, such as the amount of fines paid compared to the number of items overdue or lost. The LAB wanted to know whether there were any incentives for returning materials on time. Ms. Lightbody noted that fines are considered revenue in the library's budget and that the Library fee structure balances fair penalties and library access. Ms. Vantrease described the fine and fee structure at the library: \$0.25 per day fines for each library material overdue, with a maximum of \$5.00 per adult library item and \$2.50 per children's item. Patrons with accounts in excess of \$10.00 may not borrow additional materials; patron accounts at \$50.00 or more are sent to a collection agency and may be credit-reported if fines are not paid in a timely manner. At the Board's request, Ms. Lightbody will ask the Koha (library system software) team to provide a snapshot of the number of items overdue and fines owed on a given day.

6. Old business.

- a. **Safety and security at the libraries.** Ms. Lightbody reported that the County contracted with a security consultant who focused recommendations on Chico and Oroville branch locations (which have by far the most security incidents). In January, the Library received recommendations in the areas of physical facilities (lighting, landscaping, entryways), security (temporary, occasional evening patrols and external patrols during open hours) and safety (code of conduct, staff procedures). Mr. Serrano asked whether the Library was paying for these safety enhancements out of the Library budget; Ms. Lightbody noted that this fiscal year, the cost is covered through salary savings. For future years, the Library's budget may be increased by the County in order to support an increase in security spending.

b. Bylaws review and discussion.

i. **Changes to bylaws.** Ms. Lightbody brought up two previously-suggested changes to the bylaws, asking whether the LAB wanted to change the bylaws to adopt the definition of a quorum as a “majority of current appointed members.” There was no decision made. LAB members also discussed a potential change to “purposes” for the LAB. Various members found the list of eleven purposes to be overwhelming, redundant, already being done by Friends of the Library, meaningless and/or irrelevant. However, Mr. Serrano pointed out that the list is not a “mandate of accomplishments” and that normally the LAB would focus on only a few items at a time. Ms. Lightbody suggested that the LAB select a few new priorities from the list at the July meeting after the new Library budget has been adopted by the Board of Supervisors. Ms. Louton suggested that all LAB members take the next few months to consider the list in order to bring forth ideas for the shared priorities at the next meeting. The LAB also had a question about how the priorities fit with the Library’s strategic plan; Ms. Lightbody said that there is no current strategic plan, and that she would be working on one this year although there is no money or staffing to do so.

ii. **Resignations.** As the LAB has previously requested, members will be now appointed by Supervisorial District, pending approval by the Board of Supervisors. In order for LAB member terms to be concurrent with the Supervisor who appoints the member, all members must resign and then be re-appointed by the appropriate Supervisor. At the LAB’s request, the Library prepared the resignation and request for re-appointment letters. The LAB again discussed their previous decision and the rationale behind it, as a minority LAB members still have reservations about the process. Mr. Wanee left the meeting during this discussion and did not return. Ms. Lightbody requested that each LAB member inform his or her Supervisor right away about the resignation and re-appointment letters, and change back to appointment by Supervisorial District, and to let Library Administration know after this communication been made. Library Administration will then bring the change to the Board of Supervisors.

c. **Recruiting (flier etc.) (Attachment 6c.)** Ms. Louton recommended that the LAB wait to send out the recruiting flier until the current Board has decided its priorities. Ms. Vantrease mentioned that the formal vacancy notice is already posted in the community library branches. The LAB discussed some updates to the recruiting flier and agreed that it would need changes in order to be an effective recruitment tool. Then Ms. Louton recalled that she had worked on two fliers with Ms. Ferris; attachment 6c is in fact a letter meant to be shared with Friends of the Library members. Ms. Louton and Ms. Ferris had also created a flier to introduce Board vacancies to the general community. Ms. Louton said she would work with Ms. Ferris to create another draft of each document. Review of the next drafts will be included in the next LAB meeting agenda.

- d. **Discussion about discussion with Alexis [sic] NVCF.** The Board will meet with Alexa, the CEO of the North Valley Community Foundation (NVCF), on May 10 at 1:00 pm. The office is at 240 Main Street, 2nd Floor, Suite 260, Chico. Mr. Serrano wanted to know whether the LAB would have an organized presentation. Ms. Lightbody noted that Ms. Hoffman was taking the lead on this discussion and had prepared questions; Ms. Hoffman wanted other LAB members to join her. Mr. Serrano asked the LAB to look closely at the NVCF reports as preparation and Ms. Louton noted that Gridley was not included in the report. Ms. Lightbody said she would request that the NVCF send its communication to Library Administration directly and check on the Gridley report.
7. **New Business.** Ms. Johnson wanted to discuss talking points for LAB members visiting their Supervisors. Mr. Serrano suggested preparing countywide points as well as notes on the local branch or district's happenings. Ms. Tosello suggested that the LAB members should ask the Supervisors about their greatest concerns and what the Supervisors want from the Library.
8. **Friends of the Library Liaison Reports (Board Comments).**

Ms. Rold shared that the CFOL met on 4/18/17 and are anxious to learn the news from the LAB. Ms. Johnson asked Ms. Rold to take the draft flier (attachment 6c) back to the CFOL and ask whether they were overwhelmed by the list of eleven purposes.

Mr. Serrano had nothing to add from the PFOL as Ms. Serrano had shared about branch activities during her Branch Manager's report.

Ms. Louton shared that the Gridley Friends of the Library (GFOL) have ordered new chairs; at their May meeting, GFOL will give the Donald Wiley Library Service Award to Kathy McKenzie who runs "Mi C.A.S.A.," an afterschool tutoring and mentoring program assisting children at the Gridley Labor Camp.

9. **Review of assignments/action items for next meeting**
 - a. For future LAB packets, the Library will continue to provide all statistics as before and also create a highlights page showing trends.
 - b. The Library will provide snapshot statistics on number of overdue items and amount of outstanding overdue fines.
 - c. The LAB members should review the list of eleven purposes and be ready to discuss priorities at the July meeting.
 - d. Ms. Louton and Ms. Ferris will prepare new drafts of the recruitment flier and letter for discussion at the next meeting.
 - e. Library will request NVCF to change contact information for sending reports and check why the Gridley library report is not included.
 - f. LAB members will discuss results of meeting with Alexa at NVCF.

Meeting adjourned at 4:56 pm.