

SANTA MONICA PUBLIC LIBRARY BOARD



Minutes of the REGULAR Meeting of May 3, 2012 To Be Approved

- Call to Order** A REGULAR meeting of the Library Board was called to order by Vice Chair Gene Oppenheim, at 7:04 p.m., Thursday, May 3, 2012 at the Main Library, Administrative Conference Room, 601 Santa Monica Blvd., Santa Monica.
- Roll Call**
- PRESENT:** Boardmember Ken Breisch, Vice Chair Gene Oppenheim, Boardmember Kathie Sheldon and Boardmember Dan Stern
- ABSENT:** Chairperson Ken Blackwell
- ALSO PRESENT:** Claudia Fishler, Assistant City Librarian; Wright Rix, Principal Librarian for Reference Services; Vicki Terbovich, Principal Librarian for Information Management; Greg Mullen, City Librarian; Rachel Foyt, Administrative Analyst
- Public Input** No report.
- Approval of the Library Board Minutes** Motion by Boardmember Ken Breisch seconded by Vice Chair Gene Oppenheim, to approve the minutes of the Library Board meeting of April 5, 2012. The motion was approved by the following vote:
- AYES: Boardmember Ken Breisch, Vice Chair Gene Oppenheim, Boardmember Kathie Sheldon and Boardmember Dan Stern
- NOES: None
- ABSENT: Chairperson Ken Blackwell
- Report from the Friends of the Library, a Library Support Group** Mr. Mullen, City Librarian, gave a report on the Friends of the Library April Board meeting. The Friends Board approved expenditures of \$1,200.00 for interior painting of bookstore and \$1,493.85 for new bookstore signage. The new signs will be of the same design and color scheme as the Library's signs. Jon Arenberg, President, began a discussion related to the budget and plans for the year ahead.
- A Report from Library Staff on the Changes to the Santa Monica Public Library Adult Card** Claudia Fishler, Assistant City Librarian, reported to the Board on the changes to the Santa Monica Public Library Adult Card Registration Policy. Current Library policy is to issue temporary library cards to Library patrons with shelter addresses. The temporary card expires every two months and it has restricted borrowing privileges. In order to renew the temporary library card these patrons

Registration Policy

had to obtain a letter from their social worker saying they were in good standing and received mail at the shelter address. Staff noticed that OPCC was giving out photo copies of letters.

Ms. Fishler talked to staff at City of Santa Monica Human Services about the temporary library card process and it came to light that the Library may be discriminating against patrons with shelter addresses. When Library staff knew that a person was providing a shelter address in Santa Monica the restrictions were applied to that person. However, Library staff do not know the shelter addresses in Los Angeles and those patrons would be given regular library cards with no restrictions.

Library staff has been operating on the assumption that there are more losses of materials to homeless patrons. Ms. Fishler reviewed the borrowing statistics and losses since 1996 as well as accounts that were sent to collections. Her conclusion was that Library losses were not greater to this segment of the population and that staffs' time renewing temporary cards could be better spent.

Wright Rix, Principal Librarian for Reference Services, spoke to the Board about eliminating the temporary card category.

Board discussion followed.

Motion by Boardmember Ken Breisch seconded by Boardmember Kathleen Sheldon, to discontinue the category of temporary library card. The motion was approved by the following vote:

AYES: Boardmember Ken Breisch, Vice Chair Gene Oppenheim, Boardmember Kathie Sheldon and Boardmember Dan Stern

NOES: None

ABSENT: Chairperson Ken Blackwell

A Report From Library Staff on the New Electronic Services Being Introduced at Santa Monica Public Library in June

Vicki Terbovich, the new Principal Librarian for Information Management, reported on the new electronic services being introduced at Santa Monica Public Library (SMPL) on June 7. SMPL is replacing the software that keeps track of the Library's lending collection, allows patrons to search the online catalog, place holds, renew materials and check user account information. The SIRSI system the Library has used since 1998 is no longer able to keep pace with user expectations in the expanding environment of web technologies. The new software systems, Polaris Library Systems and BiblioCommons, were selected following an extensive review.

The Polaris and BiblioCommons systems will provide better customer service and improved efficiencies, enabling users to:

- Search the online catalog with greater ease and improved results
- Have more options for being notified about account activity, including automated phone and text messaging
- Use smart phones and other mobile devices to access the SMPL

catalog and website

The system changeover takes place Friday, June 1 through Tuesday, June 5, during which online services will be very limited.

Users:

- Will need to bring in their library card in order to check out materials
- Will need to know their PIN (Personal Identification Number)
- Cannot place holds (May 31 through June 5)
- Cannot renew materials
- Will see their online account activity “frozen” as SMPL transitions to the new software system
- No new online user activity will be available during this period
- Will not be able to pay fees or fines on library accounts

On Wednesday, June 6, all Santa Monica Public Libraries will be closed to make the final transition.

During the transition some checkout dates will be modified so that materials are not due during the June 1-5 transition period. Library staff will not be able to check in materials, so online accounts will not reflect items returned, or new items checked out, during this time frame.

Patron holds will transfer to the new system. Lists of books created in patron library accounts will transfer to the new system. Existing Library cards will work with the new system if the Library card number is all digits. If the card begins with PSMP, patrons will need to replace it with an all-digit card in order to take advantage of new notification features. Patrons will need to know their PIN (Personal Identification Number) in order to use the self-checkout stations.

During the transition patrons will be able to access SMPL online research databases, Imagine Santa Monica, downloadable eBooks and eAudiobooks, event listings and other information available on the Library’s website.

Letter From the Santa Monica History Museum Regarding Change in Museum Hours

Mr. Mullen presented a letter from the Santa Monica History Museum regarding a request for a change in Museum hours. The lease requires the Museum to be open a minimum of three days per week, four hours per week after 6pm on weekdays, six hours per week on the weekend and maintain 1,000 open hours per year.

The current schedule of hours at the Museum is Tuesday and Thursday from noon to 8:00 p.m.; Wednesday, Friday and Saturday from 10:00 a.m. to 5:00 p.m. for a total of 1,850 hours over 50 weeks.

The schedule of hours proposed by the Museum is Tuesday to Saturday from 10:00 a.m. to 5:00 p.m. for a total of 1,750 hours over 50 weeks. Santa Monica History Museum statistics show that in the first year 2,800 people visited the Museum.

Library Board discussion followed. The Board expressed concerns that the overall performance and level of completion of the exhibits are not living up to

expectations. More active use of the space would mean more visitors and there would be less undesirable visitors. Questions were raised about what Museum staff is doing to encourage visitors and outreach. The Boardmembers stressed that availability of the Museum collection be maintained and that the Museum serve the community in the evenings through programs or special events.

Nationwide Current Library Trends - Review of Library Journal Articles

Boardmember Kathie Sheldon reported to the Board on a Pasadena Digital History Collaboration workshop she attended at the meeting of the Society of California Archivists. The Pasadena Digital History Collaboration: www.pasadenadigitalhistory.com is a project which has brought together three main agencies - the Pasadena Public Library, the Pasadena Community College and the Pasadena Museum of History, to organize a single website for digital images of Pasadena history.

Secretary's Report

Update on Library Services and Programs

The Santa Monica Public Library Branches are now open on Fridays from 12 noon until 5:30 p.m. The first Friday the Branches were open they received over 700 visitors. As more people find out about the open hours the number of visitors is growing. Anecdotal feedback indicates that patrons are very pleased with the expanded hours.

The Main Library nonfiction DVD collection has been moved to free up an area in front of the Periodicals Desk for extra seating.

The Library user survey is now ongoing and it includes an online version from the website.

Update on Library Staffing

Lou Enriquez was promoted to Library Service Officer Supervisor.

Mr. Mullen reported that the Staff Assistant II position being studied will be reclassified to a Library Assistant II position and the current Library Assistant position will become Library Assistant III.

The Library is recruiting for a fulltime Library Service Officer to backfill the vacancy left by the promotion. Also, the Librarian II at Fairview resigned and Library staff will be interviewing to fill that position.

Update on Library Facilities and Equipment

The approval of the contract for the Pico Branch Library contractor will go to City Council on May 22. A ground-breaking ceremony for the Pico Branch will be planned.

Update on Library Security and Safety

Library Service Officer coverage at the Ocean Park Branch will be reduced to three hours per day.

Library Statistics

Staff distributed the March 2012 Library statistics. Board discussion followed.

What Are You Reading?

The Boardmembers discussed what books they are reading.

Agenda Building

The Library Board asked that the following items be included in the next Library Board agenda: report on the Santa Monica Festival and a report on the launch of the new electronic services.

Adjournment

Vice Chair Gene Oppenheim adjourned the meeting at 8:56 p.m.

Attest:

Approved:



Greg Mullen

City Librarian

Gene Oppenheim

Library Board Vice Chair