



## REGULAR MEETING AGENDA

**Date:** 9/12/2016  
**Time:** 6:30 p.m.  
**Menlo Park Library**  
**Downstairs Meeting Room**  
**800 Alma St., Menlo Park, CA 94025**

**A. Call To Order**

**B. Roll Call**

**C. Public Comment**

Under "Public Comment," the public may address the Commission on any subject not listed on the agenda. Each speaker may address the Commission once under Public Comment for a limit of three minutes. Please clearly state your name and address or political jurisdiction in which you live. The Commission cannot act on items not listed on the agenda and, therefore, the Commission cannot respond to non-agenda issues brought up under Public Comment other than to provide general information.

**D. Presentations and Proclamations**

D1. Presentation on volunteer program at library by Juan Quinonez, Volunteer Coordinator -- 15 minutes ([attachment](#))

D2. Presentation on visits to libraries in France by Commissioner Leep -- 10 minutes

D3. Update and review of Library policies by Librarian Szegda ([attachment](#)) -- 15 minutes

**E. Regular Business**

E1. Accept the Library Commission meeting minutes from August 8, 2016 ([attachment](#)) -- 5 minutes

E2. Update from STEAMD (Science, Technology, Art, Math and Design subcommittee) -- 15 minutes

E3. Finalize details for October 13 joint social gathering with leadership of library support groups -- 10 minutes

E4. Update on August 30 quarterly commission update to City Council ([attachment](#)) -- 5 minutes

E5. Update on investigation into feasibility of changing our second Monday meeting date so as to not conflict with Bicycle Commission meetings -- 5 minutes

- E6. Continue progress towards 2016-17 Commission Work Plan goals and Priorities. Discuss work plan priorities and next steps, including liaison visits -- 10 minutes

**F. Reports**

- F1. Announcements and updates on Library events and programs ([attachment](#)) – 10 minutes
- F2. Informal Commission reports -- 5 minutes

**G. Informational Items**

- G1. Informal commissioner sharing of audio/digital/print books currently reading -- 10 minutes
- G2. Collect future agenda items - 5 minutes

**H. Adjournment**

Agendas are posted in accordance with Government Code Section 54954.2(a) or Section 54956. Members of the public can view electronic agendas and staff reports by accessing the City website at [www.menlopark.org](http://www.menlopark.org) and can receive e-mail notification of agenda and staff report postings by subscribing to the "Notify Me" service at [menlopark.org/notifyme](http://menlopark.org/notifyme). Agendas and staff reports may also be obtained by contacting City Clerk at 650-330-6620. (Posted: 9/7/2016)

At every Regular Meeting of the Commission, in addition to the Public Comment period where the public shall have the right to address the Commission on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during the Commission's consideration of the item.

At every Special Meeting of the Commission, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during consideration of the item.

Any writing that is distributed to a majority of the Commission by any person in connection with an agenda item is a public record (subject to any exemption under the Public Records Act) and is available for inspection at the City Clerk's Office, 701 Laurel St., Menlo Park, CA 94025 during regular business hours.

Persons with disabilities, who require auxiliary aids or services in attending or participating in Commission meetings, may call the City Clerk's Office at 650-330-6620.

**STAFF REPORT****Library Commission****Meeting Date:** 9/12/2016**Staff Report Number:** 16-010-LC**Presentation:** Library Volunteer Program**Recommendation**

Staff recommends that the Commission receive the staff report on the Library's volunteer program.

**Policy Issues**

City Policies are not affected.

**Background**

The Menlo Park Library has a robust volunteer program. Volunteers work at collecting, sorting, and selling donated books for the Friends of the Library; assist circulation staff by shelving returned books, searching for missing items, and checking in items through the AMH; help process new books in Technical Services, process and shelve items in the Children's Department, and perform many other as needed tasks for library staff. In addition, all of the library's support groups are composed of volunteers: the Library Foundation, the Menlo Park Historical Association, the Friends of the Library, and the Library Commission. The library primarily recruits volunteers through listings on the Volunteermatch website. Volunteers are also referred to the library by schools and service organizations, through commission recruitment efforts by the City of Menlo Park, and by word of mouth. Volunteers follow a City procedure that includes an application and policy review process. Training for volunteers is informal, and dependent upon their area of work and interest. An effort is made to match a volunteer's interests and abilities to the library's needs. Volunteer hours are tracked and statistics compiled through a time management software called Volgistics.

**Analysis**

By many measures, the Library's volunteer program is successful. Library volunteers have served more than 11,000 hours in each of the last two fiscal years. That number does not include the work of the more than one hundred literacy tutors who volunteered their time for Project Read, nor does it include the off-site work done by members of the library's support agencies. Volunteers and the work they do are integral to the library's mission, but the recruitment and management of the volunteer program is handled by one part time staff member who has other duties. Volunteer recruitment and retention can be an issue for some volunteer categories. The library would be better served if more resources were devoted to volunteer recruitment, management and retention, and if there were a coordinated effort to match volunteers to specific library goals.

**Impact on City Resources**

There is no impact on City resources.

**Environmental Review**

Environmental review is not required.

**Public Notice**

Public Notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

**Attachments**

No attachments.

Report prepared by:

Nick Szegda, Assistant Director of Library Services



## STAFF REPORT

### Library Commission

**Meeting Date:** 9/12/2016

**Staff Report Number:** 16-011-LC

**Presentation:** Update and review of Library policies

### Recommendation

Staff recommends that the Commission receive the staff report on the Library's policy review process.

### Policy Issues

Current Library policies may be modified as the result of this review process.

### Background

Like many public agencies, the library has policies that help inform staff and the public about library user rights and responsibilities. The library has also developed a number of procedures to help staff more efficiently perform their duties. The Library is a department of the city, and also a member of the Peninsula Library System – a cooperative group of all of the public and community college libraries in San Mateo County. Because of these relationships, the library might have a policy or procedure that it has developed independently, or one that comes from the City of Menlo Park or the PLS system. Some library policies, like securing the privacy of library borrower records, are mandated by state law. Others are industry best practices and professional association practices, like the American Library Association's Freedom to Read statement. Collecting and updating all of the Library's policies was one of the tasks given to library staff during the 2015 departmental review. In addition, the Library Commission has set the review of updated library policies and procedures as one of their work plan goals for the 2016-17 year. Library staff have begun the process, and seek Commissioner input on the four policies attached.

### Analysis

Staff's goal is to develop clear library policies that are easily available to the public while they are at the library or from home through the library's web page. Policies should support the Library's mission, protect the privacy rights of our users, and make our collections widely available. Procedures should also serve the library's mission.

### Impact on City Resources

There is no impact on City resources.

### Environmental Review

No environmental review is required.

### **Public Notice**

Public Notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

### **Attachments**

- A. Collection Development Policy ([Attachment](#))
- B. Behavior Policy ([Attachment](#))
- C. Internet Use Policy ([Attachment](#))
- D. Meeting Room Use Policy ([Attachment](#))

Report prepared by:

Nick Szegda, Assistant Director of Library Services



## REGULAR MEETING MINUTES - DRAFT

**Date:** 8/8/2016  
**Time:** 6:30 p.m.  
**Menlo Park Library**  
**800 Alma St., Menlo Park, CA 94025**

### A. Call to Order

Chair Bramlett called the meeting to order at 6:34 p.m.

### B. Roll Call

Present: Bramlett, Badgely, Cebrian, Leep, Lemons, Race  
Staff: Nick Szegda, Assistant Director of Library Services

### C. Public Comment

Jim Lewis asked the Commission to consider the issue of there being two Menlo Park Commission meetings being held on the same day and at the same time (the library Commission and the Bicycle Commission). He asked if there was some way to have those commissions meet on different dates so that a citizen could attend both meetings, if desired. Chair Bramlett asked staff to investigate the issue, and asked that this issue be put on the agenda at a future Library Commission meeting.

### D. Presentations and Proclamations

#### D1. Presentation on draft library strategic plan

Szegda highlighted the preliminary directions set forth in the draft strategic plan: 1) Provide updated library space 2) Establish strategic partnerships and increase community engagement 3) Increase library programming 4) Develop staff skills & competencies 5) Identify and meet changing service needs 6) Improve library marketing. The final version of the strategic plan is scheduled to be presented to Council in September.

#### D2. Presentation/training on e-services

Szegda gave a quick overview of the library's electronic resources, focusing on eBooks, eMagazines, and downloadable audio books. Commissioners were encouraged to familiarize themselves with these offerings by downloading the apps onto their personal devices. Reference staff are available to assist with any step in the process.

### E. Regular Business

#### E1. Accept the minutes from July 11, 2016

**ACTION:** Motion and second (Lemons/Badgley) to approve the meeting minutes of June 13, 2016

without changes, passed 6-0.

- E2. Continue progress towards 2016-17 Commission Work Plan goals and priorities: Review “Turning Work Plan Ideas into Action” Draft Document ([attached](#)). Discuss priorities and next steps. Review “Commission Liaisons to Community Organizations” document ([attached](#)) and current liaison pairings

Commissioners discussed their dual roles – advisory and working. In their working roles they can use the “Turning Work Plan Ideas into Action” document as a map to advance the Commission’s work plan by preparing written communications and presentations to the full Commission. They can also form subcommittees that can work toward desired goals. The shared document of organizations can be used to coordinate outreach efforts. No action taken.

- E3. Discuss current STEAM programming and targeted users, and opportunities to expand innovative STEAM programming across children, teens and adult populations while adding partnerships with community technology organizations and local schools

Szegda gave a brief overview of the library’s current science programming. Commissioner Race gave a short presentation on the Science Café model used successfully at the Lafayette library.

**ACTION:** A motion was made to form a subcommittee of Commissioners Race and Cebrian to work on increasing STEAM programming at the library (Leep/Lemons, passed 6-0)

- E4: Select next date and time for social gathering with leadership of library support groups

**ACTION:** October 13<sup>th</sup> from 6 - 7:30 was chosen as the date for the next Library Support Agency social. Commissioner Leep to send out the invitations (Cebrian/Lemons, passed 6-0).

- E5: Discuss and prioritize discussion topics for August 30<sup>th</sup> joint commission/City Council meeting

Commissioners were urged to prepare for the joint meeting with Council on the 30<sup>th</sup> by reviewing current trends in library services and also by considering desired service levels in the Belle Haven neighborhood. No action taken.

## **F. Reports and Announcements**

- F1. Staff liaison report

Centennial celebration banners (one for the front of the library, one to hang over Santa Cruz Avenue, and light pole banners for Santa Cruz Avenue) are in the works. The Centennial Gala Extravaganza is set for September 10<sup>th</sup> (a Saturday) from 1-5. The Centennial give away items have been very popular.

Noll & Tam has been selected to conduct the space needs study at the main branch. They begin work in September and report to council their findings in December. They may request a meeting or input from the Commission.



Programs and Events – SETI astronomer Seth Shostak 8/9, Pokemon Go meetup 8/12, Randall McGee portrays Hans Christian Anderson 8/13, Taun Relihan makes a paper craft alphabet garden 8/27.

**F2. Informal Commissioner reports**

Commissioner Cebrian reported back on her visit to Nerd Camp (a camp for educators) in Michigan. Some highlights that pertain to libraries: Reading Ambassadors, Books on Bikes, Displays that highlight read aloud choices for parents. She will share the Goolgenotes document that has more details from the camp with the commission

**G. Informational Items**

**G1. Informal commissioner sharing of audio/digital/print books currently reading**

Cebrian – The Fireman/ Joe Hill    Badgley – Churchill: a Biography/ Roy Jenkins    Race – Jacqueline/WWI typist    Leep – French popular work that translates as “Mom is Wrong”    Bramlett – A People’s History of the US/Howard Zinn    Szegda Seven Brief Lessons on Physics/ Carlo Rovelli

**G2. Collect future agenda items**

Investigate moving meeting day so that it does not conflict with Bicycle Commission. Books on Bikes program (Cebrian). Report from Leep on outreach efforts.

**H. Adjournment**

Chair Bramlett adjourned the meeting at 8:56 p.m.



# LIBRARY COMMISSION QUARTERLY UPDATE (AUGUST 2016)

Lynne Bramlett, Commission Chair

# TOPICS

- Public library's role in society
- Current trends in library use
- Library response to trends
- Commission Work Plan update





# PUBLIC LIBRARY – A BASTION OF DEMOCRATIC SOCIETY

- A **center** for the entire community
- A **place** that contributes to educating citizens
- A **path** leading out of educational inequality through free books, magazines, and children's programs that increase literacy
- An upward mobility **ladder** for immigrants, poor families and those with limited reading ability who can build their literacy skills through Project Read, English conversation club, and access to free computers
- A **respite** for the extremely poor where they can read, use computers and be treated with dignity and kindness by staff
- A **repository** of the community's civic memory and historic past
- A **model** of unity, civility and democracy – that can help unite what seems an increasingly divided society behind our shared values

One place that brings **all** together and a place that serves **all**.



## THE *PUBLIC* LIBRARY -- ONE “THREAD” THAT WEAVES US TOGETHER



- “A locally governed and tax-supported system that dispenses knowledge and information for everyone . . . at no cost to its patrons is an astonishing thing—a thread that weaves together our diverse and often fractious country. It is a shared commons of our ambitions, our dreams, our memories, our culture and ourselves.”

-----Robert Dawson, *The Public Library*, April 2013 (11)



## CURRENT TRENDS IN LIBRARY SERVICES

- Vibrant community hubs with attractive spaces designed to encourage literacy
  - Purposefully located in high-traffic city areas
  - Include cafes, community meeting rooms, teen rooms, etc.
  - Children's areas with amphitheater-style seating for story time
  - Ample passive programming signs and materials adding to active programming
- Meeting the needs of **all** segments of the population
  - Aging populations, young working adults – along with children and families
  - Serving the working poor and homeless
  - Doing much more than lending books, DVDs, CDs, etc.
- Proactive outreach to the community
  - Through interesting and educational programs
  - Active marketing of the library's value
  - Websites that represent a 21<sup>st</sup> Century approach

## LIBRARY RESPONSE TO TRENDS

- Rapidly evolving programming to draw in users
- Space Needs study to evaluate if existing facilities can evolve to meet current and future needs of the Menlo Park Community
- A strategic planning process almost complete – a plan for implementation that all staff, library partner groups and community stakeholders can unite behind

The **Library Commission's work** is aligned with the coming Library Strategic Plan.



# 2016-17 COMMISSION PRIORITIES





# WORK PLAN PRIORITY #1



Research and evaluate ways to take Library services out into the community, especially in underserved areas or with underserved groups

- For example: pilot services targeted at 50+ living in Sharon Heights

## Status Update

- Collaboration begun with Little House and the Senior Center
  - Library Commission invited to Little House Vendor Day Open House in September
  - Library e-services tech training session at Little House August 23



## WORK PLAN PRIORITY #2



PRIORITY #2: Increase use of e-services provided by the library for the community.

- Provide training to community members on accessing e-services
- Research and evaluate ways to increase use of eservices, such as providing loaner e-reading devices

### STATUS UPDATE:

- Tech training provided at library pop-up events at Off-the-Grid
- Training on library e-services at Little House



# WORK PLAN PRIORITY #3



Increase Library's position as a vibrant and innovative community hub that enables life-long learning and enrichment, and increases resident quality of life through access to information, programs, and services

- Help implement recommendations from department operational review
- Maintain active involvement in library strategic planning process, especially for Belle Haven area
- Research, evaluate and propose innovative services and programs offered at other libraries that are consistent with community priorities
- Help to community the library's value to the community

## STATUS UPDATE:

- Commission work plan focuses on priorities identified in the department review
- Commissioners routinely visit other libraries and bring back suggestions
  - Booklists at library events
  - STEAM subcommittee inspired by work at Lafayette Library
- Commissioner preparing presentation on "Library Services to Aging Populations"



# WORK PLAN PRIORITY #4



Improve communication, collaboration, and partnerships with community leaders, stakeholders, library users, and potential library users

- Establish a regular joint meeting/social activity with key library partners
- Increase library representation on major City of Menlo Park task forces/planning activities
- Establish and build relationship and partnerships with local schools and key community groups
- Reach out to young professional organizations towards the purpose of increasing their engagement with library strategic purposes and/or programs and services

## STATUS UPDATE:

- Started quarterly social event with leadership of library partner groups (next one October 13)
- Liaison efforts with community stakeholders started
- Increased STEAM programming opportunity to increase partnerships with local schools, and young professionals working at technology companies
- Strategic plan will enable us to further this priority as we unite around Library Strategic Plan



## WORK PLAN PRIORITY #5



Review updated Library Policies and Procedures

### STATUS UPDATE

Presentation on updated library policies planned for September Commission meeting

## CLOSING THOUGHTS

- Income gap continues to widen across America
- Educational inequality present in Menlo Park
  - Belle Haven Elementary not on par with other Menlo Park schools
  - Council Member Mueller requests forming a subcommittee to investigate a regional solution for this inequality
- Library inequality also present in Menlo Park
  - Belle Haven Library no longer open during school hours
  - Overall hours limited compared with the Main library
  - Belle Haven library collection mostly serves children
  - Few books in Spanish
  - All this in Belle Haven, an area serving a population with greater literacy needs than the rest of Menlo Park.
- We have an opportunity to do better for our neighbors in Belle Haven
  - an opportunity that you will hear more about as part of the Strategic Plan and Space Needs Study updates -- coming before council soon!



## STAFF REPORT

### Library Commission

**Meeting Date:** 9/12/2016

**Staff Report Number:** 16-009-LC

**Informational Item:** Announcements and updates on Library events and programs

### Recommendation

Staff recommends that the Commission receive the staff update and announcements.

### Policy Issues

City Policies are not affected.

### Background

#### I. Library Centennial Update

Extravaganza was held on September 10<sup>th</sup>. Over the street banner is up on Santa Cruz near Peet's Coffee. Light pole banners are coming for Santa Cruz Avenue. A Centennial brochure is in the works that will contain library history and historic photographs.

#### II. Library Space Needs Study Update

Noll and Tam is set to begin work on the space needs study. City Council is interested in amending or extending their work to include library services in the Belle haven neighborhood.

#### III. Programming and Events

Pop-up events at the music in the park concerts in Kelly Park in the Belle Haven neighborhood were well received. Friends of the Library quarterly book sale on September 24<sup>th</sup> and 25<sup>th</sup>. Mystery Reader's group meets on September 21<sup>st</sup>. Project Read tutor orientation is September 17<sup>th</sup>. League of Women Voters will be hosting a discussion on November ballot issues on October 1<sup>st</sup>. Astrophysicist Phil Marshall from SLAC will lecture on the "History of the Milky Way"

Three big events in the Fall: our first Storytelling Festival will happen on Sunday, September 18<sup>th</sup>, from 1-3:30. Comicon is set for October 15<sup>th</sup> from 3-7, and the next Science Night is set for November 17<sup>th</sup>.

#### IV. Outreach to other Agencies

The first Little House library tech training session went well. We will return to Little House and try one-on-one tech help next time, rather than a classroom training session. The library is working with Little House and the Onetta Harris Senior Center to provide updated collections of books. Discussions are under way with OHSS staff to see if we can provide a story time for seniors.

#### V. Library Landscaping

The bike racks have been relocated and new bike racks have been installed. The first piece of outdoor

patio furniture is up in front of the library – there are plans to add additional pieces if this one is successful.

### **Analysis**

Analysis is not required.

### **Impact on City Resources**

There is no impact on City resources.

### **Environmental Review**

Environmental review is not required.

### **Public Notice**

Public Notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

### **Attachments**

None.

Report prepared by:

Nick Szegda, Assistant Director of Library Services