



REGULAR MEETING AGENDA

Date: 4/16/2018
Time: 6:30 p.m.
Menlo Park Library – Lower Level 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. Regular Business

- D1. Approve the minutes from the March 19, 2018, Library Commission Meeting ([Attachment](#)) – 5 min
- D2. Discuss and consider making a recommendation on a preferred alternative for the proposed new Main Library site – 10 min
- D3. Discuss and consider appointing a new Commission member to the Belle Haven Neighborhood Library Advisory Committee – 5 min
- D4. Consider requests for future agenda items – 5 min

E. Informational Items

- E1. Staff report – Project READ update – 10 min
- E2. Library System Improvement project update – 5 min
- E3. Belle Haven Neighborhood Library Needs Assessment project update – 10 min
- E4. Update on Committee work plan goals – 5 min
- E5. Staff report – update on recommendations from 2015 departmental review ([attachment](#)) – 5 min
- E6. Staff report – update on Library’s budget requests for FY 2018/19 – 5 min

F. Subcommittee Reports

- F1. Update from Little Free Libraries Subcommittee – 5 min

G. Commissioner Reports

- G1. Individual commissioner reports – 5 min
- G2. Informal sharing of audio/digital/print books currently reading – 10 min

H. Adjournment

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REGULAR MEETING MINUTES - DRAFT

Date: 3/19/2018
Time: 6:30 p.m.
Menlo Park Library
800 Alma St., Menlo Park, CA 94025

A. Chair Lemons called the meeting to order at 6:36 p.m.

B. Roll Call

Present: Bramlett, Bugna, Cebrian, Leep (joined at 6:38 p.m.), Lemons
Absent: None
Staff: Assistant Library Services Director Nick Szegda

C. Public Comment

- Osnat Loewenthal spoke in support of preserving child care services in their current location and against accepting the Arrillaga donation for the library.

Commissioner Leep joined the meeting at 6:38 p.m.

D. Regular Business

D1. Approve the minutes from the February 26, 2018, Library Commission Special Meeting

ACTION: Motion/second (Lemons/Cebrian) to approve the minutes without changes passed (4-0-1; Bramlett abstained).

D2. Discuss Commissioner roles and Commission responsibilities

This item was continued to the next Library Commission meeting.

D3. Discuss and consider library support group social planning next steps

No action was taken.

D4. Discuss and consider inviting other library support group representatives to make informational presentations at a future Library Commission meeting

Commissioner Bramlett read a notice from the Redwood City Library that discussed a summit meeting of library support agencies and suggested convening a similar meeting in Menlo Park.

No action was taken.

- D5. Discuss and consider making a recommendation on a preferred alternative for the proposed new Main Library site

Assistant Library Services Director Szegda reported on the results of the three previously held siting and uses meetings and shared the presentation given at the final meeting.

No action was taken and this item will be added to a future Library Commission meeting agenda

- D6. Consider requests for future agenda items

By acclamation, the Commission requested to add the following items to a future agenda:

- Discuss Commissioner roles and Commission responsibilities
- Invite Project READ to give an informational presentation
- Presentation by staff on Departmental Review recommendations and progress toward recommended work items
- Discuss and consider making a recommendation on the preferred alternative for a new Main Library site

E. Informational Items

- E1. Library system improvements project update

Assistant Library Services Director Szegda reported that staff was working on a report containing a siting recommendation that will be presented to Council in April.

- E2. Belle Haven Neighborhood Library Needs Assessment project update

Assistant Library Services Director Szegda shared posters that will be used to promote the design workshops at the branch on April 5-7.

- E3. Update on Committee work plan goals

No update given.

- E4. 2018 Council Work Plan and CIP memo

Assistant Library Services Director Szegda shared the memo with the Committee.

F. Subcommittee Reports

- G1. Little Free Libraries Subcommittee update

Commissioner Cebrian reported discussions with the Community Services department regarding the sponsorship of Little Free Libraries but reported no progress yet on adding Little Free Libraries to City parks.

G. Commissioner Reports

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

- Cebrian: Moxie by Jennifer Mathieu

- Bramlett: Islam by Karen Armstrong
- Lemons: Fire and Fury by Michael Wolff
- Leep: Not What I Expected by Bokara Legendre

G2. Individual commissioner reports

No reports were provided.

H. Adjournment

Chair Lemons adjourned the meeting at 8:50 p.m.



MEMORANDUM

Date: 4/16/2018

To: Menlo Park Library Commission

From: Nick Szegda, Assistant Director of Library Services

Re: Operational and Administrative Review Recommendations – Status Update

In May of 2014, Municipal Resource Group (MRG) began an operational and administrative review of the library at the request of the City Manager, who had requested outside reviews of all City departments. MRG returned with their report, which included recommendations for the library in three categories, in January of 2015. Commissioner Bugna has requested an update on the status of the recommendations contained in the MRG report.

Many of the recommendations made by MRG were folded into the Library's Strategic Plan. A recap of the recommendations with a brief status update for each follows.

Completed recommendations are marked by green text, incomplete tasks are marked by red text, and tasks that are in progress are marked with purple text.

Organizational Culture, Climate and Structure

Customer Service

- Develop clear customer service policy statement and related procedures
 - **Not Completed**. Staffing levels are insufficient to support this work.
- Provide formal and informal training to new and current staff on core customer service ethic
 - **In Progress**. Funds for the development of a library specific employee development program are part of the budget request for the 18/19 FY

Planning

- Determine resources needed for strategic planning; choose planning methodology
 - **Completed**. The Library completed its Strategic plan in 2016.
- Launch and complete strategic planning process, with support from Library support organizations, to coincide with planning for Library centennial
 - **Completed**. And ongoing. The library completed its Strategic Plan in 2016 and is holding annual plan update sessions.

Assessment

- Develop, analyze and utilize monthly metrics to manage library services
 - **Completed**. And ongoing. The library uses monthly and annual statistics to manage projects, workflow, purchase materials, and book programs.
- Share monthly metrics with Library staff, supporters, City leadership and the public

- **In Progress.** Metrics are shared with these groups, but not on a monthly or systematic basis.
- Utilize Counting Opinions to benchmark library services on an annual basis
 - **Not Completed.**
- Develop, implement, analyze and communicate assessment metrics related to strategic planning on a regular basis
- **Completed.** And ongoing. The library tracks the metrics included in the Strategic Plan and reports out to library staff, City staff, and to the Strategic Planning group annually.

Internal Staff Communications

- Because of the difficulties with multiple work schedules and work locations, consider development of a digitally based communication system, e.g. via an intranet or email, that will reach staff quickly, regularly and concisely, to disseminate key staff communications
 - **Completed.** And ongoing. The library communicates internally through a staff intranet, email, IM, and with paper notices.
- Engage staff in testing, determining, and implementing and assessing best methodologies to enhance internal staff communications – print, email, IM, intranet, meetings, etc.
 - **Completed.** And ongoing. Library staff have been instrumental in developing new means of sharing internal communication (staff message wall, electronic calendar display, meeting schedules, staff huddles).

Community Input

- Develop and implement a methodology to regularly assess community input on library services
 - **Not Completed.** Staffing levels are insufficient to support this work. Library services are assessed during the bi-annual City Survey of residents.

Public Communications

- Develop a library specific marketing policy
 - **Not Completed.** Staffing levels are insufficient to support this work.
- Develop a community wide Marketing Plan for the library that incorporates in-library and external communication vehicles, as well as print and digital communication methodologies
 - **In Progress.** And ongoing. Staffing levels are insufficient to support the development of a Marketing Plan. Marketing specific to library programming is currently handled by the Programming Specialist position, using the methods detailed above.
- Coordinate library marketing plan with other City services for media messaging and publications to reach broader audience, e.g. Community Services Department
 - **Completed.** And ongoing. Marketing and branding is coordinated and controlled at a City-wide level. Cross promotion of Library and CSD

programs occurs regularly onsite, electronically, and in collateral materials (e.g. recreation guides, special events emails)

Library Support Groups

- Implement regular, semi-annual joint meetings of the Library support groups for information sharing and discussion of individual and joint focus
 - **Not Completed.**
- Utilize the community network provided by library support groups to raise the visibility of the library in the community
 - **In Progress.** And ongoing.

Staffing Model

- Change the staffing model from primary usage of part time/temporary staff to a more balanced full time staffing model
 - **In Progress.** And ongoing. The library received funds to convert a PT 30 hour position to a FT position as part of its efforts to increase branch services in January 2018. The library's budget request for FY 18/19 includes a request for 8 more FT positions, to be phased in over the next three years.

Bench Strength

- Insure bench strength of all library staff, to insure capacity for future growth
 - **In Progress.** Funds for the development of a library specific employee development program are part of the budget request for the 18/19 FY

Staff Training and Development

- Develop and implement a library specific new employee orientation and training program
 - **In Progress.** Funds for the development of a library specific employee development program are part of the budget request for the 18/19 FY.
- Work with City resources to insure that all library employees have access to general training opportunities
 - **Completed.** And ongoing. Available City training programs include HR's Friday Morning Bites series for supervisors, the City's Leadership Academy, City specific trainings, and employee access to County training opportunities.
- Utilize the Library's membership in and access to library-specific training and development resources
 - **Completed.** And ongoing. Training opportunities are available from Pacific Library Partnership sources, Califa, Infopeople, ALA, CLA, and through the Peninsula Library System.

Administrative and Support Services

Personnel

- Update all library position descriptions to reflect current job responsibilities, knowledge, skills, and abilities

- **Completed.** City HR completed a job classification study in July of 2016. Each position description contains the position definition, supervisory structure, class characteristics, example job functions, qualifications, education and experience, licenses and certifications, physical demands, and environmental elements and can be found here:
<https://www.menlopark.org/1155/Job-classifications>

Library Facilities

- Complete current facility needs assessment to determine future direction for Main Library facility
 - **Completed.** The main library Space Needs Assessment was completed and presented to the Council in March 2017. The Belle Haven Space Needs Assessment will follow the completion of the library needs assessment for the neighborhood.
- Insure that new and/or remodeled/enlarged facility reflects new and emerging service trends and models
 - **In Progress.** Schematic design for the new main library has not been started.
- Link any required changes in a library facility in Belle Haven to decisions regarding service model
 - **In Progress.** Any service model changes would arise from findings in the Needs Assessment currently underway. Facility decisions would be based on needs from the Needs Assessment.

Library Policies and Procedures

- Develop, implement and regularly review a Library policy and procedures manual
 - **In Progress.** Staffing levels are insufficient to support the completion of this work.
- Task the Library Commission with review of library policies, with recommendations to the City Manager
 - **Not Completed.** Staffing levels are insufficient to support this work. Updated policy and procedure manual not yet developed. Commission has reviewed some existing procedures and policies.

City and Community Partnerships

- Develop and implement more broad-reaching, strategically focused partnerships with community partners to enhance library services and library image in the community
 - **Not Completed.** Staffing levels are insufficient to support this work. Some partnerships are existing and ongoing (e.g. local schools).
- Develop and implement partnerships with city departments, in particular the Community Services Department, that share audience and services
 - **Completed.** And ongoing. The two departments share a full time staff member responsible for developing marketing materials and promoting events, and share staff who work at either department's large, special events. Regular meetings between department staff explore opportunities for collaborative work and programs.

Administrative Operations/Focus

- Remove direct operational responsibility for Adult Services from Library Director position
 - **Completed.** The Assistant Director has direct responsibility for Adult Services. That task would be handed to a Supervising Librarian position which is being requested in the FY 18/19 budget.
- Refocus Library Director on strategic direction issues
 - **Completed.**

Technical Services

- Increase usage of vendor supplied cataloging and processing, in order to reduce cost and improve time to shelf
 - **Completed.** Most of the library's materials arrive pre-processed from vendors, reducing the time required to get items shelf ready.
- Review use of items which require original cataloging, or extensive editing of catalog records, to assess community need for unique materials versus high cost of access
 - **Completed.** The library uses a ranking service based on current and past library usage to assist in selecting and acquiring materials.
- Implement cataloging standards that reflect user needs
 - **Completed.**
- Review and rebid materials vendor contracts on a regular basis, generally on a 3-5 year timeline
 - **Completed.** The library most recently went through a bid process for its materials in February of 2017.
- Initiate a regular collection Assessment process, utilizing Decision Center
 - **Completed.** The library uses Collection HQ and related products to regularly assess collection use. Baker & Taylor Titlesource360 and ESP ranking service used to assist in selecting and acquiring materials.

Operations

Adult Services/Reference

- Implement a full time supervisory position for adult services
 - **In Progress.** Budget request for FY 18/19 includes full time Supervising Librarian position for adult services. Changing staffing models can take time in light of union contracts and the need for City Manager and Council approval for new positions
- Create a collection management policy and link it to resource allocation for collection acquisitions
 - **Not Completed.** Staffing levels are insufficient to support this work.
- Develop and implement a new service model for Adult Services, in conjunction with overall library strategic planning and future facility planning
 - **In Progress.** Service model in adult services is shifting to include more programming, self-service technology stations, and outreach. Budget

request for FY 18/19 includes a service level enhancement for adult programming.

Adult Literacy Services

- No recommendations
 - Staff turnover in 17/18 FY has led to reduced services. New PR lead in place and recruitment underway for outreach specialist. FY 18/19 budget request includes a request for \$110,000 for PR operations, to reduce reliance on grants from the State.

Youth and Teen Services

- Change staffing model to include more permanent part time and full time staff to improve capacity.
 - **In Progress.** Budget request for FY 18/19 includes full time Librarian position for Youth/Teen services. Changing staffing models can take time in light of union contracts and the need for City Manager and Council approval for new positions
- Investigate use of Community Services facilities in the Civic Center complex for shared programming space
 - **Completed.** Community Services facility occupancy rate precludes Library usage.
- Plan and implement a more effective and community focused non-traditional teen services program
 - **Not Completed.** Staffing levels are insufficient to support this work.

Circulation Services

- Provide full time division supervision by increasing the current 30 hrs per week Librarian III position responsible for Technical Services to full time, supervising both Technical Services and Circulation Services
 - **Completed.** New full time Senior Library Assistant position oversees Circ and Tech Services
- Review staffing model/levels in light of reduction in service demands and changes in service model (self-check/AMH) and implement any needed changes
 - **Completed.** Staff adjustments have been made internally (more circ staff are cross trained and work in multiple departments) – more adjustments will be made as needed to support any changes in service model.
- Develop a library-specific technology plan, in conjunction with strategic planning efforts
 - **Not Completed.** Staffing levels are insufficient to support this work.

Belle Haven Library

- Develop and implement a new staffing model for the library that insures leadership and outreach capacity for dynamic community reflected services for community members of all ages
 - **In Progress.** Responsibility for branch management and branch staffing shifted from stand-alone Branch Manager and branch-only staff to combined branch/main staff and combined management. Outreach capacity limited by staffing levels. New Facebook funded position at branch

in Literacy Services coming in 2018.

- Initiate a community based planning process that develops a new community based, non-place based service model for services to the Belle Haven community, in coordination with the overall strategic planning process for the entire library
 - **In Progress**. Belle Haven Neighborhood Library Needs Assessment began in September of 2017. Unsure if results will suggest non place-based services or service model.
- Implement a joint use agreement between the City and the Ravenswood School District for the tenancy of the Belle haven Library on the Belle haven School campus
 - **Completed**. MOU in place and renews year to year.