



MINUTES

REGULAR MEETING - MONDAY, APRIL 27, 2015
LIBRARY GOSSAMER CONFERENCE ROOM - 585 FRANKLIN STREET
7:30 P.M.

1. **CALL TO ORDER**

The meeting was called to order at 7:31 p.m.

2. **ROLL CALL**

Present— Trustees Max Beckman-Harned, Paul Donahue, Cindy Hofen, Vice Chair David Herington, and Chair Randall Stock.

Also Present— Rosanne M. Macek, Library Services Director.

3. **MINUTES APPROVAL**

Motion— M/S Donahue/Beckman-Harned— Carried 5-0— Minutes for the March 16, 2015 meeting were approved.

4. **ORAL COMMUNICATIONS FROM THE PUBLIC**— None.

5. **UNFINISHED BUSINESS**

5.1 **BUDGET AND BENCHMARK REPORT**

The Library Board reviewed the Narrative Budget and Benchmark Report. The Board is concerned that we are below benchmarks for materials spending.

5.2 **INTERLIBRARY LOAN SERVICE**

The Library Board endorses the recommendation that we eliminate the interlibrary loan service, acknowledging that patrons who need journals or newspapers not available at the Mountain View Library will need to go to other Bay Area libraries.

6. **NEW BUSINESS** – None.

7. **LIBRARY BOARD/STAFF COMMENTS, QUESTIONS, AND REPORTS**

Chair Stock reported on the recent Mayor's meeting with advisory bodies.

Trustee Beckman-Harned asked some questions about Library card renewals and Director Macek responded.

Director Macek presented the attached Director's Report.

8. **DONATIONS**

Trustee Herington moved and Trustee Hofen seconded that the donations be accepted and the motion carried.

9. **AGENDA SETTING/PLANNING**

- Budget and Benchmark Report
- Remodel Update
- Work Plan for Fiscal Year 2015-16

10. **ADJOURNMENT**

The meeting was adjourned at 10:30 p.m.

Respectfully submitted,

Rosanne M. Macek, Secretary
Library Board

RMM/TG/LIB
023-04-27-15mn-E



CITY OF MOUNTAIN VIEW

MEMORANDUM

Library Services Department

DATE: April 26, 2015
TO: Library Board of Trustees
FROM: Rosanne Macek, Library Services Director
SUBJECT: **Library Report**

5.1 BUDGET

Here is the upcoming schedule for City Council meetings related to the budget:

- April 28: Narrative Budget
- May 5: Review of North Bayshore proposals
- May 19: Second study session on the Capital Improvement Program
- June 9: Proposed budget hearing
- June 16: Budget adoption

The City Council will be discussing the narrative budget on April 28. You can access the full budget packet here:

<http://www.mountainview.gov/civicax/filebank/blobdload.aspx?BlobID=15747>

Here is what you will see for the library:

Fee Schedule

- The fee for rental of the Monarch Room is proposed to increase from \$15 to \$20 for up to 4 hours and from \$25 to \$30 for greater than 4 hours.
- The fee for Training Center Support is proposed to increase from \$60 to \$80 for up to 4 hours and from \$15 to \$20 for additional hours.
- The purchase of additional Internet time will now be available after 120 minutes, an increase from 90 minutes.

Non-Discretionary Ongoing Increases

| | |
|---------|--|
| \$5,000 | Authority control |
| \$4,000 | Janitorial |
| \$2,700 | Pacific Library Partnership membership fee |

Discretionary Ongoing Increases

| | |
|----------|------------------------|
| \$15,000 | Library materials |
| \$4,200 | Training and Travel |
| \$2,300 | Police Assistant wages |

Limited Period Expenditures

| | |
|----------|--|
| \$52,500 | Library Assistant (offset by Google grant) |
| \$10,000 | eBooks |
| \$7,000 | Materials Displayers |
| \$6,400 | Barcode Scanners |
| \$2,800 | Electrical Upgrades |
| \$1,000 | Conference room equipment |

Capital Outlay

| | |
|---------|-----------------------------------|
| \$5,000 | Output Accounting Software Module |
| \$2,900 | Privacy Monitors |

MATERIALS BUDGET

In addition to the Library Board's benchmark report, I look at a number of other factors that might affect our materials budget. These include the previous year's budget, the Consumer Price Index, publisher's estimates of price increases, and balancing materials spending with other budget needs.

There are other benchmark groupings of libraries that I consider, including the cities that Mountain View benchmarks with on compensation, and libraries that I studied as part of my MPA research. When comparing these libraries with Mountain View, our materials budget could be considered to be anywhere from 18% under to 49% over, so there is no magic number.

Another benchmark that library directors consider is materials spending as a percentage of the overall library budget. Based on FYE June 2014, Mountain View spent 12.54% of the budget on materials. Estimates for our benchmark libraries range from 10.9% to 12.37%. However, library budgets may differ in that some include overhead expenses like IT and Facilities and some do not.

At our last meeting, I was asked to provide historical materials spending, so here is that information from the last 10 years:

| | City Budget | Total Spending |
|----------|----------------|-------------------|
| FY 05/06 | \$396,513.00 | \$ 364,742 |
| FY 06/07 | \$463,535.00 | \$ 471,837 |
| FY 07/08 | \$472,727.00 | \$ 480,347 |
| FY 08/09 | \$489,293.00 | \$ 544,110 |
| FY 09/10 | \$489,356.00 | \$ 497,840 |
| FY 10/11 | \$439,250.00 | \$ 504,380 |
| FY 11/12 | \$439,250.00 | \$ 503,913 |
| FY 12/13 | \$459,250.00 | \$ 547,688 |
| FY 13/14 | \$504,450.00 | \$ 582,962 |
| FY 14/15 | \$477,060.00 | \$ 540,384 |

In addition to budget, our materials spending does fluctuate from year to year and is affected by many different factors. We now order more titles pre-publication, which means we get materials more quickly but receipt is harder to predict and can carry over into the next year. Other factors that affect how much we spend include whether or not we get state funding, how much we might underspend in other areas of the budget, and possible grants and other donations.

CIP BUDGET

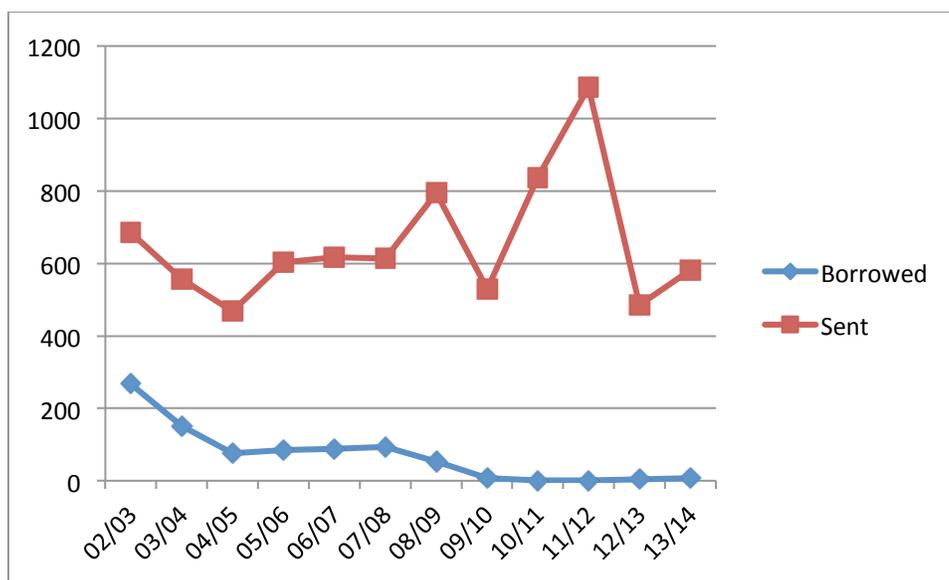
The City Council has had one study session so far to discuss the Capital Improvement Program budget. Council's initial direction was to not include the library remodel in the CIP budget, pending funding from local companies who have submitted development proposals and included the library project as part of their community benefit. The CIP will be discussed again May 19.

5.2 INTERLIBRARY LOAN (same report as last month)

Interlibrary loan requests in public libraries have declined in recent years due to the availability of other services like Link+ and the ease of obtaining information via the Internet and electronic databases. Some public libraries have eliminated this service. In surveying Bay Area libraries, the following still offer this service: Richmond, SFPL, SJPL, Monterey, Oakland, Santa Clara

County, Burlingame, Daly City, San Mateo City, Santa Clara City, and San Bruno. Specific usage data is not reported to the State Library. The following libraries have eliminated the service: Alameda County, Hayward, Livermore, Palo Alto, Pleasanton, Redwood City, Santa Cruz, Sunnyvale, and Los Gatos. Both the Sunnyvale and Palo Alto Library Directors reported that the reasons they eliminated the service were due to the staff time involved and redundancies with Link+. Some of the libraries that still offer the service do not participate in Link+.

MVPL INTERLIBRARY LOAN REQUESTS FY 02/03 - 13/14



As illustrated above, the number of requests declined sharply in 2003/04 when we implemented Link+ and again in 2009/10 when we increased the fee. Anecdotally, Library staff has reported to me recently that they don't believe the fee is currently a barrier but we simply aren't receiving requests. For FYTD January 2015, we have received 1 request from a MVPL customer and received 290 requests from other libraries. In looking at the types of requests received, the majority are for books which we could possibly purchase, and only 4 of the 7 requests we received last year were for Mountain View residents.

For the same time period, we borrowed 8,863 items for MVPL customers via Link+ and sent 10,060 items to other libraries. With Link+ we have the ability to adjust incoming and outgoing requests and attempt to maintain as close to a 1:1 ratio as possible. With ILL we only have the ability to limit requests by type of material we will loan.

Interlibrary Loan is a very staff intensive service and staff currently spends 1-3 hours per day. The OCLC system we use is very complex and a large amount of time is spent checking for requests including responding yes, responding no, responding conditionally, responding to renewals, and completing requests. We have an 18-page manual with instructions for just this portion of the service. In addition, we call or email requestors to clarify requests, send overdue

notices and bills, retrieve and shelve items, pack outgoing items, and take items to the post office.

The major cost of providing the service is staff time. A Library Assistant III spends a maximum of 3 hours per day supporting the service, but the average is probably closer to 2 hours. At a fully loaded cost, that would be \$27,117 in staff time. We do charge \$20 for out-of-state requests, with about 50 per year, which would reduce the cost to \$26,117. We previously received Transaction Based Reimbursement from the state for items loaned to other libraries but have not received this for the past few years and this funding is unlikely to return. While cost is important, staff workload is more of a concern due to staff reductions over the years and increased demand for library services.

Of the 807 people who responded to our recent Library Customer Survey, only 3 mentioned ILL as an important service. And, it wasn't clear from the responses if they meant ILL or Link+.

Due to lack of demand and availability of other options like Link+, I believe it is no longer a good use of staff time to support this service and we have other options we can offer. If a request is an item available for purchase, it would be much more cost effective to just buy it. For journal articles, we can access the academic databases at San Jose State University, which would likely meet the need. As a last resort, a customer could be referred to the Los Altos Library to initiate an ILL for something that couldn't be obtained any other way.

UPCOMING AMERICAN LIBRARY ASSOCIATION CONFERENCE

The American Library Association Conference will be held in San Francisco June 25-30, 2015. You can view the preliminary program here: <http://alaac15.ala.org/preliminary-program> If you register by June 19 the member rate is \$270 and non-member rate is \$370. A pass to the exhibits only is \$60. The Library Board does have a budget of \$500 for the year, and none of this has yet been spent.