



CITY OF MOUNTAIN VIEW

LIBRARY BOARD

## MINUTES

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REGULAR MEETING - MONDAY, AUGUST 17, 2015  
LIBRARY COMMUNITY ROOM - 585 FRANKLIN STREET  
7:30 P.M.

1. **CALL TO ORDER**

The meeting was called to order at 7:34 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 Macek, Library Service Director; Lorrie Brewer, City Clerk; Deidre Wong, member of the public.

3. **MINUTES APPROVAL**

**Motion** – M/S Herington/Beckman-Harned – Carried 5-0 – To approve the minutes of the June 15, 2015 meeting.

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

5. **UNFINISHED BUSINESS** – None.

6. **NEW BUSINESS**

6.1 **ETHICS TRAINING**

City Clerk Lorrie Brewer gave a brief presentation on AB 1234 and the City of Mountain View requirements for ethics training.

6.2 **CONFIDENTIALITY POLICY**

The Board reviewed and made suggestions for modifications to the policy. The policy will be finalized at the next meeting.

**6.3 MATERIALS SELECTION POLICY**

Director Macek gave the attached report on the collection and the process for removing items from the collection.

**6.4 PERFORMANCE MEASURES**

Director Macek presented the attached report on performance measures and answered questions.

**6.5 ANNUAL CALENDAR**

The Board reviewed the tentative planning calendar and is requested to give additional feedback to the Library Services Director.

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

Director Macek presented the attached activity report. Trustee Beckman-Harned will attend the upcoming Mayor's meeting with advisory bodies. Chair Stock gave direction that all Library policies on the website need to be checked to ensure that they are the most current version.

**8. DONATIONS – None.**

**9. AGENDA SETTING/PLANNING**

- Joint meeting with the Friends of the Library
- Confidentiality Policy
- Link+

10. **ADJOURNMENT**

The meeting was adjourned at 9:10 p.m.

Respectfully submitted,

Rosanne M. Macek, Secretary  
Library Board

RMM/TG/7/LIB  
023-08-17-15mn-E



**MEMORANDUM**

**Library Services Department**

**DATE:** August 17, 2015  
**TO:** Library Board of Trustees  
**FROM:** Rosanne Macek, Library Services Director  
**SUBJECT:** **Library Report**

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**6.2 CONFIDENTIALITY POLICY**

You can review the Library's current confidentiality policy here: <http://mountainview.gov/depts/library/about/policies/confidentiality.asp>.

Here is the California Code 6267 related to this policy:

6267. All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

(1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.

(2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

### **6.3 MATERIALS SELECTION POLICY**

You can review the Library's materials selection policy here: <http://mountainview.gov/depts/library/about/policies/matselection.asp>

See separate report for a discussion of the deselection of library materials.

### **6.4 PERFORMANCE MEASURES**

See attached document for performance measures submitted to the City Manager's office. I also did a quick survey of our neighboring libraries to see how some of our activity levels compare:

Library	Circulation	Media Circulation	Gate Count	Program attendance	Reference Questions
Los Gatos	-6%	-1%	-4%	71%	5%
Mountain View	-7%	-15%	3%	6%	-14%
Redwood City	-13%	-17%	-10%		
Santa Clara City	16%		25%	60%	-3%
Sunnyvale	-6%		-2%	5%	-18%
Notes:					
City of Santa Clara is trending higher due to opening of new branch					
Los Gatos reports adult program attendance up 71% due to a one-time program. Children's up 2%					

### **6.5 ANNUAL CALENDAR**

See separate document for draft of the Library Board's annual working calendar and the final version of the work plan.

### **FYE 6/30/15 MAJOR ACCOMPLISHMENTS**

- Made several changes to the library collection to make it more accessible to the public: converted entire CD music collection from Dewey numbers to music categories, combined DVD TV series into sets for easier checkout, and reordered adult feature film collection into exact order by title.

- Expanded library eBook services by adding nearly 20,000 titles from two new suppliers.
- Added a new service for library cardholders called Discover & Go. This gives library customers access to free or discounted museum passes.
- 807 people responded to the library customer survey with high ratings for library services and positive comments such as: *"The library is one of the things that make me proudest of living in Mountain View"* and *"Your library is one of the highlights of Mountain View... Thank you from a family whose life is better because of our library."*
- Increased number and variety of library programs for adults, with an increase in attendance of 41%. Programs included biking, personal finance, gardening, trees, lunchtime Legos, and free tax filing for low income residents.
- Increased number and variety of library programs for children and teens, including evening early literacy programs, Bots for fun, Western Ballet, Japanese storytimes, Reading to dogs, Alligator Zone (meet and greet with local entrepreneurs), Java programming, Web design, and Girls Who Code.
- Community Services Agency partnered with the library on a program to reach out to our homeless customers and promote services that are available to them. A social worker has been onsite at the library twice a month to distribute information, answer questions, and offer support and referrals.
- As part of the Greening of the Library CIP the existing landscaping on the Pioneer Park side of the library was replaced with low water use plants and irrigation. This water-wise garden showcases plant types and irrigation methods the public can use in their own garden to reduce water use.
- Library partnered with the Mountain View Whisman School to bring the Mobile Library to Castro in the mornings to support summer school students.
- Received an innovation grant of \$15,000 from the Pacific Library Partnership to implement a series of virtual author talks to be broadcast to libraries throughout California.
- The Friends of the Mountain View Library donated \$91,527 which funded the bestseller collection, database subscriptions, online homework assistance to support our

students, materials for the Mobile Library, and a variety of community programs for adults, teens, and children.

- Intuit donated \$5,000 to enhance Library programs and also provided volunteers to assist low-income residents with tax return preparation.

### **REMODEL UPDATE**

No news to report. Still evaluating budget and possible funding.

### **SUMMER READING**

Final results included 1,065 children, 179 teens, and 113 adults. Our participation was down slightly this year due to the economy being strong and more families going on vacation.

### **LABOR DAY**

The Library will be closed on Sunday, September 6 and Monday, September 7.



## CITY OF MOUNTAIN VIEW

## MEMORANDUM

## Library Services Department

**DATE:** August 17, 2015

**TO:** Library Board of Trustees

**FROM:** Rosanne Macek, Library Services Director

**SUBJECT:** **Library Collection Report**

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In June 2012 the Library Board revised and approved the Library's Materials Selection Policy. The policy also includes deselection of library materials with the following statement:

*"Items may be discarded from the Library if they are surplus to the collection, not relevant to the needs of the community, or physically worn or damaged."*

The practice of removing items from the collection that are no longer needed, affectionately called "weeding," is a normal and critical part of maintaining a relevant collection for the community. Regular weeding is important to free up space for new materials, remove outdated materials, and remove materials that are in poor condition or are no longer being used.

According to Rebecca Vnuk in her book *The Weeding Handbook*:

*"...the bottom line is that libraries (particularly public libraries) are not – and never have been – archives. There simply is not enough space to hang on to every book and every item. And there is no need. A library is an ever-changing organism. Weeding helps a library thrive." (Vnuk, 2015)*

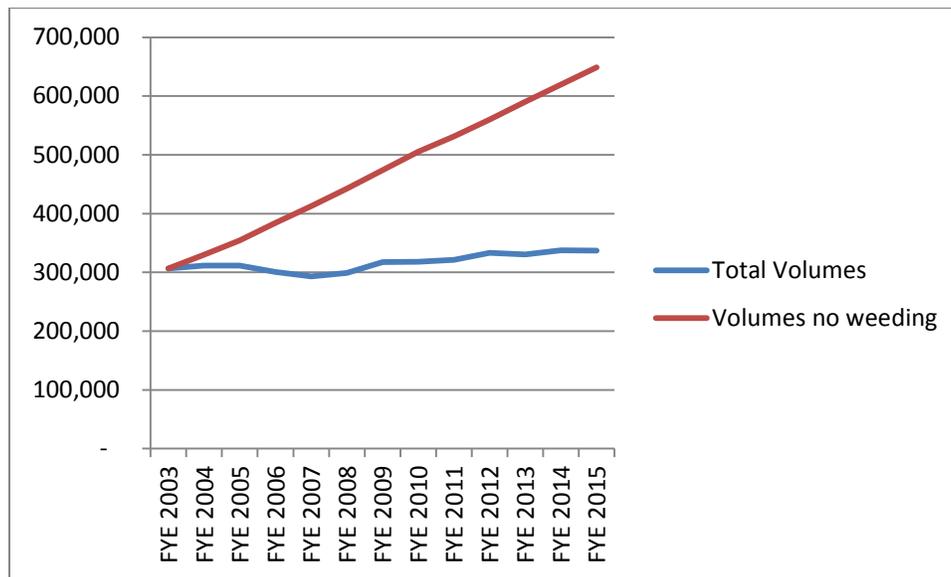
Sometimes there is confusion about library weeding. In Berkeley, a retired librarian has accused the library of discarding thousands of books without input from librarians. (Scherr, 2015) In Alameda County, a community member accused the library system of throwing books away and not preserving the breadth or depth of the collection. (De Benedetti, 2015)

**The purpose of this report is to explain the importance of regular weeding to maintaining a relevant and attractive collection for the community, the process that is followed in Mountain View for determining which materials get weeded, and what happens to materials after they are removed from the library collection.**

## IMPORTANCE OF WEEDING

When the Mountain View Library opened in 1997 it had a collection of 240,000 and was designed for a future capacity of 300,000. The current collection is 336,738.

Without regularly removing items the collection would have exceeded the space available in the building years ago. We started keeping detailed records in 2003 of items added and weeded. In FYE 2003 the collection was 306,545 volumes and is 336,738 currently. If no weeding had taken place over the past 11 years the total collection would now be 648,917.



Also, in comparing the size of our collections with our benchmark libraries, even with regular weeding our collection is large for the size of our community. On a per capita basis, our children's collection is approximately 30% larger than our benchmark libraries and our adult collection is 16% larger.

## WEEDING PROCESS

Each professional librarian is responsible for maintaining a portion of the collection. This includes evaluating requests from the public, purchasing materials based on demand and reviews, and removing materials that are no longer needed. The criteria for regular weeding includes the following: condition, date, circulation, community needs, overall collection balance, space limitations, duplicate copies, newer editions, format (e.g. VHS, cassettes), changing school curriculum, and availability of materials elsewhere. On an ongoing basis, librarians run reports by circulation and age, and also physically review books on the shelves. Items are removed after a careful analysis using the criteria above.

## WHAT HAPPENS TO WEEDED MATERIALS

If items are still in good condition they are donated to the Friends of the Library. These items are sold at quarterly book sales which generates revenue for the purchase of newer materials and to fund other library programs.

If materials are in poor condition or outdated, they are recycled. This includes books that have broken bindings, water damage, torn pages, food stains, have been eaten by dogs, or are otherwise in poor shape. This also includes books that are out of date and have incorrect information.

Another option we are also exploring is the possibility of working with an outside vendor to sell books for us online that aren't sold by the Friends but are still in reasonable condition.

## CONCLUSION

Regularly removing materials from a public library's collection is a routine and desired activity. This allows us to keep our collection current, accurate, and fresh for our community. As we look to the possibility of a large remodel next year it will be even more important to remove items that are not needed prior to the move of collections.

De Benedetti, Chris. "Alameda County Library's dumping of books draws criticism." *San Jose Mercury News*, January 30, 2015. (Retrieved on 8/11/15 from: [http://www.mercurynews.com/breaking-news/ci\\_27431575/fremont-dumping-books-draw-critics-alameda-county-library](http://www.mercurynews.com/breaking-news/ci_27431575/fremont-dumping-books-draw-critics-alameda-county-library) )

Scherr, Judith. "Berkeley: Whistle-blower rally calls for library policy changes." *Contra Costa Times News*, August 4, 2015. (Retrieved on 8/11/15 from: [http://www.contracostatimes.com/breaking-news/ci\\_28556940/berkeley-whistle-blower-rally-calls-library-policy-changes](http://www.contracostatimes.com/breaking-news/ci_28556940/berkeley-whistle-blower-rally-calls-library-policy-changes) )

Vnuk, Rebecca. *The Weeding Handbook: a shelf-by-shelf guide*. Chicago: American library Association, 2015.

**LIBRARY SERVICES DEPARTMENT  
PERFORMANCE MEASURES/WORKLOAD MEASURES**

Program	Performance Measure/ Workload Measure	2013-14 Target	2013-14 6-month Actual	2013-14 Final Actual	2014-15 Target	2014-15 6 Month Actual	2014-15 Final Actual	2015-16 Target
Public Services	Number of visits to the Library	>870,000	407,942	816,799	>870,000	344,247	678,030 (A)	>690,000
	Total Circulation	>1,710,000	842,806	1,685,072	>1,710,000	798,763	1,563,487 (B)	>1,600,000
	Number of items circulated per capita	>23	11.1	22	>23	10.4	20.1	>21
	Number of items circulated per registered borrower	>16.7	7.5	16.4	>16.7	8.2	15.5	>16.5
	Reference questions answered per capita	>1.4	0.7	1.3	>1.4	0.6	1.2	>1.2
	Total attendees at Library Programs	>55,000	27,546	57,097	>55,000	30,703	55,872	>56,500
	Total attendees at children's Library programs	>40,000	19,904	42,386	>40,000	20,415	39,597	>40,000
	Total attendees at Teen Library programs	>900	591	810	>900	770	1,486	>900
	Total attendees at Adult Library programs	>2,200	2,852	5,926	>4,500	3,829	8,393 (C)	>6,000
	Circulation per FTE (including hourly staff)	>41,600	23,249	40,781	>41,600	19,331	37,839	>39,000
	Percent of circulation that is customer self-check	>92%	95%	97%	>92%	96%	97%	>92%
	Percent of materials returned at automated returns	>85%	88%	90%	>85%	91%	91%	>85%
	Turnover rate (total collection)	>5.1	2.5	5.2	>5.1	2.4	4.6	>4.8

**LIBRARY SERVICES DEPARTMENT  
PERFORMANCE MEASURES/WORKLOAD MEASURES**

Program	Performance Measure/ Workload Measure	2013-14 Target	2013-14 6-month Actual	2013-14 Final Actual	2014-15 Target	2014-15 6 Month Actual	2014-15 Final Actual	2015-16 Target
Support Services	Average number of calendar days between receipt of new item and availability to check out	<16	9.2	10.5	<16	11.3	7.0	<15
	New book and media titles cataloged	>14,000	6,984	21,602	>14,000	26,612	34,287 (D)	>14,000
	New book and media items processed	>26,000	15,153	29,534	>26,000	14,699	29,062	>26,000
	Number of public computer sessions in the Library	>90,000	39,793	77,414	>90,000	33,311	63,418 (E)	>60,000

(A) Number of visits is about 20% less than the target. However, the technology used to count activity at our gates changed.

Prior testing indicated that the new gates were counting about 20% less so actual gate count is about the same.

(B) Circulation is down about 7% from last year. There are a number of factors that have affected this: the use of physical media continues to drop, some media have been consolidated into sets, and the use of public libraries traditionally goes down when the economy is strong.

(C) Adult program attendance is high due to increased emphasis and staffing resources devoted to library programs for this age group.

(D) New books and media titles cataloged is up dramatically due to the acquisition of a large eBook collection. This is likely a one-time increase.

(E) Number of public computer sessions is down because more patrons are using their own devices to access the Internet using WiFi and we have increased session times from 90 minutes to 2 hours.