



# City of Mountain View

City Hall  
Plaza Conference Room  
500 Castro St., 2<sup>nd</sup> Floor

## Minutes

### Library Board

*Boardmembers Lopez, Shah, Stock, Vice Chair Donahue, Chair  
Beckman-Harned*

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Monday, September 19, 2016

7:30 PM

Plaza Conference Room

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#### 1. CALL TO ORDER

Chair Beckman-Harned called the meeting to order at 7:30 p.m.

#### 2. ROLL CALL

**Present** 5 - Elena Lopez, Sheetal Shah, Randall Stock, Vice Chair Paul Donahue, and Chairperson Max Beckman-Harned

#### 3. CONSENT CALENDAR

##### 3.1 Approval of Minutes

**Motion – M/S Donahue/Stock - To approve the August 17, 2016 minutes.**

**The motion carried by the following vote:**

**Yes:** 5 - Lopez, Shah, Stock, Vice Chair Donahue, and Chairperson Beckman-Harned

#### 4. ORAL COMMUNICATIONS FROM THE PUBLIC - None.

#### 5. NEW BUSINESS

##### 5.1 Library Remodel Plans

Public Works Senior Project Manager Rey Rodriguez presented an oral staff report and responded to the Board's questions about the library remodel. His presentation and report are attached.

##### 5.2 Joint Meeting with the Friends of the Mountain View Library

Members of the Friends of the Library Board discussed their activities in support of the library. Treasurer Pat Kassner presented the attached financial report.

##### 5.3 Library Services Performance Measures

The attached report was reviewed.

##### 5.4 Library Major Accomplishments

The Board reviewed the Library's FYE 06/30/16 list of major accomplishments in the attached Director's report.

## **6. LIBRARY BOARD/STAFF ANNOUNCEMENTS, UPDATES, REQUESTS, AND COMMITTEE REPORTS**

Boardmember Lopez mentioned an interview with the new Librarian of Congress, Carla Hayden.

Agenda items for the next Library Board meeting were discussed: materials budget, library policy review (specific policy to be determined by Chair and Library Director prior to the meeting), meeting dates for January and February.

### **6.1 Library Director's Report**

Director Macek presented highlights from the attached report and answered questions. She also invited the Library Board to attend the Council proclamation for National Friends of Libraries week on October 18.

## **7. ADJOURNMENT - At 8:43 p.m., Chair Beckman-Harned adjourned the meeting to the next Library Board Meeting to be held on October 17, 2016 at 7:30 p.m. in the Gossamer Conference Room.**



# LIBRARY SPACE MODIFICATIONS

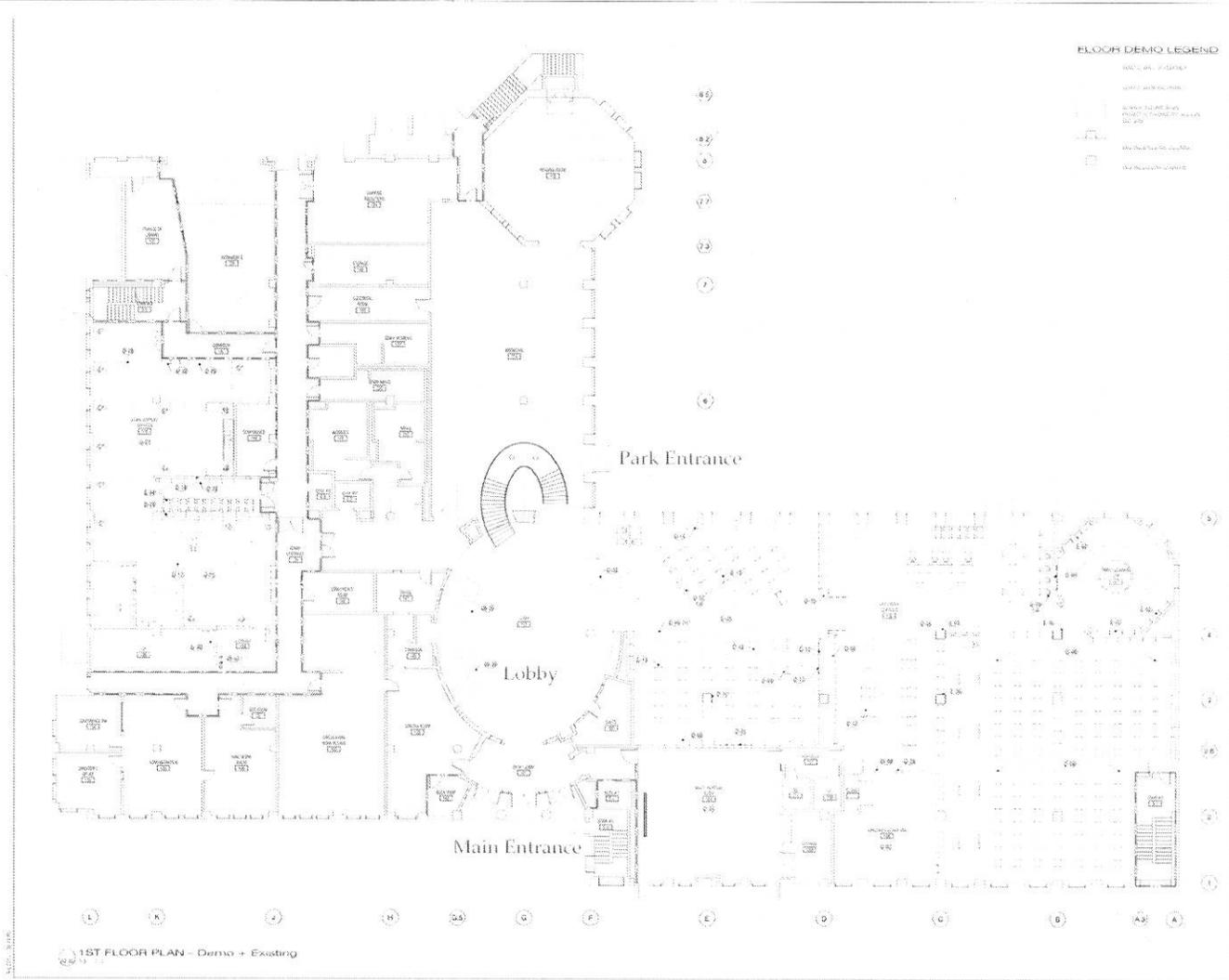
## Project Update

September 19, 2016



# LIBRARY SPACE MODIFICATIONS

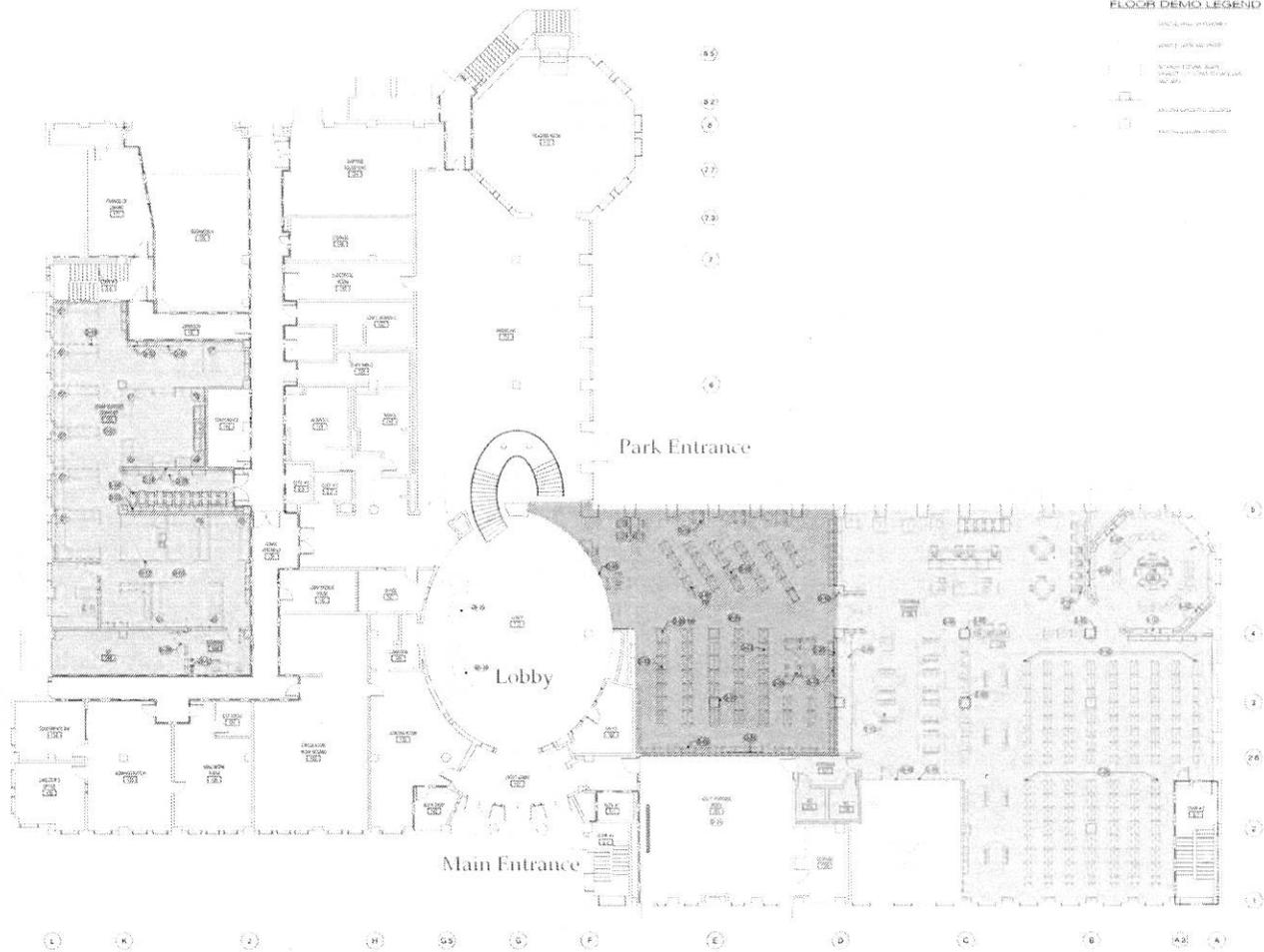
Current First Floor



**FLOOR DEMO LEGEND**

- EXISTING FLOOR PLAN
- DEMOS TO BE DEMOLISHED
- NEW WALLS TO BE CONSTRUCTED
- NEW FLOORING TO BE INSTALLED
- NEW MECHANICAL/ELECTRICAL

1ST FLOOR PLAN - Demo + Existing

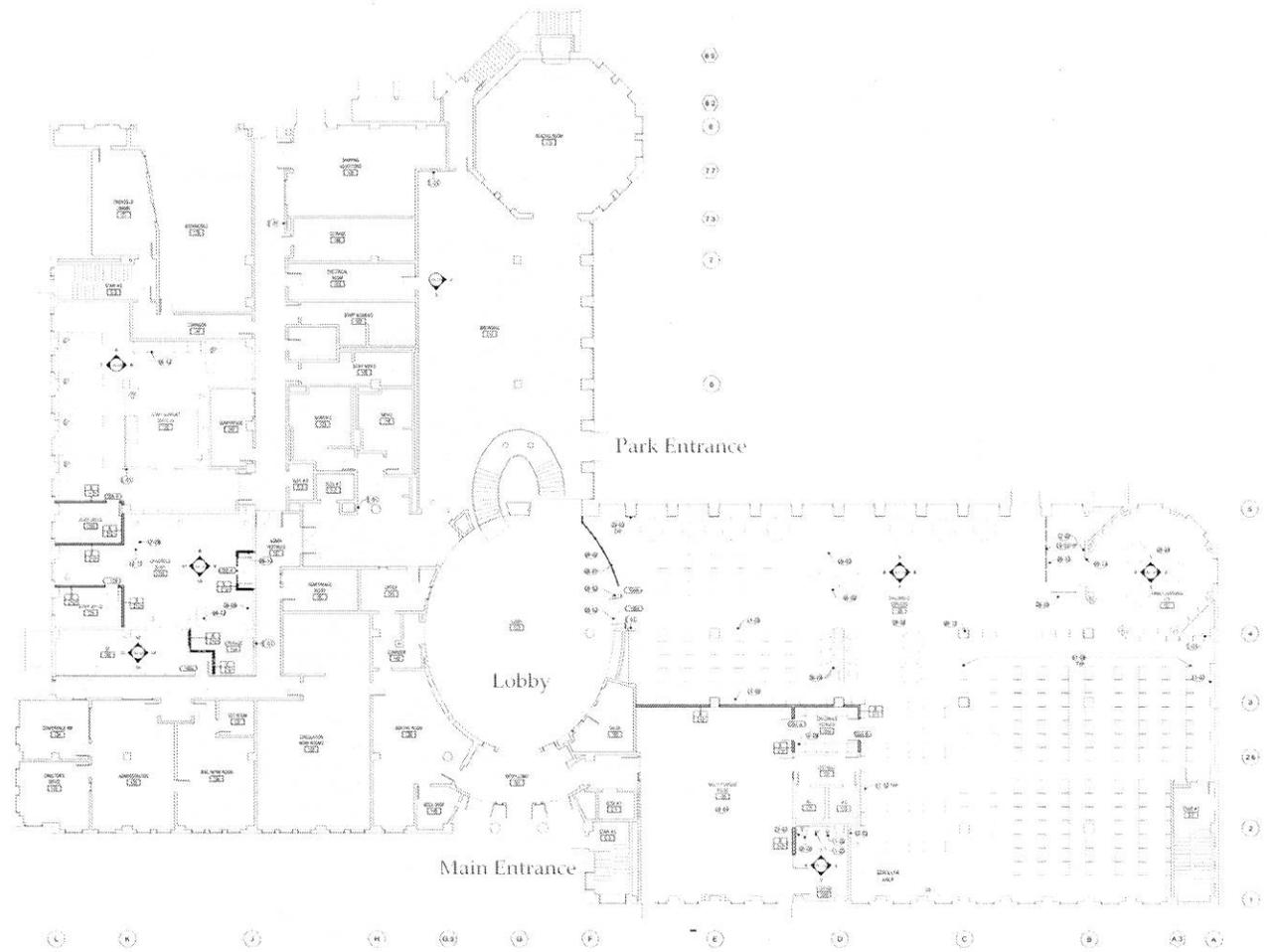


1ST FLOOR PLAN - Demo + Existing

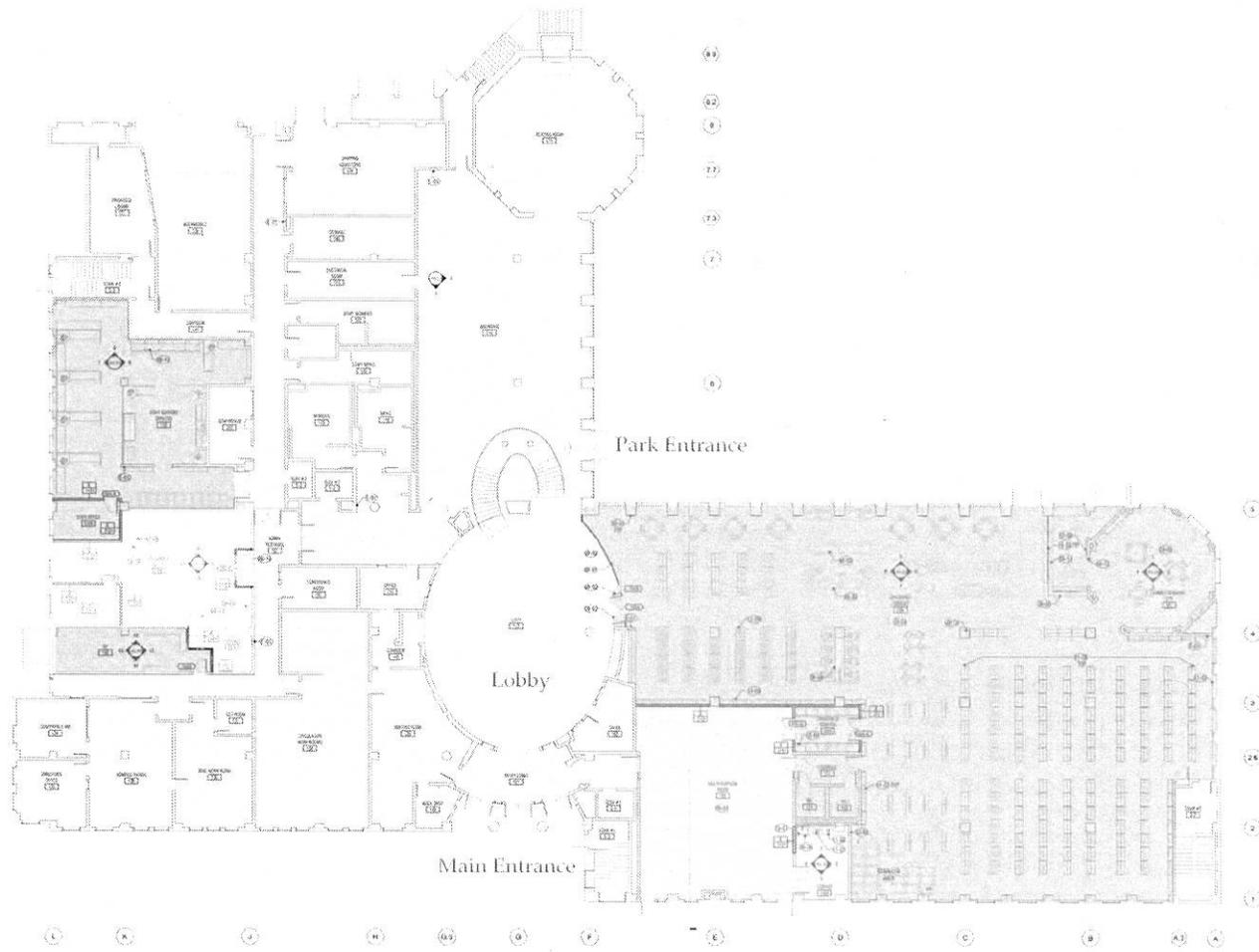


# LIBRARY SPACE MODIFICATIONS

## Proposed First Floor



1ST FLOOR PLAN - New + Existing

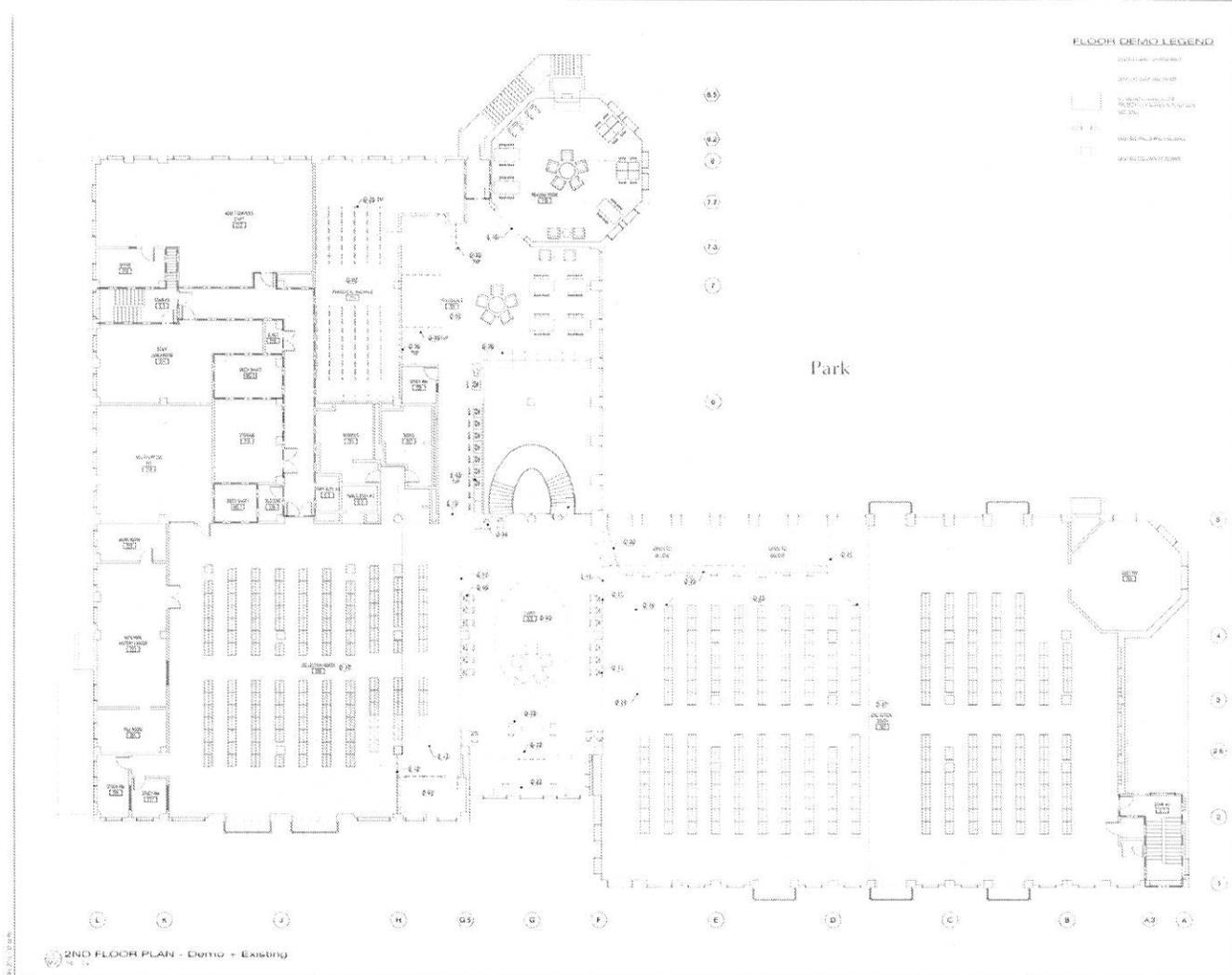


1ST FLOOR PLAN - New • Existing

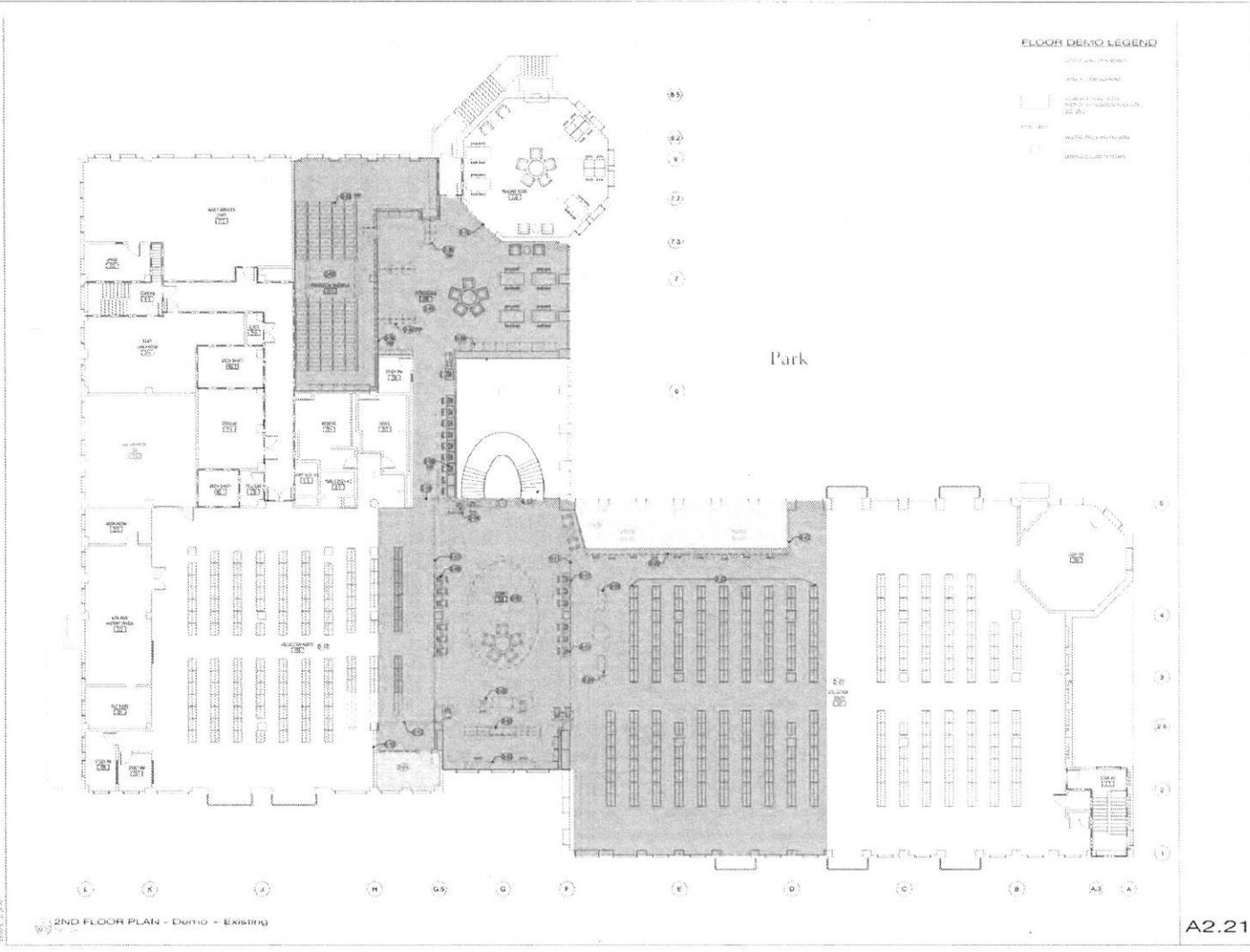


# LIBRARY SPACE MODIFICATIONS

Current Second Floor



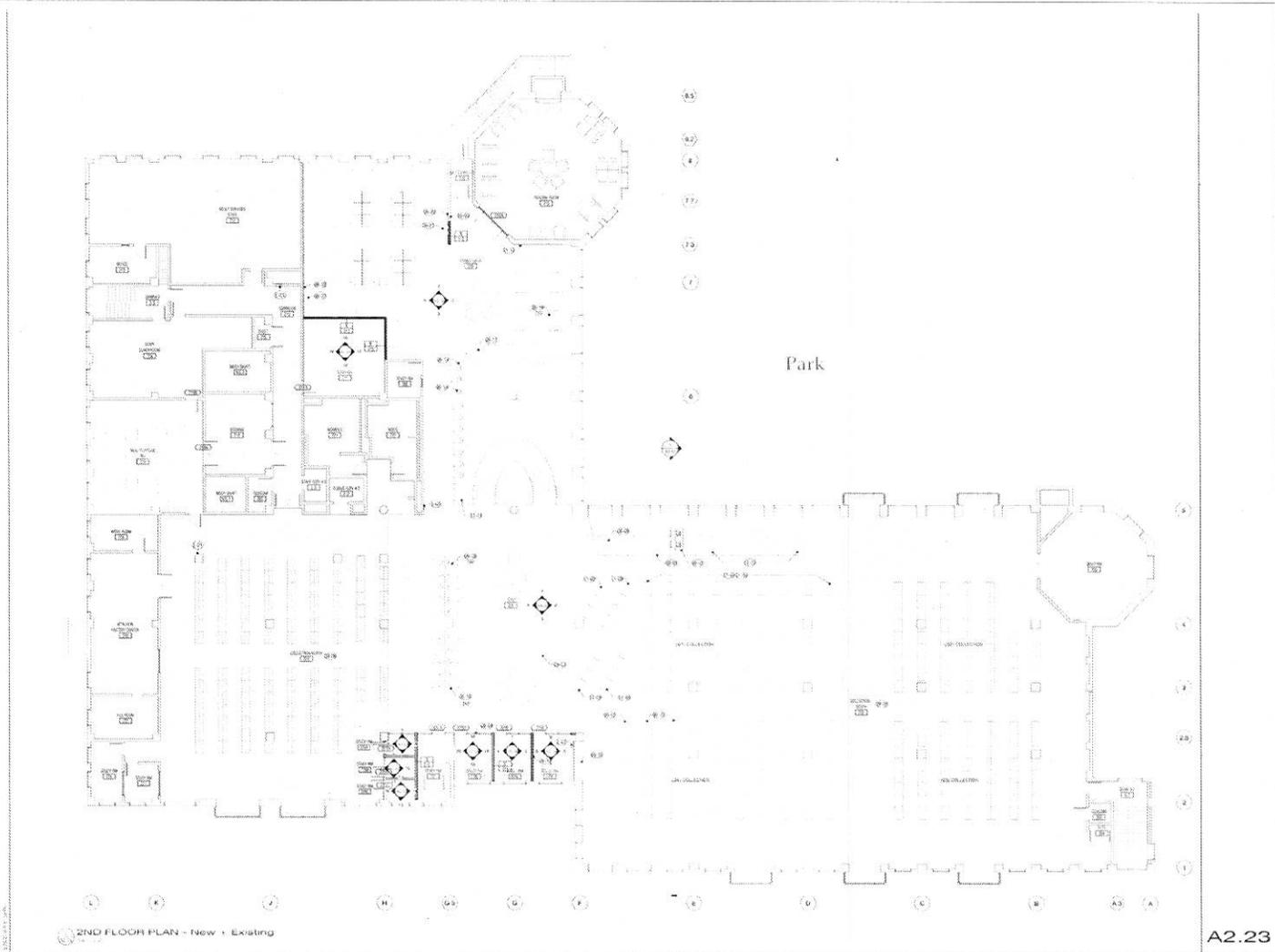
2ND FLOOR PLAN - Demo - Existing

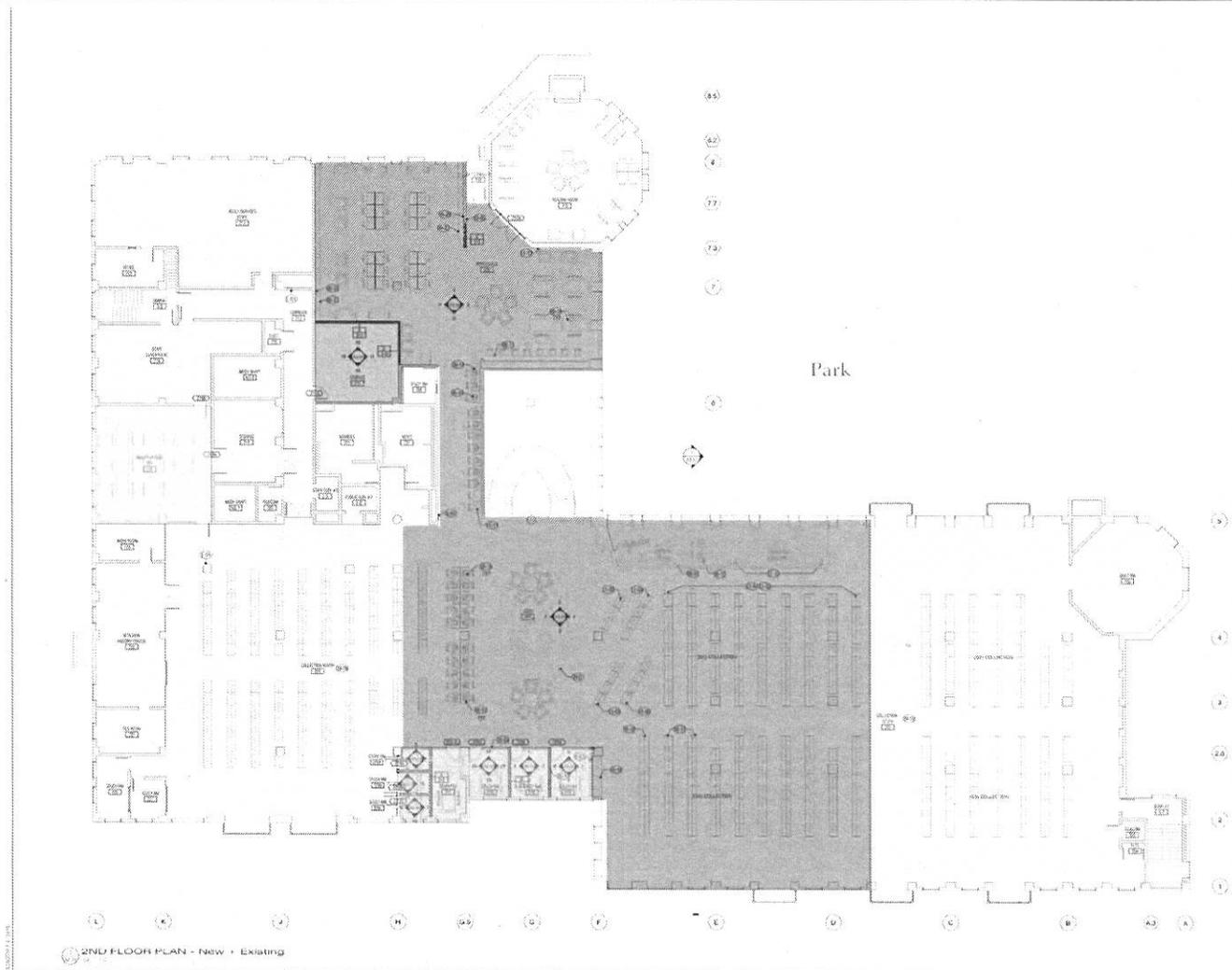




# LIBRARY SPACE MODIFICATIONS

## Proposed Second Floor





2ND FLOOR PLAN - New + Existing



# LIBRARY SPACE MODIFICATIONS

## Construction Phasing

# LIBRARY SPACE MODIFICATIONS

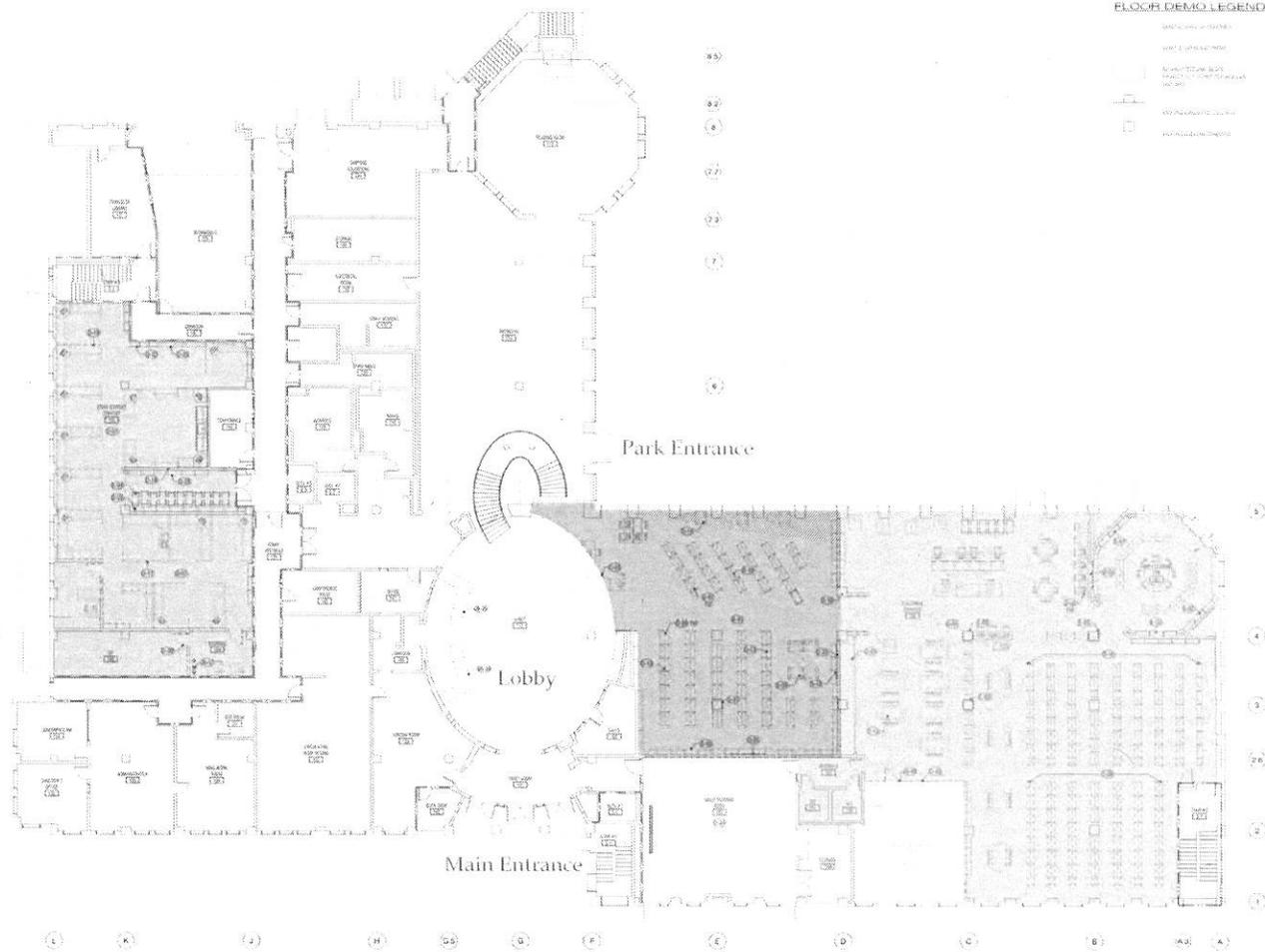


Next Steps

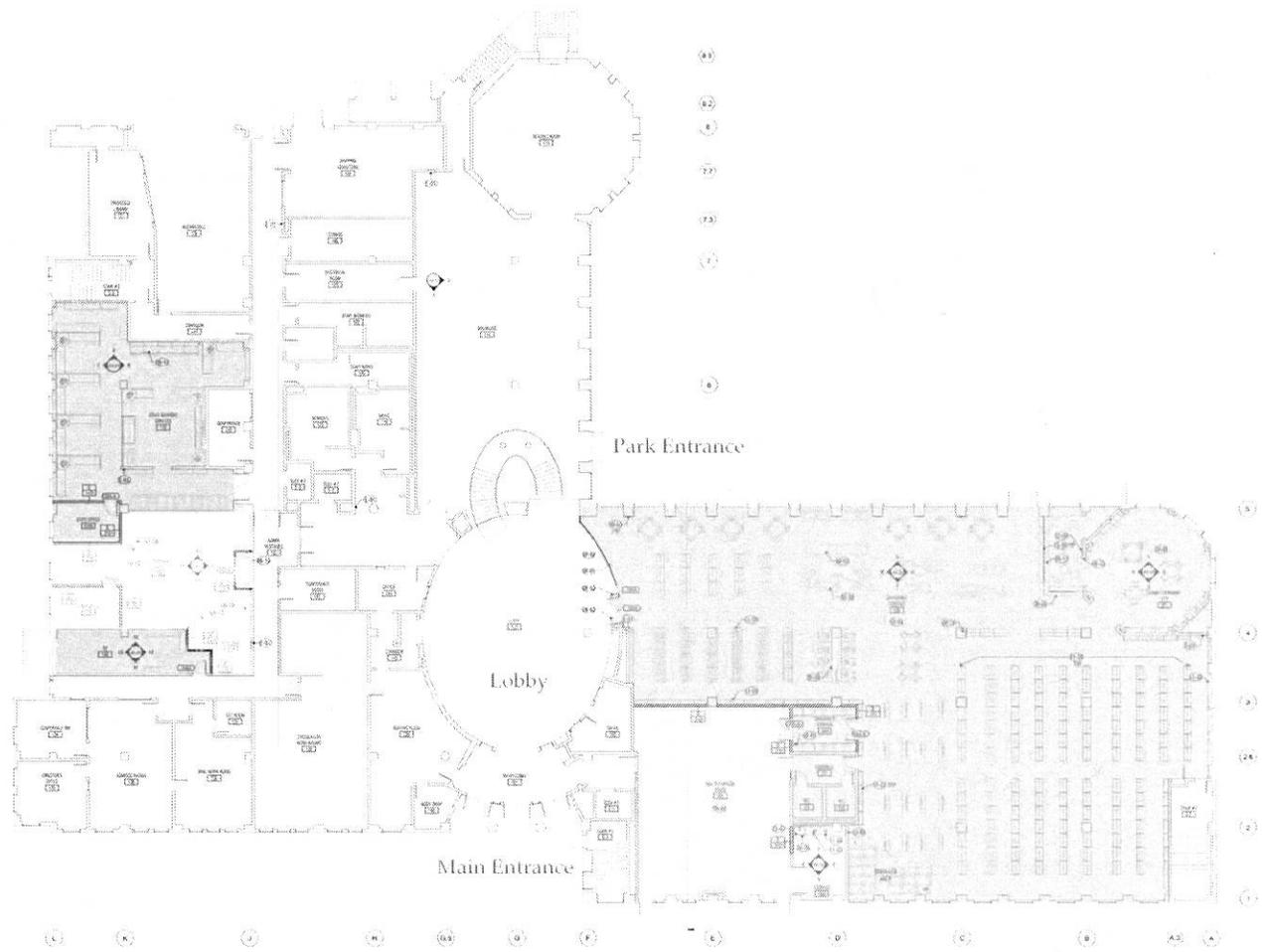
# LIBRARY SPACE MODIFICATIONS



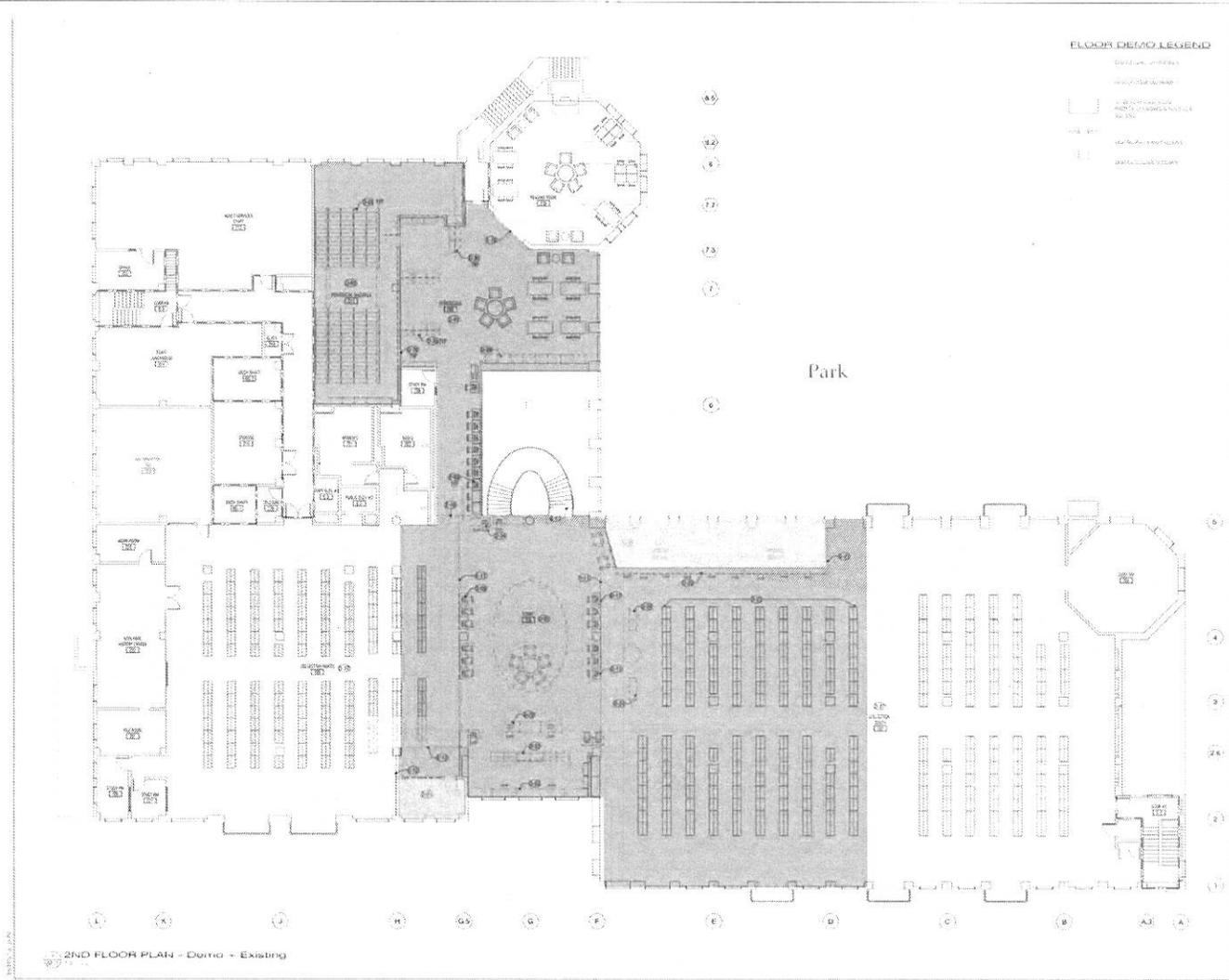
Questions



1ST FLOOR PLAN - Demo - Existing



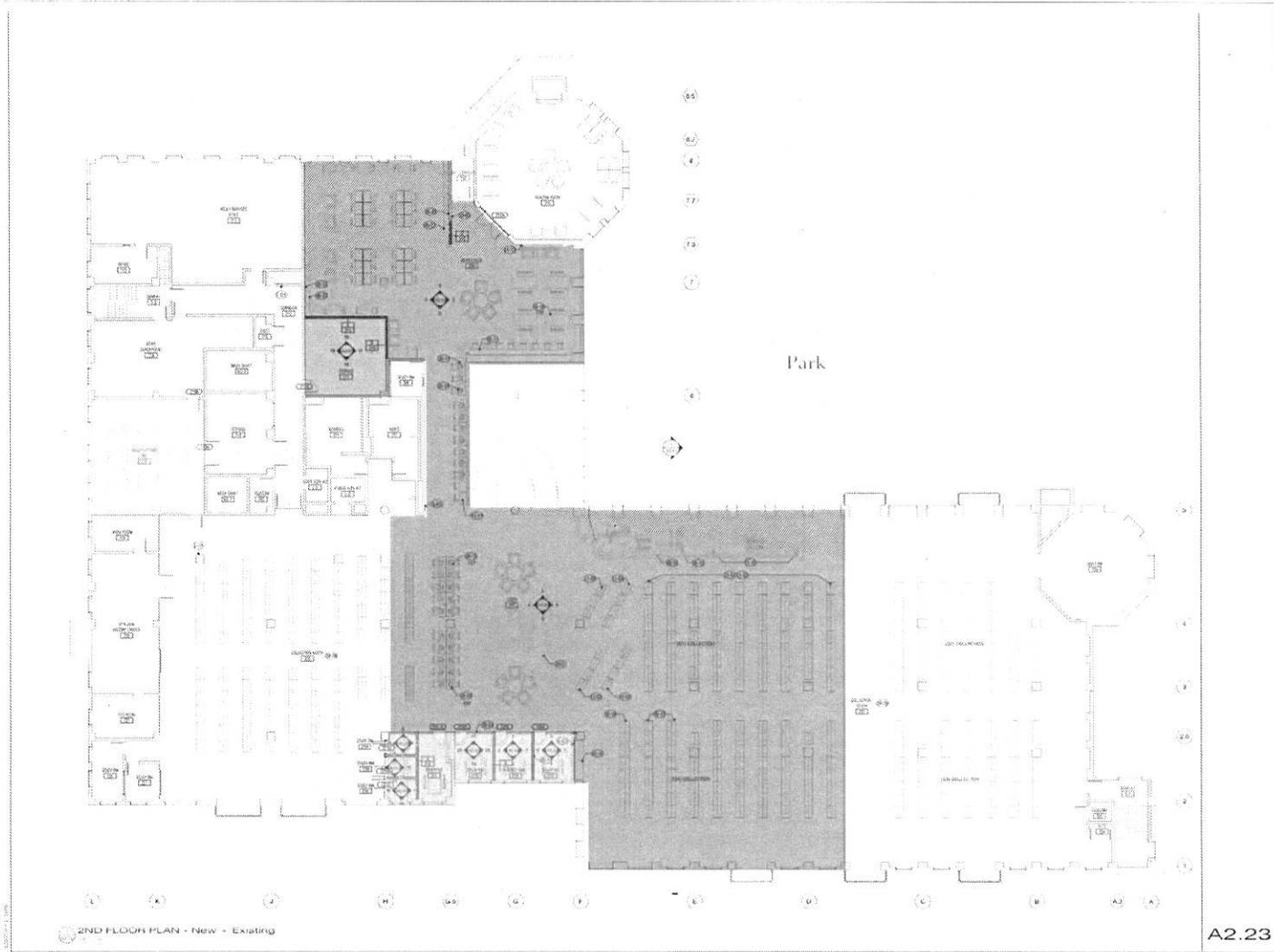
1ST FLOOR PLAN - New + Existing



**FLOOR DEMO LEGEND**

- Structural columns
- Structural walls
- Structural walls and columns to be demo'd
- Stairs
- Mechanical equipment
- Structural openings

2ND FLOOR PLAN - Demo - Existing



**Friends of the Mountain View Public Library  
Financial Statement Summary  
For Twelve Months Ending June 30, 2016**

REVENUE:	<u>June</u>	Year to Date <u>Actual</u>	<u>Budget</u>
Book Sales		23,221	22,250
Lobby Shop	1,090	20,330	22,000
Online Sales	2,191	31,009	30,000
Memberships	350	3,330	5,000
Donations			
Intuit		5,000	5,000
General Public	95	11,556	5,000
Quarter Racer		833	750
R&R Books	242	2,005	1,000
Other Revenue	1	403	400
Total Revenue	<u>\$ 3,969</u>	<u>\$ 97,687</u>	<u>\$ 91,400</u>
EXPENSES:			
Library Grants:			
Childrens Programs	5,713	17,603	20,000
Teen Programs		1,279	1,500
Adult Programs	314	5,890	7,000
Director's Fund	10,000	66,604	85,000
Leadership Mtn View		1,465	1,800
Mobile Library Service		5,000	5,000
Staff Hospitality		359	500
Staff Salary Support		1,800	1,800
Total Library Grants	<u>16,027</u>	<u>100,000</u>	<u>122,600</u>
Operating Expenses*	<u>340</u>	<u>6,613</u>	<u>7,430</u>
Total Expenses	<u>\$ 16,367</u>	<u>\$ 106,613</u>	<u>\$ 130,030</u>
NET INCOME	<u>\$ (12,398)</u>	<u>\$ (8,926)</u>	<u>\$ (38,630)</u>

\*Operating expenses include the cost of the permanent shelves in the garage used for book sales and 50 mass market book boxes used at the sale.

DETAIL OF DIRECTOR'S DISCRETIONARY FUND EXPENSES:

Bookpage Subscription	300
Brainfuse	8,500
Califa Group Gale Kids Infobits	4,209
Friends Best Seller Collection:	
Books	25,000
DVDs	20,000
Garage Shelving	2,501
Media Shelving	2,842
Misc Equipment	75
Museum Passes	375
Silicon Valley Reads	1,000
World Book online subscription	1,802
Total	<u>66,604</u>

LIBRARY SERVICES DEPARTMENT  
PERFORMANCE MEASURES/WORKLOAD MEASURES

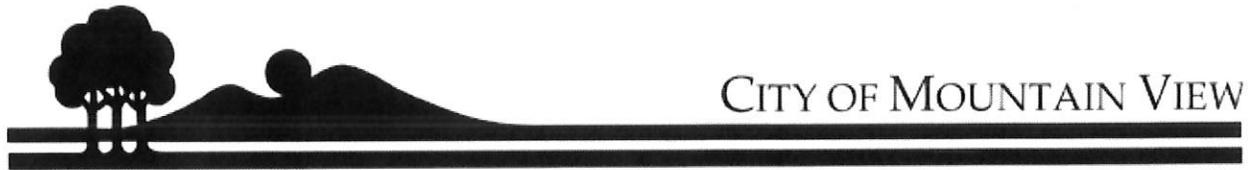
Program	Performance Measure/ Workload Measures	2014-15 Target	2014-15 Final Actual	2015-16 Target	2015-16 Final Actual
Public Services	1. Number of visits to the Library	870,000	678,030 <sup>(A)</sup>	>690,000	624,421
	2. Total circulation	1,710,000	1,563,487 <sup>(B)</sup>	>1,600,000	1,416,360 <sup>(C)</sup>
	3. Number of items circulated per capita	23	20 <sup>(B)</sup>	>21	18.2 <sup>(C)</sup>
	4. Number of items circulated per registered borrower	16.7	15.5 <sup>(B)</sup>	>16.5	14 <sup>(C)</sup>
	5. Questions answered per capita	1.4	1.2 <sup>(D)</sup>	>1.2	1 <sup>(D)</sup>
	6. Total attendees at Library programs	55,000	55,872	>56,500	53,709 <sup>(E)</sup>
	7. Total attendees at Children's Library programs	40,000	39,597	>40,000	38,609 <sup>(E)</sup>
	8. Total attendees at Teen Library programs	900	1,486	>900	1,638
	9. Total attendees at Adult Library programs	2,200	8,393 <sup>(F)</sup>	>6,000	7,638
	10. Circulation per FTE (including hourly staff)	41,600	37,839 <sup>(B)</sup>	>39,000	33,803 <sup>(C)</sup>
	11. Percent of circulation that is customer self-check	>92%	97%	>92%	96%
	12. Percent of materials returned at automated returns	>85%	91%	>85%	91%
	13. Turnover rate (total collection)	5.1	4.6 <sup>(B)</sup>	>4.8	4.4 <sup>(C)</sup>
Support Services	14. Average number of calendar days between receipt of new item and availability to check out	<16	7	<15	7
	15. New book and media titles cataloged	14,000	34,287 <sup>(G)</sup>	>14,000	50,353
	16. New book and media items processed	26,000	29,062 <sup>(G)</sup>	>26,000	27,401
	17. Number of public computer sessions in the Library	90,000	63,418 <sup>(H)</sup>	>60,000	57,778 <sup>(H)</sup>

(A) The number of visits is about 20.0 percent less than the target. However, the technology used to count activity at our gates changed. Prior testing indicated the new gates were counting about 20.0 percent less so the actual count is about the same.

LIBRARY SERVICES DEPARTMENT  
PERFORMANCE MEASURES/WORKLOAD MEASURES

Program	Performance Measure/ Workload Measures	2014-15 Target	2014-15 Final Actual	2015-16 Target	2015-16 Final Actual
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- (B) Circulation is down about 7.0 percent from the prior fiscal year. There are a number of factors that have affected this: use of physical media continues to decline, some media has been consolidated into sets, and the use of public libraries traditionally declines when the economy is strong. Neighboring Silicon Valley libraries are also reporting a decline in circulation of between 5.0 and 13.0 percent (with the exception of newly opened libraries).
- (C) All of the numbers related to circulation are down, and this is consistent with what our neighboring libraries are reporting. Public library use generally correlates with the economy and when the economy is healthy, people use libraries less.
- (D) The volume of reference questions has declined with more information available on the Internet. However, staff is spending more time on complex and technology-related questions. Neighboring Silicon Valley libraries are also reporting a decline in reference activity of up to 21.0 percent.
- (E) Program attendance is down slightly, partly due to less attendance at summer reading programs. Again, with a strong economy, it's believed more families were out of town this year.
- (F) Program attendance is high due to increased emphasis and staffing resources devoted to adult library programs.
- (G) New books and media titles cataloged is up dramatically due to the acquisition of a large eBook collection, based on limited-period funding.
- (H) More patrons are using their own devices to access the Internet using WiFi in the Library and session times have been increased from 90 minutes to 2 hours.



## CITY OF MOUNTAIN VIEW

### MEMORANDUM

#### Library Services Department

**DATE:** September 19, 2016  
**TO:** Library Board of Trustees  
**FROM:** Rosanne Macek, Library Services Director  
**SUBJECT:** **Library Report**

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#### 6.3 PERFORMANCE MEASURES

See separate document for the FYE 15/16 Library performance measures. As you can see, all the measures related to circulation are down, about 9% compared with the previous year. Other public libraries are reporting similar results. Circulation was down 6% in Palo Alto, 8% in Redwood City, and Los Gatos also reported their circulation was down. There is increasing recognition that traditional physical circulation is no longer as important a measure of public library use as more customers use electronic resources and participate in educational programs. Both the California State Library and the Institute of Museum and Library Services are reviewing how we report our activities. You will see some changes in the statistics that are collected by the State Library this year to include more information on use of electronic resources.

#### 6.4 FY 15/16 MAJOR ACCOMPLISHMENTS

Every year each department submits 5-15 major accomplishments, above and beyond our regular services, to be included in a summary document for the City. I wanted to share with you what I included for the Library.

- Responding to community feedback, the Library created several new youth programs including a drop-in story time for 3-5 year olds, an evening Mother Goose & More baby

story time, and a brand new series of programs for "Tweens" (grades 4-6) including a book club, craft programs, and a reading enrichment summer series.

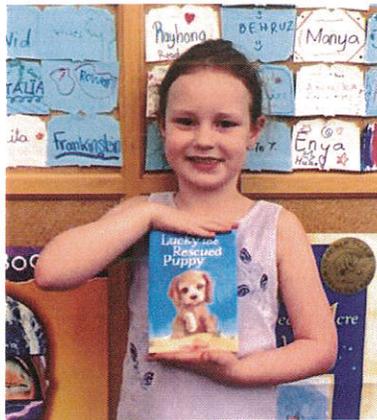
- The Library introduced a new electronic magazine service called Flipster, which provides access to 38 popular titles that are available via computers or mobile devices.
- Held first annual Community Resource Fair at the Library, bringing together 23 community organizations and City departments. This was an opportunity for the public to learn about the resources available to them and the participating organizations to network with each other.
- The Library introduced a new service called Book Club in a Bag. These kits support book groups by providing 10 copies of a popular book, discussion questions, and tips for running a book club.
- When using the self-check machines at the Library, customers now have an option for email receipts instead of print.
- In support of City Council goals, the Library offered classes on recycling & sustainability, housing, environmentally-friendly gardening, and monthly bike clinics.
- The Library was accepted into the first phase of the California Revealed Initiative. This competitive State Library initiative will assist libraries in developing effective digitization and preservation plans for unique local collections. This gives libraries the opportunity to work with a team of consultants who are experts in metadata creation, intellectual property, digitization, digital object management, and preservation.
- With the temporary closure of the Mountain View Social Security Office, the Library partnered with SSA to offer limited services at the Library. Representatives have been available at the Library twice a week to provide services including requesting a replacement Medicare Card, submitting a change of address, changing direct deposit information, appealing a decision, and resolving an overpayment.
- Library staff created two newsletters to promote library services and programs to the community, and 1,225 residents are now subscribers. These have been very well-received and have resulted in increased attendance at library programs.
- Two phone systems at the Library were upgraded, replacing old technology and ensuring that renewal and other customer notices are delivered reliably.
- Replaced Library chiller, ensuring that the building stays cool during the warm summer months.

- Bed bugs were found in libraries in Palo Alto, Menlo Park, and Berkeley. There are NO BED BUGS in the Mountain View Library!
- Grants: The Friends of the Mountain View Library donated \$97,499, which funded the bestseller collection, database subscriptions, online homework tutoring, materials for the Mobile Library, and a variety of classes and workshops for all ages. Intuit donated \$5,000 in addition to providing volunteers to assist low-income residents with their tax returns.

## SUMMER READING

We had another great summer of reading, with 1,665 individuals and 1,071 families participating this year. Attendance at programs was over 7,000 and over 24,000 books were read.

One of our programs was called Read Quest, for children entering 2nd & 3rd grades. This included stories, crafts and lively activities based on books. Here is a photo of Jacqueline, a second grader, getting her completion prize.



## UPCOMING PROGRAMS

In addition to our ongoing programs including Story Times, Girls Who Code, Legos, ESL Conversation Club, Language Swap, Cube Club, Sewing, Ukulele, and more, we have the following programs planned in the coming weeks:

September 22, 7:00pm: **Parenting: Study & Learning Skills.** Help children develop homework strategies, listening skills, and note-taking techniques that provide a foundation for educational success. For parents of kids K-5th grades.

September 24, 11:30am: **Worldbuilding: It's Not Just for SciFi and Fantasy.** This program is geared towards writers of all levels who would like to participate in National Novel Writing Month (NaNoWriMo). Join the Black Hats Writers Group to learn more about worldbuilding, and how to construct a world that is more than just a setting.

September 27, 6:30pm: **10 Pasos Para Una Mejor Salud!** Una serie de tres clases gratuitas para padres y cuidadores en Espanol. (10 Steps to Better Health. A series of three free classes for parents and caregivers in Spanish.)

September 29, 6:00pm: **Install it Yourself Native Garden.** Learn basic native garden installation concepts, including how to avoid common mistakes, set goals and budget, and manage an installation from start to finish.

October 3, 7:00pm: **Public Forum: Candidates for the Mountain View Whisman School District.** The League of Women Voters of Los Altos/Mountain View is sponsoring a forum for the candidates for the Mountain View Whisman School District.

October 8, 10:15am: **Full-Body Music.** Matt Fernald, local music educator (Golden Acorn Music) will lead parents and 2-5 year olds in singing, dancing jumping and exploring a variety of songs through voice, movement and instruments.

### **CELEBRATION OF SERVICE**

The City's annual Celebration of Service will be held on September 26, at 6pm at Michael's at Shoreline. This event recognizes all the hard work of the City's Boards and Commissions. I hope to see you there!