Berkeley Public Library Board of Library Trustees

Regular Meeting April 14, 2010 MINUTES 6:30 p.m.

West Branch 2090 Kittredge Street

I. PRELIMINARY MATTERS

A. Call to Order

The regular meeting of April 14, 2010 was called to order by Chair Kupfer at 6:37 PM.

Present: Trustees Winston Burton, Abigail Franklin, Carolyn Henry-Golphin Susan Kupfer and Darryl

Moore.

Absent: none

Also present: Donna Corbeil, Director of Library Services; Douglas Smith, Deputy Director; Dennis Dang,

Library Admin Manager; Alan Bern, Library Special Services Coordinator; Alicia Abramson, Manager, Library IT; Megan McArdle, Tech Services Manager; Jenifer Shurson, HR Analyst;

Eve Franklin, Administrative Secretary.

B. Public Comments

 Jonathon Marley – Berkeley resident and employee at the East Bay Community Law Center in Berkeley. Expressed appreciation for the staff at the libraries. Here as a member of the Peace and Justice Commission to speak on behalf of the subcommittee for the Nuclear Free Berkeley Act. Expressed concern about the progress being made to end the contract with 3M. Getting close to the end of the two year waiver. Urged Trustees to move things along as rapidly as possible so that we can end the contract by the end of the 24 months and meet the obligations that the voters of Berkeley put in front of us.

C. Report from library employees and unions, discussion of staff issues

1. Jane Scantlebury – Supervising Librarian in Art & Music. Representing SEIU 1021. Jane commended library administration for great cooperation with the union in budget discussions. We are so lucky so far not to have any layoffs. Information, discussion, negotiations led to a positive outcome for the next fiscal year. We understand that these budget discussions will continue into the new fiscal year. As the branches close for renovations, branch staff will be used to support positions that are open but at the same time, there also needs to be a balance with some positions should being filled permanently to provide stability and continuity. The union looks forward to being involved in the process of developing the next 2 year budget.

D. Report from Board of Library Trustees –

1. Trustee Burton reported he will be attending the California Library Association, Day in the District event with State Senator Loni Hancock this Friday.

E. Approval of Agenda

R10-024 Moved by Trustee Moore, seconded by Trustee Henry-Golphin to approve the agenda as presented Motion passed unanimously.

II. PRESENTATIONS

A. Staff Report on Information Technology Department's Programs and Activities.

Alicia Abramson handed out a Division Overview (Attachment #1) and gave a PowerPoint Presentation (Attachment #1) about the IT departments activities.

The board discussed topics during the presentation including: loaning of laptops; hardware needs; broadband; Kindle and the limits placed on libraries due to the terms of service; staff assistance with user questions; and the increase in the public use of library computers.

B. Staff Report on Berkeley Public School Desegregation Digital Stories Project

Douglas Smith and Alan Bern reported on the project (Coming of Age in the Civil Rights Era: Experiencing Berkeley Public School Desegregation 1964-68) which was funded by a grant supported by the California State Library and showed two of the videos. Participants, BPL staff, and Center for Digital Storytelling staff worked to develop and record first-hand experiences of voluntary desegregation / integration of the Berkeley Public Schools. 13 videos were created. These can be viewed in the Berkeley History Room, checked out from the Library in DVD format or viewed online at YouTube. There are links on the BPL website www.berkeleypubliclibrary.org that open the Berkeley Public Library channel on YouTube. Library staff involved in the project were: Teresa Albro, Alan Bern, Jeri Ewart, Colleen Fawley, Jef Findley, April Hayley, Suzanne Olawski, Jane Scantlebury, Doug Smith.

III. WORKSHOP SESSION

A. Presentation on Proposed FY2011 Mid-Biennial Budget Update And Proposed Budget Balancing Measures

Dennis Dang provided (Attachment #3)

Chair Kupfer asked for clarification on next steps. Mr. Dang responded, we will learn tax rate in May and revise budget as necessary. Board to provide guidance on how to conclude an FY11 budget by JUNE 22. CalPERS rate review in Fall could have implications for FY12-13.

Trustee Franklin asked if there is any chance that the FY11 Library Tax Rate could be less than 1.5%? Mr. Dang stated "We're projecting 1.5% based on City guidance."

Director Corbeil concluded staff will prepare a final FY11 revised budget for approval.

IV. CONSENT CALENDAR

- R10-025 Moved by Trustee Burton, seconded by Trustee Moore, to approve the consent calendar as presented. Motion passed unanimously.
 - A. Approve minutes of March 16, 2010 Regular Meeting
- R10-026 Moved by Trustee Burton, seconded by Trustee Moore, to approve the minutes of the March 16, 2010 regular meeting of the Board of Library Trustees as presented. Motion passed unanimously.
 - B. Resolution of Gratitude to William "Bill" Mayer
- R10-027 Moved by Trustee Burton, seconded by Trustee Moore, to adopt a resolution to express gratitude to William "Bill" Mayer, who served as a library aide for the Berkeley Public Library from September 2003 to April 2010. Motion passed unanimously.
 - C. Berkeley Public Library Foundation Capital Campaign
- R10-028 Moved by Trustee Burton, seconded by Trustee Moore, to adopt a resolution to accept the Foundation resolution to undertake a capital campaign for the branch bond program in the amount of \$3.5 million. Motion passed unanimously.
 - D. San Francisco Foundation Jacqueline Hoefer Fund
- R10-029 Moved by Trustee Burton, seconded by Trustee Moore, to adopt a resolution authorizing the library services director to accept and appropriate gift funds in an amount not to exceed \$1,000 in FY 2010 from the San Francisco Foundation Jacqueline Hoefer Fund. Motion passed unanimously.

V. INFORMATION REPORTS

- **A.** <u>Update on the Branch Bond Program</u> No discussion.
- **B.** <u>April 2010 Monthly Report from Library Director Donna Corbeil</u> No discussion.
- **C.** Library events: No discussion.
- **D.** <u>Staff Report on Tax Exemption for Non-Public Entities</u> No discussion.

VI. AGENDA BUILDING

- A. The next regular meeting will be held at 7:00 p.m. on Wednesday, May 12, 2010 at the South Branch Library, 1901 Russell Street, Berkeley.
 - North Branch Improvement Project Update
 - West Branch Improvement Project Update
 - Claremont Branch Improvement Project Update
 - Budget
 - Kitchell Quarterly Report (June)

VII. ADJOURNMENT

R10-030 Moved by Trustee Henry-Golphin, seconded by Trustee Moore, to adjourn the regular meeting of the board at 8:35 PM. Motion passed unanimously.

COMMUNICATIONS

None.

Information Technology Department Berkeley Public Library

Staff

Alicia Abramson Division Manager

Valerie Nelson Information Systems Specialist
Marcus Bell Information Systems Specialist
Estus Armstrong Information Systems Specialist
Information Systems Specialist
Information Technology Librarian

Help Desk

The Help Desk provides computer hardware and software support, installation and troubleshooting services, as well as individual and group training in technology.

Library Network & Technology Infrastructure

We maintain the library network infrastructure, including network switches, routers, firewalls, and servers. Enterprise level systems that we maintain include:

- III Innopac/Millennium
- Telephone Renewal system ,
- CheckPoint RFID System
- Library Wireless Access Network
- Microsoft Exchange Account administration (e-mail)
- Microsoft Windows Domain administration (Library)
- Symantec Enterprise Anti-virus
- LanDesk remote management and software distribution
- TrackIt HelpDesk: http://trackit/tiweb60/
- Library Web Site: http://www.berkeleypubliclibrary.org
- Library Web OPAC: http://www.berkeley-public.org/
- Library Intranet (BPLNet): http://bplnet.berkeley-public.org (internal access only)
- Public Computer Reservations (Library Online): http://reservations.berkeley-public.org

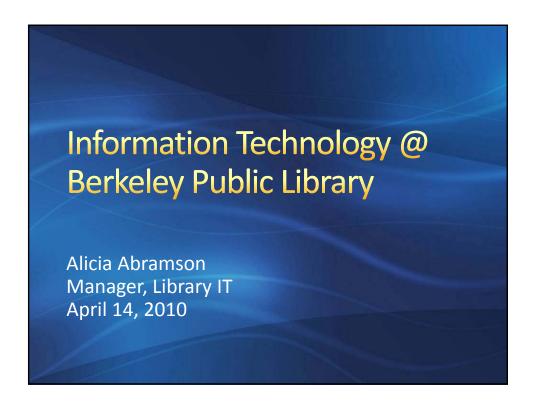
There are three ways of requesting help:

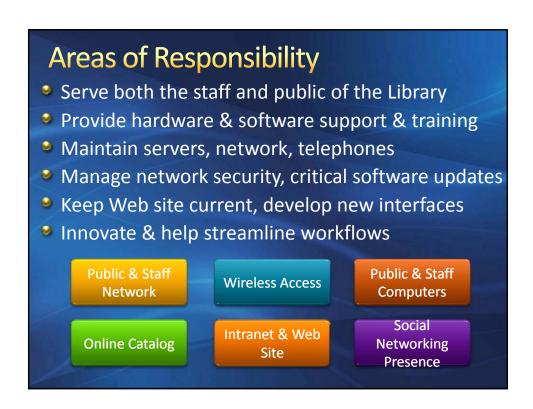
- A. Help Desk Phone: 981-6130 Best for time sensitive problems or emergencies
- B. The Taackit system: http://trackit/tiweb60/.
- C. In person

E-mail is not recommended for help requests as it's easy for e-mail to get lost in the shuffle. Additionally, it is always best to leave messages on the main HelpDesk number (x6130) instead of with individual staff, due to varying schedules, vacations etc.

Consulting Services

We provide library staff with consulting services for projects that involve the acquisition, selection, evaluation or implementation of information technology (e.g. hardware or software). Please be sure to consult with IT when specifying hardware and software for grant applications, special projects or when, technology donations are offered.





Additional Projects

- Planning a 21st century technology infrastructure for the Branch Libraries as part of the Branch Improvement Program
- Investigating options for replacement of current Library Self Check & Materials Security system
- Participation in policy development
 - Library Privacy policy
 - Library Social Media policy

Overview

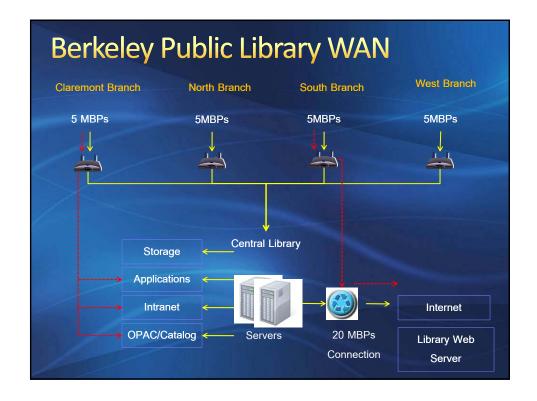
- IT Staff
 - Manager
 - 3 Information Systems Specialists
 - 1 Information Technology Librarian
- 300+ staff & public computers
- 16 Servers
- Free Wireless access at all locations

Overview (cont.)

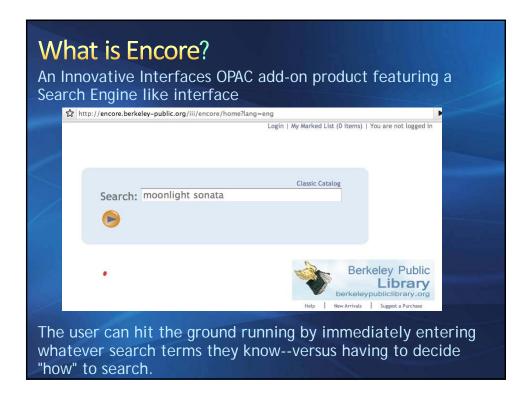
- 20 student Electronic Classroom
 - Uses include staff & public training
 - Available for use by community for a fee
- 44 Online Public Access Catalogs system wide
- High Speed Fiber Optic Internet Connection
- Annual Federal E-Rate program discounts of \$37,700
 - Requires application to be submitted each year
 - Discounts are not the maximum available as BPL does not filter

Focus—Public Computing

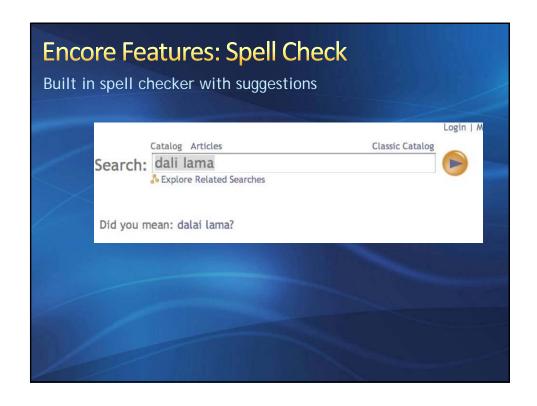
- 71 Public Internet computers
- 199,537 public sessions used in 2008-2009
- Average of 14.32 sessions per hour open
- Ranked 71 (out of 182) in terms of # of Internet computers per 1,000 population in CA
- Ranked 51 (out of 182) in number of computer sessions in 2008 2009



What's New? Implemented the "Encore Discovery platform" & Research Pro for the Library's Online Catalog Introduced wireless printing Developed staff computing "Core Course" Established presence on three Social Networking sites Facebook Twitter YouTube All Online Public Access catalog stations are now on a "thin client" platform, reducing hardware costs & simplifying management





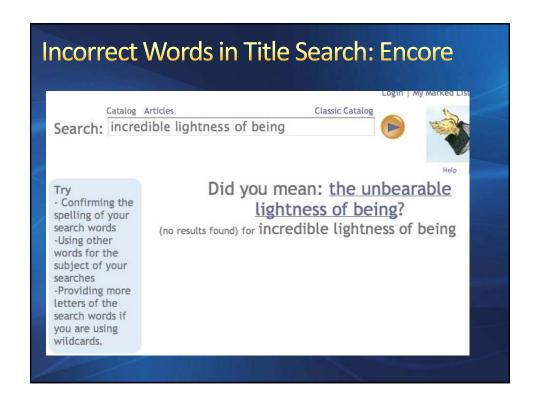


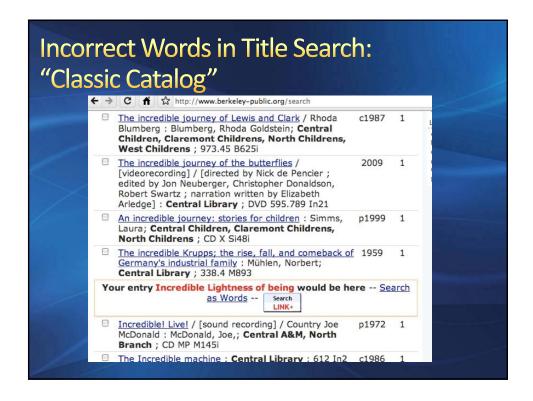














Social Networking—Why?

Social media software provide an Internet forum to facilitate the sharing of ideas, opinions, and information about Library-related subjects, services, and collections. Library social software is intended to create a welcoming and inviting online space where library users will find useful and entertaining information and can interact with library staff and other library users.

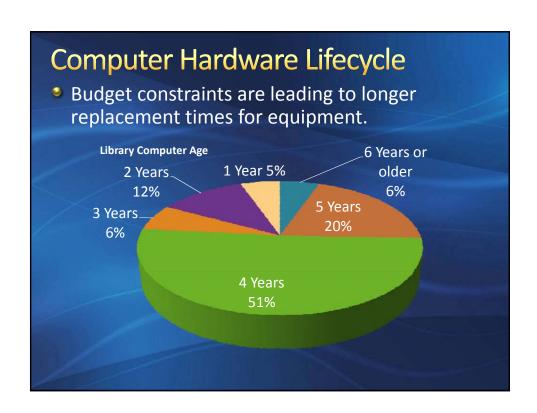






Challenges for IT

- IT hardware & software budget reduced 3 years in a row
 - This results in a longer hardware replacement cycle
- No funds available for staff training
 - IT is a complex and constantly changing field. Without training opportunities important skill sets are not developed to their maximum
- Space (and \$\$) for additional public computers is at a premium, yet demand for additional computers is high



Challenges (cont.)

- How long will our current internet connection speed meet our needs?
 - 20MBPs @ central & 5 MBPs @ branches
 - At times, bandwidth is used at maximum, yet users continue to demand more
 - Bandwidth management is an industry wide problem with budget ramifications
- Security updates, patches, and software fixes are released on almost a daily basis.
 - This is challenging organizationally as sometimes systems must be brought down to update or patch.
 - Staff & Public are equally unhappy to have systems down during business hours.

Looking to the Future

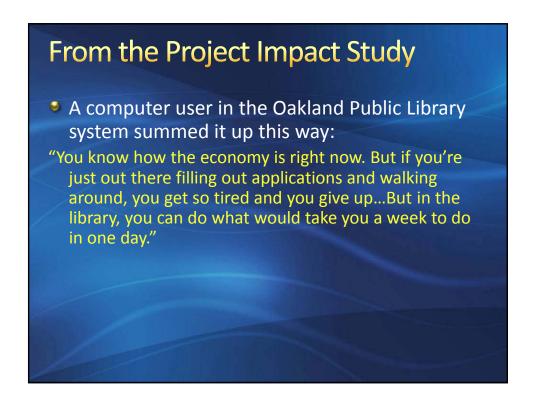
- One promising technology is Virtualization.
 - Virtual computing is becoming widespread
 - Virtual desktops, especially for the Public, may be a way to reduce budget outlays for hardware in the long run
 - In the short run investments in hardware and software will be necessary to realize long term gains
- New Phone System
 - Current system is becoming harder to maintain
 - City considering transition to VOIP. The Library would be part of this if & when it happens.

E-Books & Mobile computing

- E-Books, digital audio-books are a huge growth market, yet Libraries are limited in what they can offer due to restrictive licensing models & vendor lock-in strategies
- Wireless access is an area of increased bandwidth demand
- Loaning Wireless devices (laptops or tablets) may help us meet the demand for more computers without large infrastructure expenditures (wiring, additional network equipment)







Key Areas of Internet Use

Health & Wellness

Overall, 37 percent of library computer users, an estimated 28 million people, focused on health and wellness issues, including learning about medical conditions, finding health care providers, and assessing health insurance options.

E-Government

For more than 26 million users, libraries serve as the neighborhood based extension of a government agency, linking users to government officials, programs, and services.

Key Areas of Use (cont.)

Employment

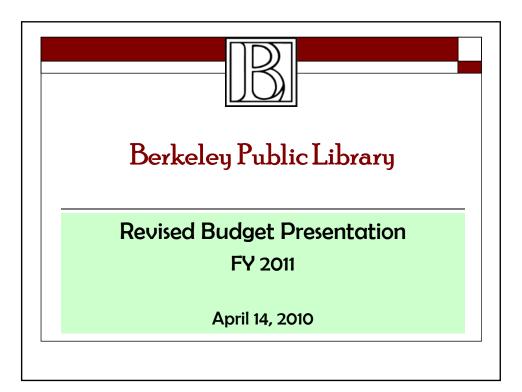
In the study, 40 percent of the respondents (30 million people) used library computers and internet access for employment or career purposes.

Education

- Forty-two percent of the library computer users (an estimated 32.5 million people) leveraged the library technology resources to help them achieve their educational goals.
- Youth relied heavily on public library computers and internet access: 42 percent of 14 –18 year old respondents reported using library computers to do schoolwork.

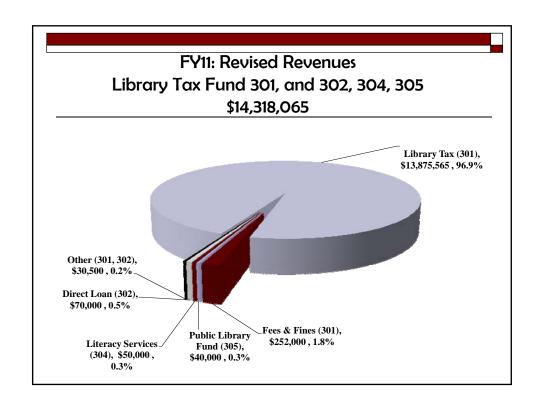
Conclusion

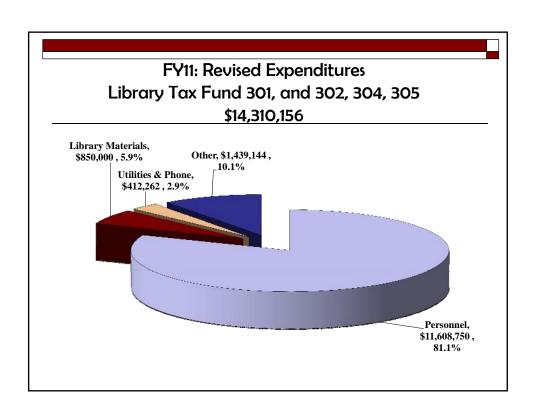
- "Over the years, libraries have made significant investments to keep pace with digital developments, but surging demand quickly wears out equipment, taps available bandwidth, and strains library resources."
- "As resources and services increasingly migrate online and devour greater bandwidth, more patrons will need access to fully participate in the digital age. That means libraries will require more resources, not less, to meet this growing need."



Board of Library Trustees Budget Priorities for FY 2010-2011

- Confirm stability of operating budget and plan for future operational needs -- including establishing / maintaining a balanced budget
- Implement renovation program (Measure FF)
- Implement strategic plan maximize effectiveness of services
- Research and report on evolving self-check technologies
- · Pursue establishment of a reserve fund





FY11: Revenue Assumptions/Uncertainties

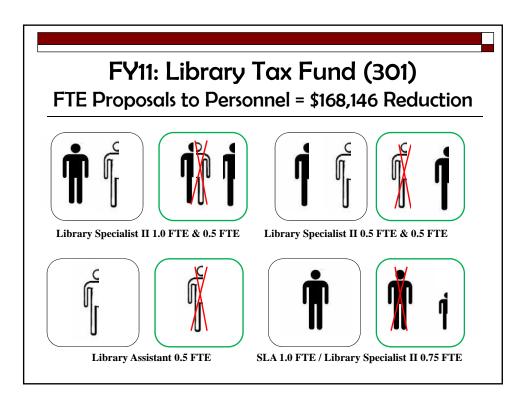
- Library Tax: FY11 rate at 1.5% PIG/CPI based on city projections (was 3%).
- Library Tax: FY12 FY14 rate remains at 3.0% PIG/CPI.
- Public Library Funds: Subject to State allocation. FY10 receipts 5% below budget.
- Direct Loan Funds: Subject to State reimbursement rates and actual patron usage. In FY10, State pays out \$0.20 per eligible \$1.00 vs. FY09 at \$0.34.
- Friends of the Berkeley Public Library Grant: Subject to approval by the Friends' Board and their fundraising levels.
- BPL Foundation: Donations directed to FF&E of Branch Improvement Program and placed in Branch Capital Campaign Fund (307).

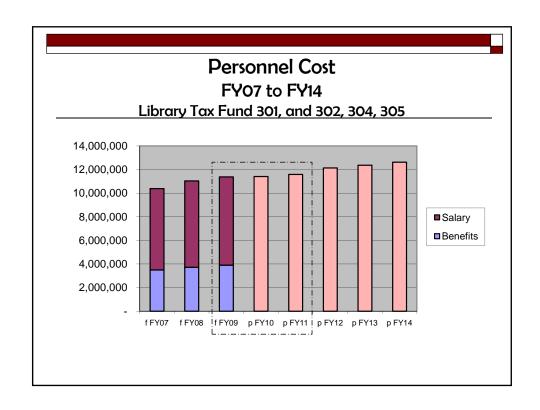
FY11: Expenditures Assumptions/Uncertainties

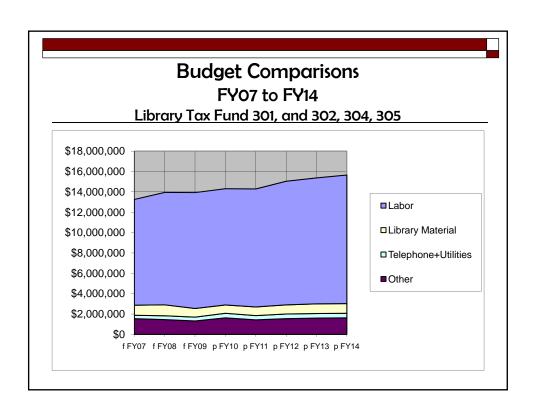
- Labor Contracts: Expire at end-FY12
- COLA: FY13 FY14 projections at 1%
- Medical/Dental Insurance: Premiums increasing at 10%+ annually; assuming captured by COLA
- Labor vacancy savings rate revised to 1% from 3%
- CalPERS: Expected FY12 FY14 rate increases at 1.7%, 2.6%, and 3.7%.
- CalPERS: Reviewing target investment return rates
- Self-Check System Replacement: Not included
- CoB Phone System Upgrade: Not included
- Any Major Equipment Failure: Not included

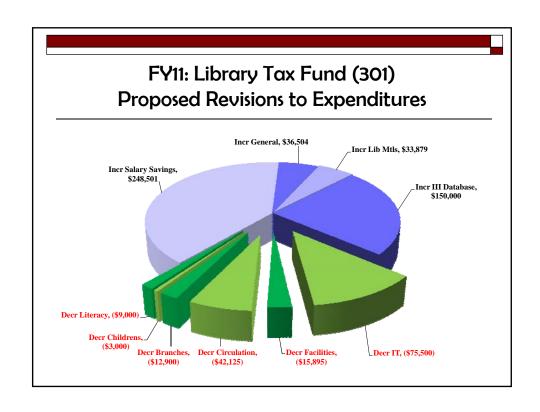
Library Tax Fund (301) Salary Savings

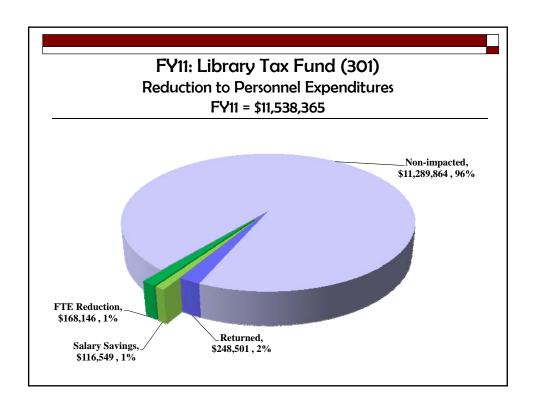
Library ONLY	FY10 JAN Mid-YR Projected	FY09	FY08	FY07	
Personnel	\$11,868,671	\$11,145,803	\$11,272,418	\$10,244,744	
Savings 3%	(353,817)	(350,590)			
Budgeted Labor	\$11,514,854	\$10,795,213	\$11,272,418	\$10,244,744	
Actual Labor	\$11,352,538	\$11,241,902	\$10,899,624	\$10,231,377	
Variance f/(u)	162,316	(446,689)	372,794	13,367	
% Add'l Savings / (Dis-savings)	1.41%	-4.14%	3.31%	0.13%	

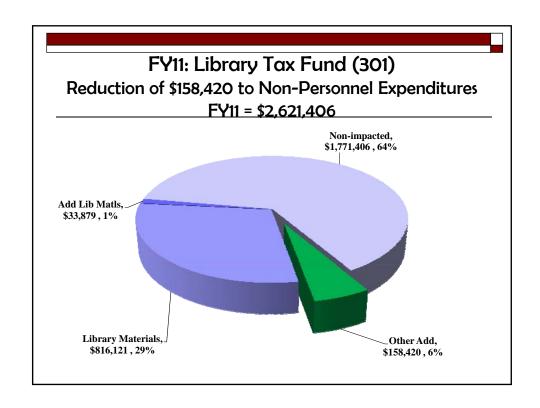


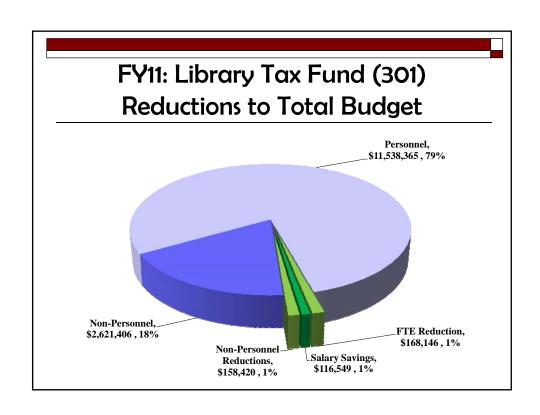












Library Tax Fund (301) FY09 – FY14 Projections

	FY09 Final	FY10 Adopted	FY10 Adjusted	FY10 Projected	FY11 Baseline	FY11 Pro Rvsd	FY12 Projected	FY13 Projected	FY14 Projected
Beginning Balance	\$807,072	\$1,102,151	\$1,102,151	\$1,102,151	\$995,573	\$995,573	\$949,482	\$609,641	\$369,025
Revenue	13,957,031	13,732,217	13,933,007	13,933,007	14,136,308	14,138,065	14,554,332	14,983,086	15,424,704
Library Tax	13,651,761	13,469,717	13,670,507	13,670,507	13,873,808	13,875,565	14,291,832	14,720,586	15,162,204
Other	305,270	262,500	262,500	262,500	262,500	262,500	262,500	262,500	262,500
Expenses	13,661,952	14,073,256	14,203,920	14,039,585	14,041,838	14,184,156	14,894,173	15,223,702	15,495,866
Personnel	11,241,902	11,514,854	11,514,854	11,352,538	11,458,010	11,538,365	12,086,553	12,315,448	12,571,960
Non- Personnel	2,407,293	2,558,402	2,661,762	2,661,762	2,559,443	2,621,406	2,786,500	2,886,500	2,901,500
СоВ	12,757		27,304	25,285	24,385	24,385	21,120	21,754	22,406
Surplus/ Shortfall	295,079	(341,039)	(270,913)	(106,578)	94,470	(46,091)	(339,841)	(240,616)	(71,162)
Ending Balance	\$1,102,151	761,112	831,238	995,573	1,090,043	949,482	609,641	369,025	297,863

Revised Budget Presentation FY 2011

Comments