



BERKELEY PUBLIC LIBRARY BOARD OF LIBRARY TRUSTEES

REGULAR MEETING
January 14, 2015

AGENDA
5:30 PM

SOUTH BRANCH
1901 RUSSELL STREET

The Board of Library Trustees may act on any item on this agenda.

I. PRELIMINARY MATTERS

- A. Call to Order
- B. Public Comments *
- C. Report from library employees and unions, discussion of staff issues
Comments / responses to reports and issues addressed in packet.
- D. Report from Board of Library Trustees

II. PRESENTATION CALENDAR

- A. Annual Report to City Council – Jeff Scott, Director of Library Services

III. CONSENT CALENDAR

The Board will consider removal and addition of items to the Consent Calendar prior to voting on the Consent Calendar. All items remaining on the Consent Calendar will be approved in one motion.

- A. Approve minutes of December 10, 2014 Regular Meeting
Recommendation: Approve the minutes of the November 12, 2014 regular meeting of the Board of Library Trustees.

IV. INFORMATION REPORTS

- A. January 2015 Monthly Report from Library Director
 - i. Library Development
 - ii. Professional Activities
 - iii. Programs, Services and Collections
 - iv. Personnel
- B. Library events: Calendar of events and press releases for various Library programs are posted at <http://www.berkeleypubliclibrary.org>

V. AGENDA BUILDING

The next meeting will be a Regular Meeting held at 5:30 PM on Wednesday, February 11, 2015 at the **South Branch Library, 1901 Russell Street, Berkeley.**

VI. ADJOURNMENT

Written materials may be viewed in advance of the meeting at the Central Library Reference Desk (2090 Kittredge Street), or any of the branches, during regular library hours.



Wheelchair accessible. To request a sign language interpreter, real-time captioning, materials in large print or Braille, or other accommodations for this event, please call (510) 981-6107 (voice) or (510) 548-1240 (TTY); at least three working days will help ensure availability.

Please refrain from wearing scented products to public programs.

* Public Comments - speakers allowed 3 minutes each

I hereby certify that the agenda for this regular meeting of the Board of Library Trustees of the City of Berkeley was posted in the display cases located at 2134 Martin Luther King, Jr. Way and in front of the Central Public Library at 2090 Kittredge Street, as well as on the Berkeley Public Library's website on January 7, 2015.

//s//

Jeff Scott, Director of Library Services
Serving as Secretary to the Board of Library Trustees

For further information, please call (510) 981-6195.

COMMUNICATIONS

Communications to Berkeley boards, commissions or committees are public record and will become part of the City's electronic records, which are accessible through the City's website. **Please note: e-mail addresses, names, addresses, and other contact information are not required, but if included in any communication to a City board, commission or committee, will become part of the public record.** If you do not want your e-mail address or any other contact information to be made public, you may deliver communications via U.S. Postal Service or in person to the secretary of the relevant board, commission or committee. If you do not want your contact information included in the public record, please do not include that information in your communication. Please contact the secretary to the relevant board, commission or committee for further information.

MINUTES
BERKELEY PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES SPECIAL MEETING
Wednesday, December 10, 2014, 5:30 P.M.

SOUTH BRANCH LIBRARY – 1901 RUSSELL STREET

Board of Library Trustees:

Chair Abigail Franklin	Winston Burton
Vice Chair Julie Holcomb	Darryl Moore
	Jim Novosel

I. PRELIMINARY MATTERS

A copy of the agenda packet and a digital recording of the meeting is accessible at <http://www.berkeleypubliclibrary.org/about/board-library-trustees>

A. Call to Order: 5:31 P.M.

Present: Trustees Burton, Franklin, Holcomb and Novosel.

Absent: Trustee Moore.

Also Present: Jeff Scott, Director of Library Services; Suzanne Olawski, Deputy Director of Library Services; Dennis Dang, Administrative and Fiscal Services Manager; Sarah Dentan, Neighborhood & Children's Services Manager; Alicia Abramson, Manager, Information Technology & Technical Services; Andrea Mullarkey, Teen Librarian; Eve Franklin, Administrative Secretary.

B. Public Comments: None.

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

1. Andrea Mullarkey, SEIU 1021 Shop Steward – Spoke regarding new 5:30 pm start time. Read letter from 1021 CSU shop stewards Debbie Carton and Lisa Hesselgesser regarding furniture quote and security contract (Attachment 1)

D. Report from Board of Library Trustees:

1. Trustee Novosel – spoke regarding Chronicle article on the Ferguson Library and Berkeley Voice article on new Director, Jeff Scott.
2. Trustee Burton – Spoke regarding Central Library and the demonstrations in downtown.
3. Trustee Holcomb – spoke regarding the celebration to welcome Jeff Scott as new Director.

II. PRESENTATIONS CALENDAR

A. Strategic Plan

Sarah Dentan, Neighborhood & Children's Services Manager; Suzanne Olawski, Deputy Director and Jeff Scott, Director provided a presentation. (Attachment 2)

III. CONSENT CALENDAR

M/S/C Trustee Novosel / Trustee Holcomb to adopt Resolution # R14-073 approving the Consent Calendar as presented.

Vote: Ayes: Trustees Burton, Franklin, Holcomb and Novosel. Noes: None. Absent: Trustee Moore.
Abstentions: None.

A. Approve minutes of November 12, 2014 Regular Meeting

From: Director of Library Services
Recommendation: Adopt a resolution to approve the minutes of the November 12, 2014 Regular Meeting as presented.
Financial Implications: None.
Contact: Jeff Scott, Director of Library Services
Action: Adopted Resolution # R14-074.

B. Author's Dinner

From: Deputy Director
Recommendation: Adopt a resolution approving the arrangements in preparation for the eleventh annual Authors Dinner to be held on Saturday, February 7, 2015 at the Central Library..
Financial Implications: See Report.
Contact: Suzanne Olawski, Deputy Director
Action: Adopted Resolution # R14-75.

C. E-Rate Discount

From: Manager, Information Technology & Technical Services
Recommendation: Adopt the resolution approving the submission of an application to USAC for Universal Service Discounts in FY 15/16.
Financial Implications: See Report.
Contact: Alicia Abramson, Manager, Information Technology & Technical Services
Action: Adopted Resolution # R14-76.

IV. ACTION CALENDAR REPORTS

A. Biennial Budget Development FY2016 & FY2017

From: Director of Library Services
Recommendation: Adopt a resolution adopting budget priorities for the Library for the fiscal period FY 2016 and FY 2017.
Financial Implications: See Report.
Contact: Jeff Scott, Library Director
Action: M/S/C Trustee Novosel / Trustee Burton to adopt Resolution # R14-77 to adopt budget priorities for the Library for the fiscal period FY 2016 and FY 2017.
Vote: Ayes: Trustees Burton, Franklin, Holcomb and Novosel. Noes: None. Absent: Trustee Moore.
Abstentions: None.

B. Amend Contract: One Workplace L. Ferrari, LLC

From: Director of Library Services
Recommendation: Adopt a resolution authorizing the Director of Library Services to amend Contract No. 9200 with One Workplace L. Ferrari, LLC in an incremental amount of \$60,000 for the procurement of furniture and associated delivery, temporary storage, and installation services for staff workstations and other related furniture at the Central Library for an amended not-to-exceed value of \$350,000 for the period projected from February 18, 2013 through December 31, 2015.

Financial Implications: See Report.

Contact: Jeff Scott, Library Director

Action: M/S/C Trustee Burton / Trustee Holcomb to adopt Resolution # R14-78 as presented.

Vote: Ayes: Trustees Burton, Franklin, Holcomb and Novosel. Noes: None. Absent: Trustee Moore.

Abstentions: None.

V. INFORMATION REPORTS

A. December 2014 Monthly Report from Library Director

From: Director of Library Services

Contact: Jeff Scott, Library Director

Action: Received.

B. Library Technical Services Workflow Report

From: Manager, Information Technology & Technical Services

Contact: Alicia Abramson, Manager, Information Technology & Technical Services

Action: None.

C. Library events

From: Director of Library Services

Contact: Jeff Scott, Library Director

Action: None.

VI. AGENDA BUILDING

The next meeting will be a Regular Meeting held at 6:00 PM on Wednesday, January 14, 2105 at the South Branch Library, 1901 Russell Street, Berkeley.

Future agenda items:

- Central Library construction lawsuit resolution
- Strategic Plan Update
- City Council Presentation Preview
- Security Staff

VII. ADJOURNMENT

Adjourned at 6:23 P.M.

COMMUNICATIONS: none

SUPPLEMENTAL COMMUNICATIONS AND REPORTS:

1. Letter from 1021 CSU shop stewards Debbie Carton and Lisa Hesselgesser
2. Strategic Plan Presentation

I was surprised to see an item on the December 10 BOLT agenda authorizing the expenditure of \$350,000 for furniture at Central from February 18, 2013 - December 31, 2015. It's on the action calendar, item B. I went to the report to try and find out what furniture is being replaced, but the report does not specify or itemize what sort of furniture or where it goes in Central. The report does say:

"Other areas in the Central library to be addressed in a separate future request and likely to be timed with the Central Space Planning Project are: Technical Services, Information Technology, Reference and Art & Music."

Presumably then, this up to \$350,000 expenditure is not for any of these areas. Where is this furniture going?

The other item is that of the security guards contract, which was adopted at the November meeting. I would like BOLT to know how unhappy Central staff, and Reference in particular, are with this decision. I will share with you an email I sent to Jay Dickinson on December 4, to which I have not yet had a response.

I am writing to you about the issue of losing our present, excellent security guards Patrice and Latasha. I was informed that we'll be getting a new security service, which will be non-union. This company has evidently offered Latasha and Patrice the opportunity to remain at the library, but because the company is non-union, both Latasha and Patrice are understandably hesitant to leave a union job for a non-union job. Patrice and Latasha were informed Monday and must deliver an answer by Saturday.

I have many concerns about this change, but I'll start with two **questions**:

Why is this change being made? Is it the City of Berkeley overall, or just the library?

Isn't it a City of Berkeley practice to **hire union** rather than non-union? Berkeley is a city that proudly supports unions. I suspect that if our patrons/citizens knew we were going from a union to non-union security company, they would be upset.

Here are some of my **concerns**:

- Our current weekday security guards **know the patrons/staff/situations** and deal very effectively with the myriad problems that occur everyday here at our busy, downtown location. Because they have been here for many years, they are able to stop situations before they become dangerous. The patrons know them, and the guards know how to quietly, calmly and effectively keep us all safe. We have nothing but praise for our weekday guards, and feel that letting them go with a week's notice is **shabby treatment**. Offering them a non-union position to stay here is not an equivalent position.

- **Union guards are more likely to remain with a company over the long term**- Patrice has been here for 12 years. With non-union employees, there is generally much higher turnover. The knowledge and experience that long term employees provide is lost, and the patrons will be constantly challenging and testing new guards.

- Guards who have been with us for a long time provide much **better customer service** than frequently changing personnel.

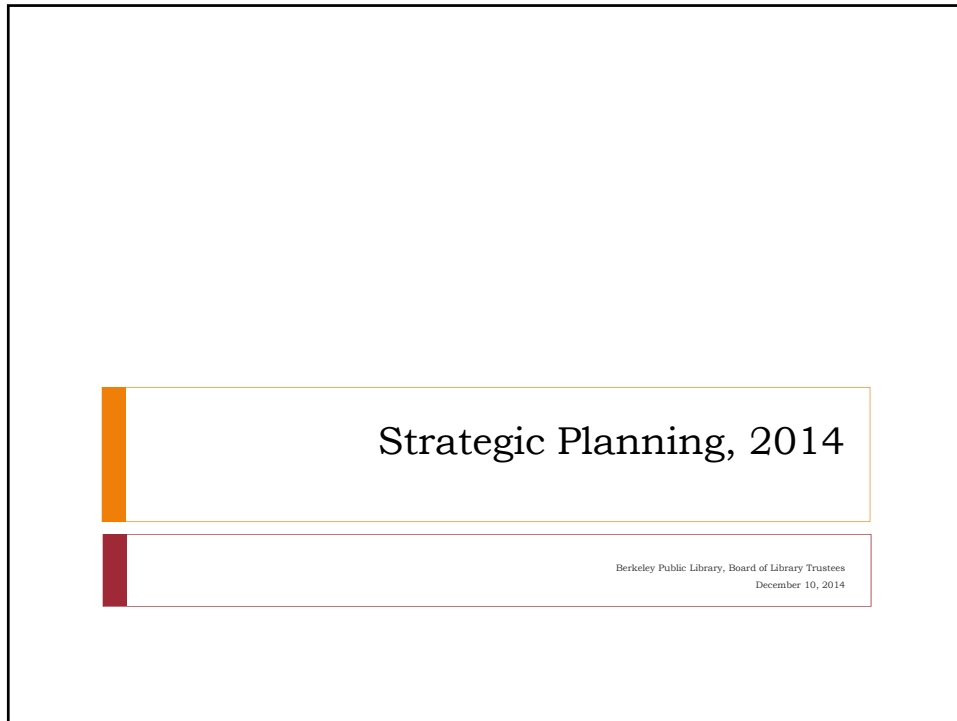
- We currently have two guards who are **persons of color**. They deal with many patrons of color and have a personal rapport with even the most challenging people. The large, burly, Caucasian, military-looking guards from the new company who were brought through the building on Thursday would be replacing guards of color at a time when police violence towards persons of color is very much in the news. Given that we have large numbers of African American teenage males in the library, replacing our guards of color with Caucasian guards who resemble police officers at this volatile time of demonstrations and riots is an unwise decision.

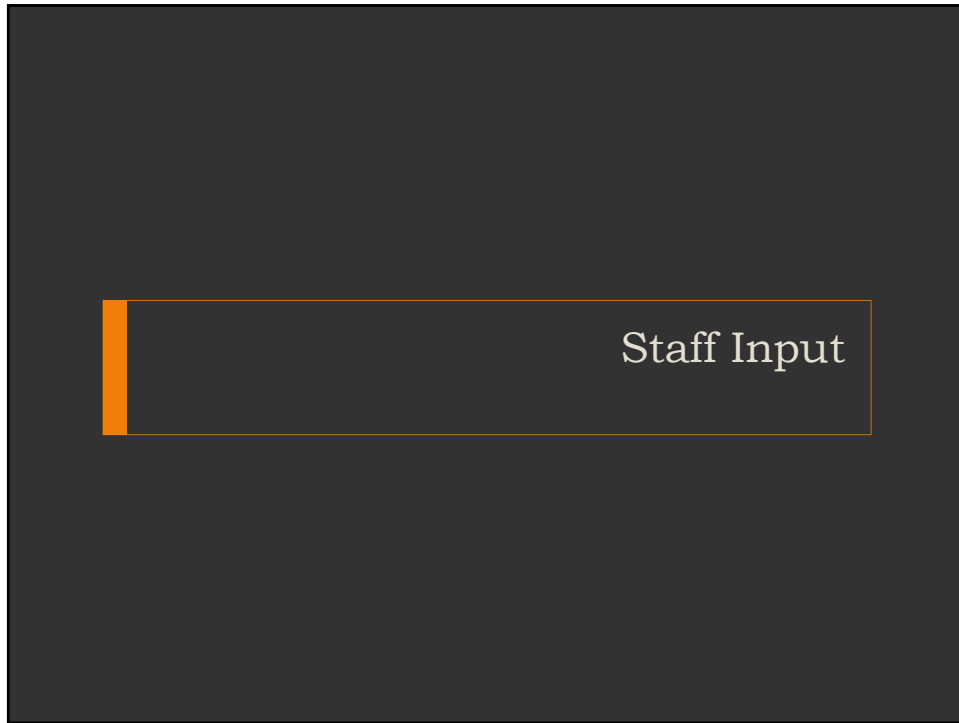
- As a small woman who frequently is one of only two staff members working on the 5th floor, where we have many incidents (from drug use to mentally ill patrons to patrons having sex in the bathrooms), knowing we have reliable, effective guards who will respond immediately is crucial to my safety and comfort at work. As a union steward, I am mindful that **all employees are entitled to a safe workplace**. With our current guards, that is what we have- and letting go of these excellent employees makes no sense to me.

I would like to propose a solution to the problem of changing security companies so frequently:

Why doesn't the library hire our own guards? We could hire with an eye to longevity, good fit with the community and employees and start by hiring Patrice and Latasha, two employees who prove their worth every day. Yesterday, for example, they dealt with a potentially disastrous situation (patron with screwdriver) as well as biohazard issues. They could be union employees, members of the library staff and officially represent BPL.

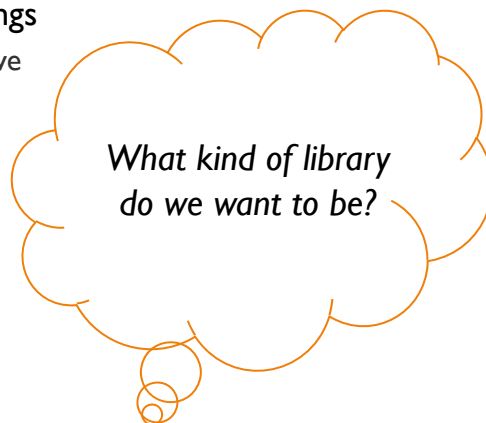
Thank you for reading, and for your attention to this very important matter.

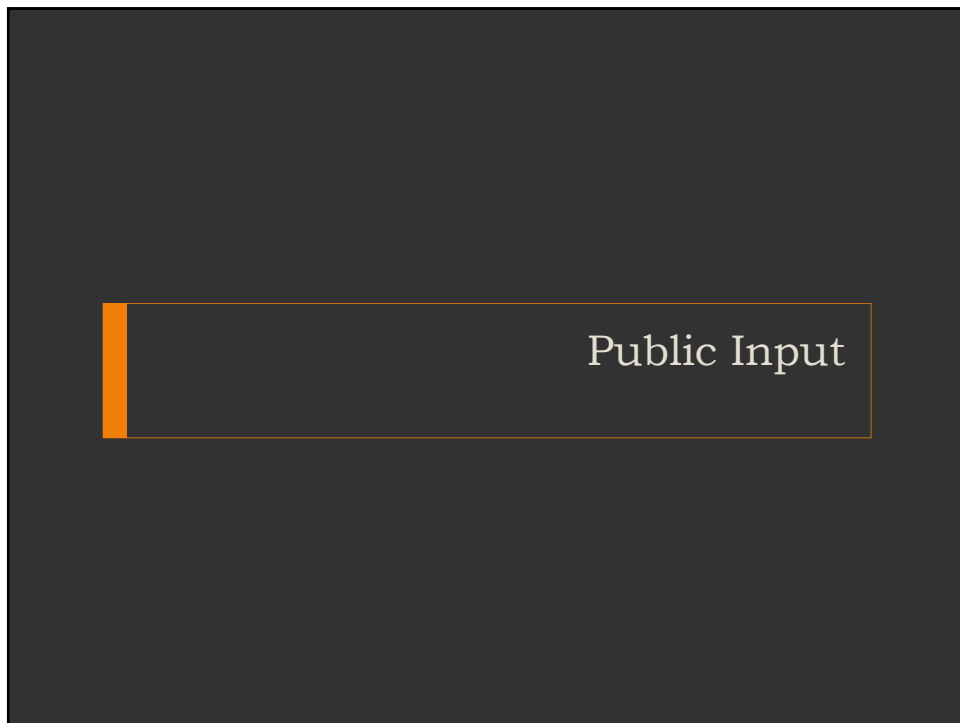
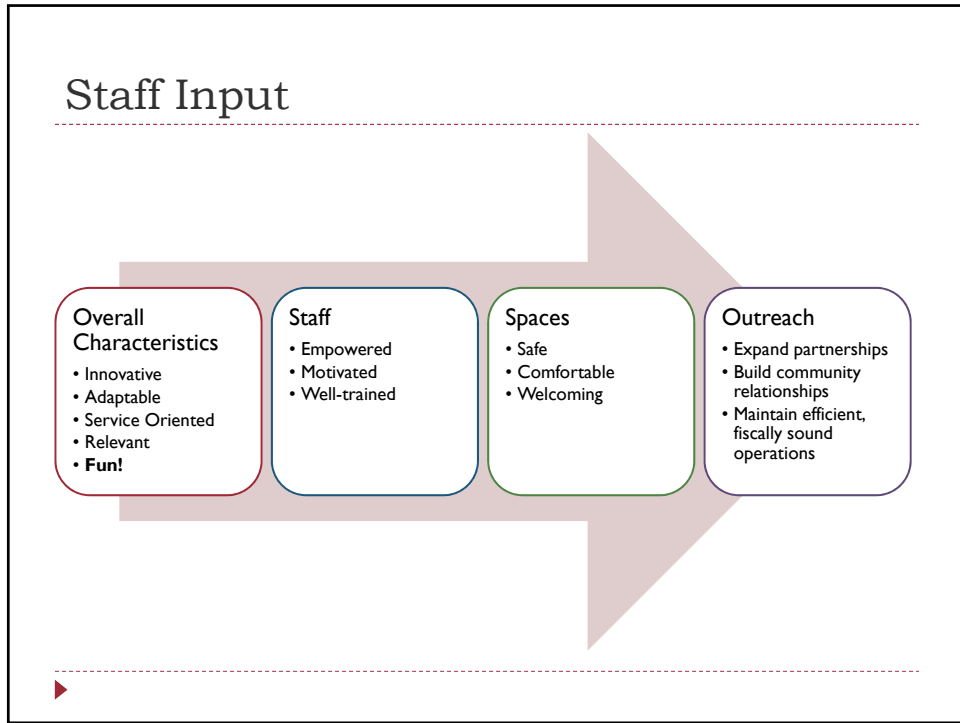


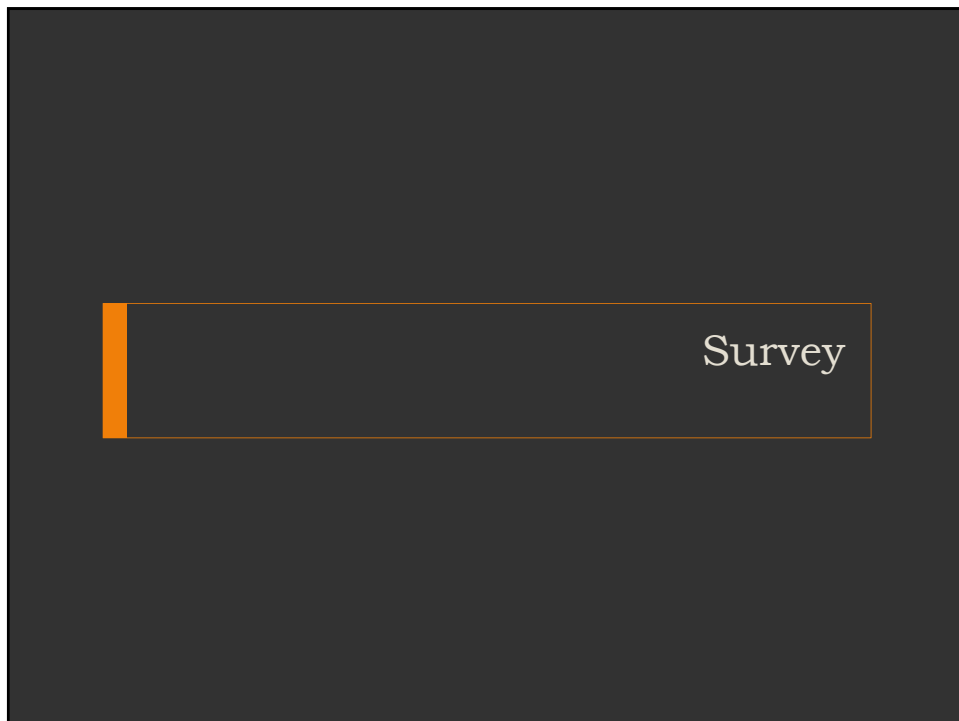
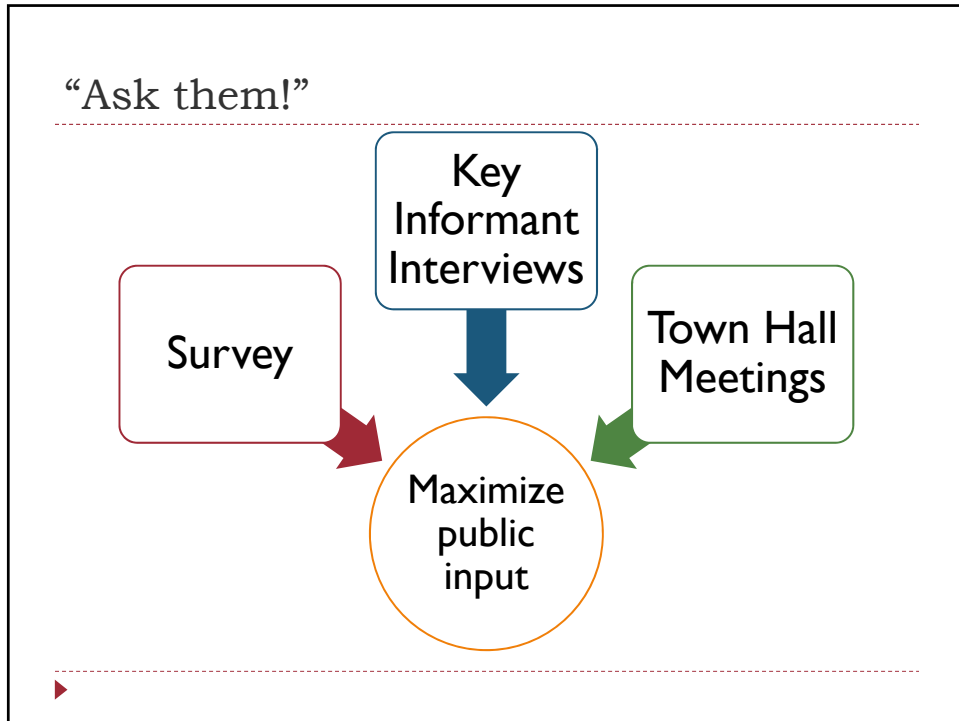


Staff Input

- ▶ **All-staff visioning meetings**
 - ▶ Interactive & collaborative
 - ▶ Across departments, locations, level of responsibility
- ▶ **Smaller prioritization meetings**
 - ▶ At various times and locations







Survey

- ▶ Online
 - ▶ Concurrent with April Branch Out programming
 - ▶ In-library promotion
 - ▶ On website and catalog computers
 - ▶ On iPads at programs
 - ▶ Flyer in holds and new books
 - ▶ Out-of-library promotion
 - ▶ On website
 - ▶ On Facebook
 - ▶ On laptops and iPads at outreach events
 - ▶ Open for one month
 - ▶ 400 Completed Surveys



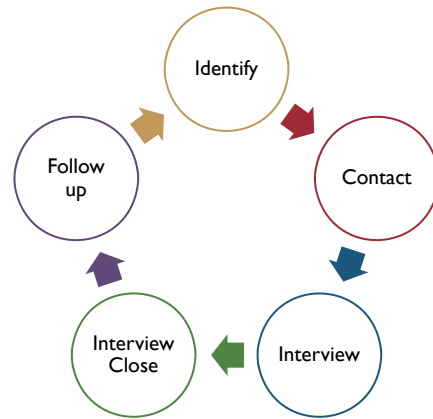
Key Informant Interviews

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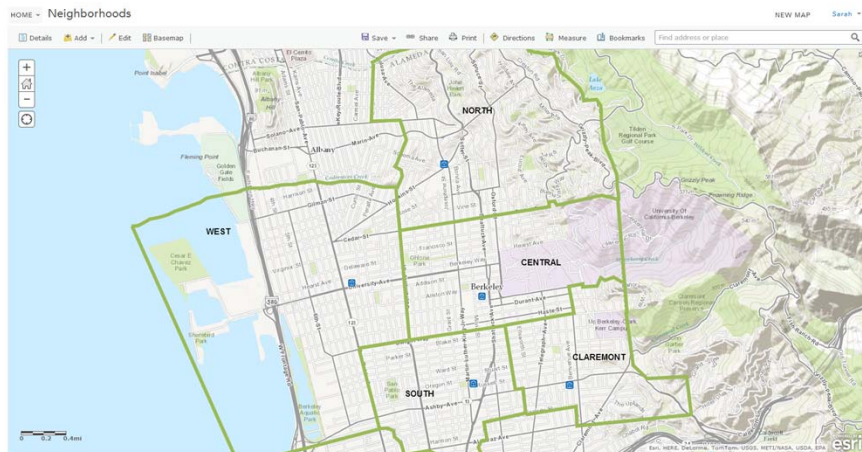
Defined process

1. Identify
2. Contact
3. Interview
 - a. Interview Close
4. Follow up

*All levels of staff at all points
in the process*



Key Informant Interviews

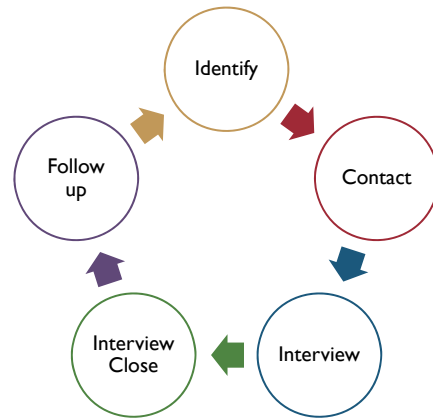


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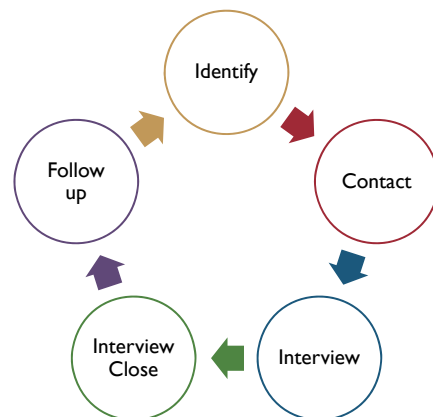
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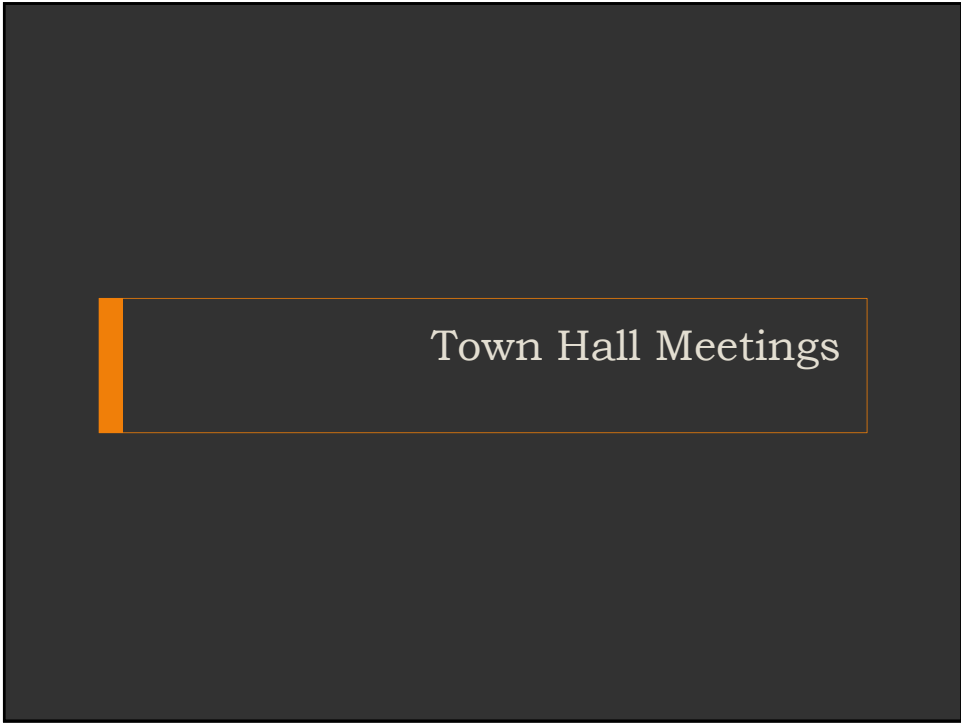
All levels of staff at all points in the process



Key Informant Interviews

- ▶ Contacted 110 people through initial identification and referrals
- ▶ Completed 80 interviews



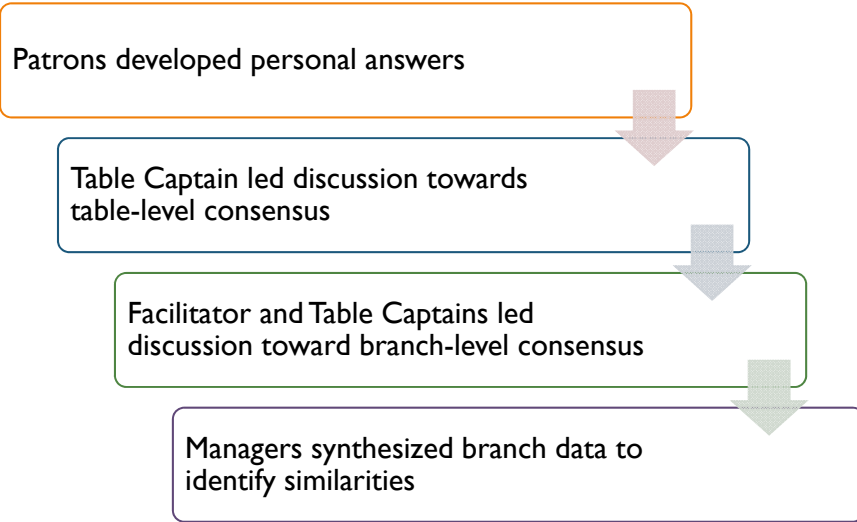


Town Hall Meetings

<p>Question 1.</p> <p>What is the single most important contribution the library makes to our community today?</p>	<p>Question 2.</p> <p>What one thing could the library do to better serve the community?</p>
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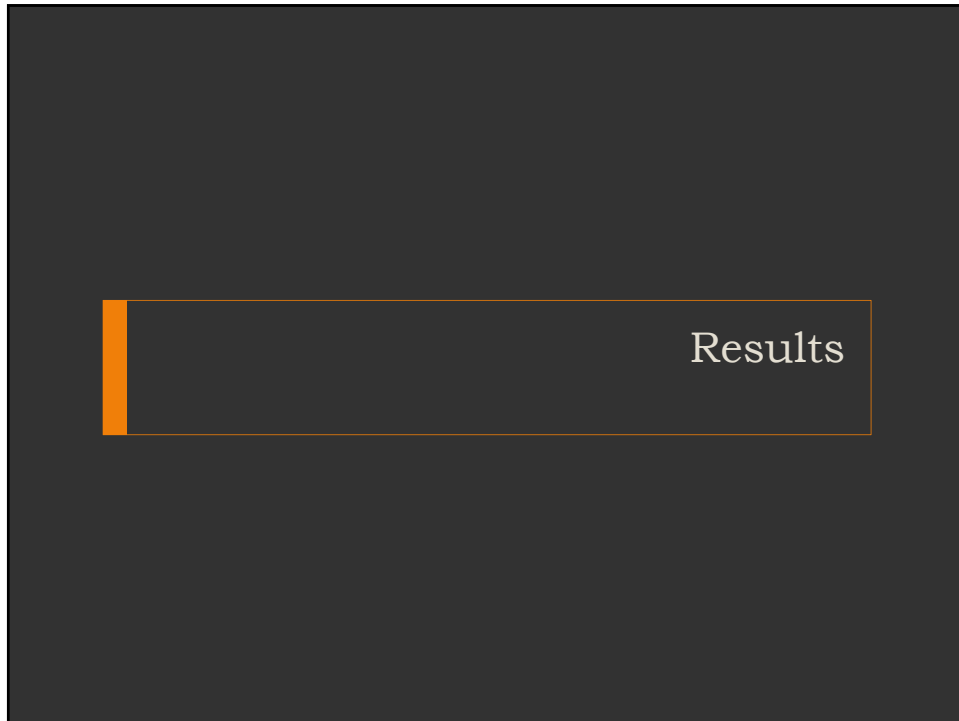
▶

Town Hall Meetings



Town Hall Meetings

- ▶ In-library promotion
 - ▶ Signage
 - ▶ Flyers
 - ▶ Out-of-library promotion
 - ▶ Targeted press contacts
 - ▶ Social Media
- ▶ 100 participants



Results - Survey

- ▶ **Top reasons for using the library**
 - ▶ Borrow materials (physical and digital)
 - ▶ Discover new authors, titles
- ▶ **Top priorities for library collections**
 - ▶ Physical collections
 - ▶ Access to materials not available in Library
- ▶ **Top priorities for library facilities**
 - ▶ Increasing public service hours
 - ▶ Provide a welcoming, safe, comfortable environment



Results – Key Informant Interviews

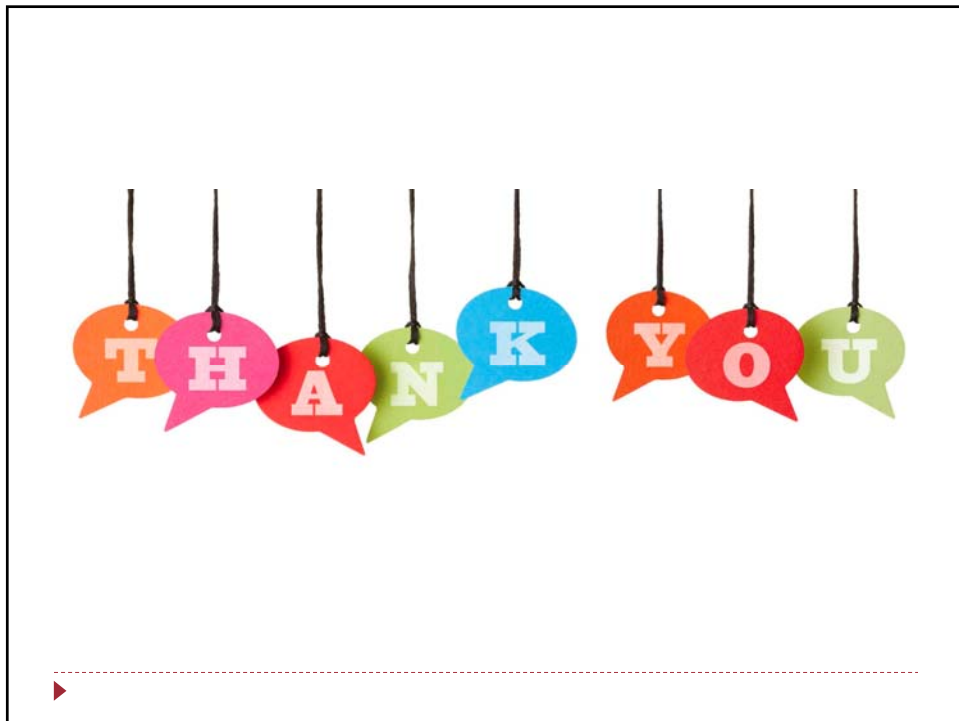
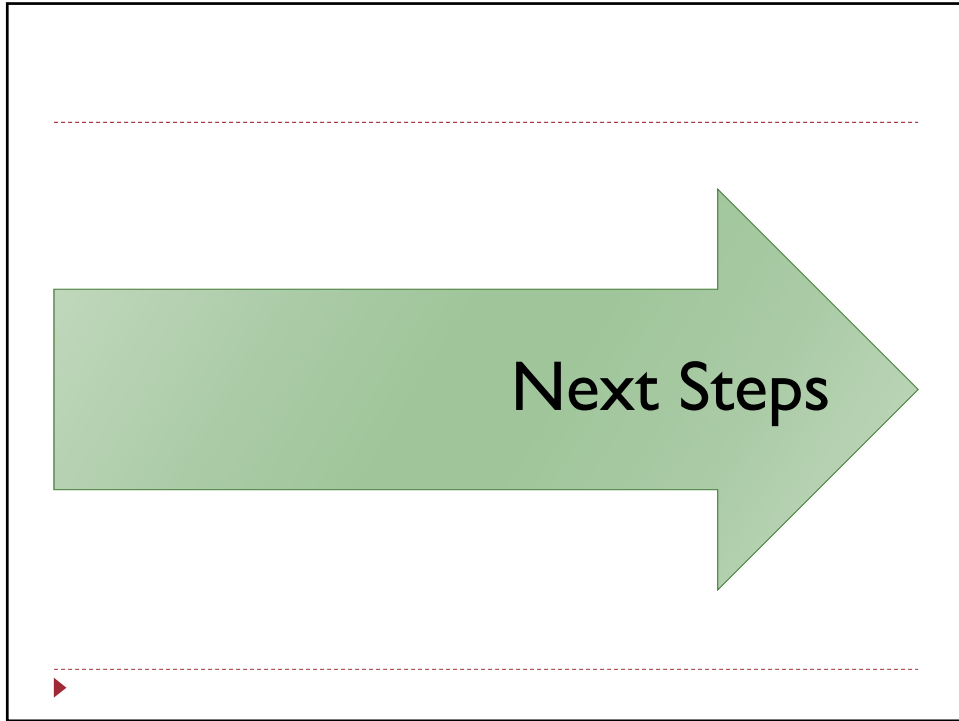
- ▶ **Key community challenges**
 - ▶ Economic gap
 - ▶ Lack of job training, opportunity gap
 - ▶ Affordable housing
 - ▶ Education gap
 - ▶ Diversity
 - ▶ Budget cuts, restrictions
 - ▶ Social services, non-profits
- ▶ **Key library opportunities**
 - ▶ Community collaboration
 - ▶ Promotion of library
 - ▶ Community Hub



Results – Town Hall Meetings

- ▶ **The library's most important contribution is:**
 - ▶ Free and easy access to a variety of materials, programs and services
 - ▶ Welcoming to all community members
 - ▶ Social equalizer, social safety net
 - ▶ Safe, accessible, attractive spaces
 - ▶ Community congregation for shared experience
 - ▶ Positive learning environment (self-education)
- ▶ **The library can better serve the community through:**
 - ▶ Increased service hours
 - ▶ Outreach
 - ▶ Get to where the people are
 - ▶ Connect with non-users, youth, underrepresented
 - ▶ Partnerships
 - ▶ Better promotion of the library
 - ▶ Volunteers
 - ▶ Utilize community specialties







INFORMATION CALENDAR

January 14, 2015

TO: Board of Library Trustees
FROM: Jeff Scott, Director of Library Services
SUBJECT: Director's Report

RECOMMENDATION

Receive monthly report from Jeff Scott, Director of Library Services.

FISCAL IMPACT

There is no fiscal impact from this report.

BACKGROUND

This is a report provided by the Director of Library Services on a Monthly Basis.

CURRENT SITUATION AND ITS EFFECTS

1. **Introduction of new Foundation Executive Director Kathy Huff**
2. **Request to Council for Settlement Funds**
 1. *Costs to repair damages incurred during 2002 construction totals over \$2.2 million. The Library requests that the city make reparations from the settlement in order to make these repairs.*
3. **Berkeley Public Library Summer Reading Challenge**
4. **One Book One Community Meeting Initial Plan:**
 1. *Met with Amy Roth to formulate a plan for a One Book One Community. Currently at the early planning stages and will wait until Strategic Planning process is completed.*
5. **Progress on Strategic Plan**
 1. *Meetings with Branch Staff/Library Departments*

2. *Plans are to send a letter to community stakeholders who were interviewed by library staff.*
3. *Community, Conversations, Collaboration*
4. *The staff meetings will be brainstorming sessions to get ideas on how we meet the community goals.*

6. Response to Security Contract.

1. *Jeff went over some issues expressed by staff in regard to the new security guard vendor. Jay contributed stating that due diligence was performed on this issue. The vendor selected was far and away the best choice that was echoed by several city departments (library, courts, and others) including a police lieutenant consultation. The city council did ask the group to revisit the next best choice that was a union shop, but the quality of service by the selected vendor was far and away the best choice.*

7. Noll and Tam next steps Teen Center

1. *Meeting in January.*
2. *Implementation possibly July/August 2015*

8. CENIC Speeds, possible plan

1. *CENIC would take over telecommunications contract, prepare e-rate saving staff time, would also have significant savings going towards a 1 gb service from 50mb service. More information in late January.*

9. Security Audit

1. *Jeff and Jay are reviewing information to make large systemic changes.*
2. *Discussion with Labor to address many issues with security measures and training*

10. Social Media Plan

1. *Rachel spearheading group encompassing all aspects of library service.*

11. Report on protest impact on library

1. *No impact on library services other than graffiti. Article in Berkeleyside describing library experience is attached.*

12. Report on storms impact on library.

1. *West Branch down temporarily due to power outage. Restored by late afternoon with normal operating hours on Friday. Aspect included in article to Berkeleyside.*

The Berkeley Public Library: Shelter from the storm

<http://www.berkeleyside.com/2014/12/12/the-berkeley-public-library-shelter-from-the-storm/>

December 12, 2014 2:54 pm by [Berkeleyside Editors](#)

By Jeff Scott

Jeff Scott is the executive director for the Berkeley Public Library. He assumed the position in early November after having served as the county librarian for the Tulare County Library

We've experienced quite the storm in Berkeley over this past week, both metaphorically and literally. Often, the media will focus on the negative aspects of a story such as the Berkeley protests, choosing to focus on that which turned violent, or the snarled traffic, and in the case of the recent weather storm, the flooded streets. I wanted to share with you some positive stories from these events, and the role your library has played in them.

Most city facilities and schools closed early in anticipation of the protest march planned for Monday, but the library remained open. People often forget that after 5 p.m. most city facilities are closed. There are typically only three that remain open: police, fire and the public library. We provide not just materials to the public, but a community gathering place and a safe place. On Monday night, there were many glad faces when they realized that we would remain open until 8 p.m.. We still maintained our hours, classes and services.

I wanted to share with you a positive story about the Berkeley Public Library from one of our reference librarians, Jef Findley.

"We had a bent over, elderly woman trying to get home after dark. She called for the public transit service for elderly/infirm, but due to the demonstrations in Berkley tonight, they couldn't accommodate her."

Our security guard told her not to fear, to have a seat in the library while he called a cab for her (actually, three cabs, as some couldn't or wouldn't serve downtown Berkeley during this time). Afterward, he flagged the cab down and assisted her as she boarded her ride home.

With the large storm hitting Berkeley at the end of the week, as is the case throughout our community, we at the library also had our share of challenges. Power went out at the West Branch, remaining knocked out for the day. However, staff at Claremont lit our fireplace, creating a welcome respite from the weather, much to the delight of patrons sheltering from the storm. I wanted to take this opportunity to thank the staff at the Berkeley Public Library. They are a fantastic, talented group and have truly demonstrated dedication in serving the Berkeley community this week.

FURTHER ACTION

No Further Action is Needed

Attachments: None.