



BERKELEY PUBLIC LIBRARY BOARD OF LIBRARY TRUSTEES

REGULAR MEETING
Wednesday, 01/02/2019

AGENDA
6:30 PM

Tarea Hall Pittman
South Branch
1901 Russell Street

I. PRELIMINARY MATTERS

- A. **Call to Order**
- B. **Public Comments** – Speakers are allowed 3 minutes each for up to 10 speakers; if more than 10 individuals have filled out and submitted cards to speak, the time for all speakers will be reduced to 2 minutes per person and if more than 20 individuals have submitted speaker's cards, the time per person will be reduced to one minute each, for a maximum of one hour of public comment.
- C. **Comments from Library Unions** – For regular meetings of the BOLT, representatives from the three unions representing Library employees may address BOLT, with a total time limit of 15 minutes. If all three (3) unions have representatives present and wish to speak, each union shall receive 5 minutes to address BOLT. If only two (2) unions have representatives present and wishing to speak, each union shall receive 7.5 minutes to address BOLT, for a total of 15 minutes. If only one (1) union has representatives present and wishing to speak, that union shall receive 15 minutes to address BOLT. The Secretary shall, at the start of the Comment from Library Union item, ask union representatives who wish to speak to identify themselves and which union they represent. The Secretary shall then determine the appropriate allocation of speaking time according to the rules stated herein.
 - i. Public Employees Union, LOCAL 1
 - ii. SEIU, LOCAL 1021 (Maintenance and Clerical Units)
 - iii. SEIU, LOCAL 1021 (Community Services and PTRLA Units)
- D. **Comments from Board of Library Trustees**

II. 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 the December 12, 2018 Regular Meeting**
Recommendation: Approve the minutes of the December 12, 2018 Regular Meeting of the Board of Library Trustees.

III. INFORMATION REPORTS

- A. **Collection Services Oral Report** – Anna Gonzalez, Library Services Manager & Rosie Merlin, Senior Librarian
- B. **Moss Adams Contract Update and Next Steps** – Elliot Warren, Acting Director of Library Services
- C. **Monthly Library Director's Report** – Elliot Warren, Acting Director of Library Services
- D. **Library Events** – Calendar of events and press releases for various Library programs are posted at <http://www.berkeleypubliclibrary.org>

IV. AGENDA BUILDING

The next meeting will be a Regular Meeting held at 6:30 PM on Wednesday, February 6, 2019 at the **Tarea Hall Pittman South Branch, 1901 Russell Street, Berkeley.**

V. ADJOURNMENT

Communication Access Information



This meeting is being held in a wheelchair accessible location. To request a disability-related accommodation(s) to participate in the meeting, including auxiliary aids or services, please contact the Disability Services specialist at 510-981-6418 (V) or 510-981-6347 (TDD) at least three business days before the meeting date. Please refrain from wearing scented products to this meeting.

I hereby certify that this amended agenda for the special 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 December 26, 2018.

//s//

Elliot Warren, Acting 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 records. **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.

Any writings or documents provided to a majority of the Commission regarding any item on this agenda will be made available for public inspection at Berkeley Public Library Administration Office located at 2090 Kittredge Street, 3rd Floor Admin Wing, Berkeley, CA 94704.

Agendas and agenda reports may be accessed via the Internet at www.berkeleypubliclibrary.org/about/board-library-trustees and may be read at reference desks at the following locations:

Central Library - 2090 Kittredge Street
Claremont Branch – 2940 Benvenue Avenue
West Branch – 1125 University Avenue
North Branch – 1170 The Alameda
South Branch – 1901 Russell Street

Communications:



MINUTES
Berkeley Public Library - Board of Library Trustees Regular Meeting
Wednesday, December 12, 2018 6:30 PM

Central Library – 2090 Kittredge Street

Board of Library Trustees:

Diane Davenport, President	Sophie Hahn
John Selawsky, Vice President	Judy Hunt
	Amy Roth

I. PRELIMINARY MATTERS

A copy of the agenda packet can be found at <http://www.berkeleypubliclibrary.org/about/board-library-trustees>

1. Call to Order: 6:31 pm.

Present: Trustees Davenport, Hahn, Hunt and Selawsky.

Absent: Trustee Roth

Also Present: Elliot Warren, Acting Director of Library Services; Jay Dickinson, Circulation Services Manager; Sarah Dentan, Library Services Manager; Anna Gonzalez, Library Services Manager; Alicia Abramson, Information Technology Manager; Danielle McMillian, Assoc. Human Resources Analyst; Eve Franklin, Administrative Secretary.

2. Public Comments: 3 speakers.

3. Comments from Library Unions:

- A. SEIU, LOCAL 1021 (Community Services and PTRLA Units) – 1 speaker
- B. Public Employees Union, LOCAL 1 – 0 speakers
- C. SEIU, LOCAL 1021 (Maintenance and Clerical Units) – 0 speakers

4. Comments from Board of Library Trustees – None.

II. PRESENTATION

- A. Berkeley Public Library Foundation – Kathy Huff provided a report on Berkeley Public Library Foundation activities.

III. CONSENT CALENDAR

Action: M/S/C Trustee Selawsky / Trustee Hahn to adopt resolution # R18-056 to approve the consent calendar with minor correction to the November 14, 2018 Regular Meeting Minutes.

Vote: Ayes: Trustees Davenport, Hahn, Hunt, and Selawsky. Noes: None. Absent: Trustee Roth. Abstentions: None.

A. Approve Minutes of the November 14, 2018 Regular Meeting

Correction to Consent Calendar vote.

Change "Vote: Ayes: Trustees Davenport, Hahn, Hunt, and Roth. Noes: None. Absent: Trustee Selawsky. Abstentions: None." to

"Vote: Ayes: Trustees Davenport, Hahn, Hunt, Roth and Selawsky. Noes: None. Absent: None. Abstentions: None."

From: Acting Director of Library Services

Recommendation: Adopt a resolution to approve the minutes of the November 14, 2018 Regular Meeting of the Board of Library Trustees as presented.

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-057.

B. Approve Minutes of the November 17, 2018 Special Meeting

From: Acting Director of Library Services

Recommendation: Adopt a resolution to approve the minutes of the November 17, 2018 Special Meeting of the Board of Library Trustees as presented.

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-058.

IV. ACTION CALENDAR

A. Review and Possible Action on Budget Priorities for the FY 2020 & FY 2021 Biennial Budget Cycle

From: Acting Director of Library Services

Recommendation: Adopt a resolution adopting budget priorities for the Library for the FY 2020 and FY 2021 biennial budget cycle as amended:

Under Proposed priorities for fiscal years 2020 & 2021:

Change item 4 to read as follows:

“Develop and enhance policies, practices, services, and assignments that promote community wellness and the safety and comfort of staff and all library users.”

Change item 5 to read as follows:

“Harmonize efforts of the board, management, and staff to improve library services by beginning the process of implementation of the recommendations of the November 2018 Organizational Evaluation report.”

Contact: Elliot Warren, Acting Director of Library Services

Action: M/S/C Trustee Hunt / Trustee Hahn to adopt resolution # R18-059.

Vote: Ayes: Trustees Davenport, Hahn, Hunt, and Selawsky. Noes: None. Absent: Trustee Roth. Abstentions: None.

B. Acceptance of the Organizational Assessment Report from Moss Adams, LLP.

From: Acting Director of Library Services

Recommendation: Adopt the resolution to accept the organizational report provided by Moss Adams LLP. Per the contract signed on June 18, 2018, Moss Adams LLP was expected to “submit a report that will include executive summary, study objectives, scope, and methodology; findings and recommendations; and an implementation plan.”

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: M/S/C Trustee Selawsky / Trustee Hahn to adopt resolution # R18-060.

Vote: Ayes: Trustees Davenport, Hahn, Hunt, and Selawsky. Noes: None. Absent: Trustee Roth. Abstentions: None.

V. INFORMATION CALENDAR

A. Information Technology Oral Report – Alicia Abramson

Alicia Abramson & John Boggs provided a presentation (Attachment 1)

From: Contact: Alicia Abramson, Library Information Systems Administrator

Contact: Contact: Alicia Abramson

B. Monthly Library Director’s Report – Elliot Warren, Acting Director of Library Services

From: Acting Director of Library Services

Contact: Elliot Warren, Acting Director of Library Services

Action: Received

C. Library Events

From: Acting Director of Library Services

Contact: Elliot Warren, Acting Director of Library Services

Action: Received

VI. AGENDA BUILDING

- Organization Review Next Steps
- Director recruitment discussion

VII. ADJOURNMENT

Adjourned at 8:46 PM.

This is to certify that the foregoing is a true and correct copy of the minutes of the regular meeting of December 12, 2018 as approved by the Board of Library Trustees

//s// _____

Elliot Warren, Acting Director of Library Services, acting as secretary to BOLT

Attachments:

1. Information Technology Report (Alicia Abramson)

DRAFT



Library Information Technology

Collaborate, Innovate, Connect & Support

Berkeley Public Library IT

Alicia Abramson, Manager

Marcus Bell, Information Systems Specialist

John Boggs, Information Systems Specialist

Ilan Eyman, IT Librarian

Vlad Kaplun, Information Systems Specialist

FY 2018 Stats

What	Number
Public PCs & Laptops	139*
Public Computer Sessions	165,454
Wireless Sessions	105,600
Website Visits	931,138
Internet Speed	1 Gbps (?)
Staff PCs	207

*Does not include 12 new self-service kiosk laptops added at Central in July 2018

2018 Highlights

 Laptop Kiosk @ Central

It's...Easy!



Fun and Inspiring

CREATIVE AND COLLABORATIVE PROCESS



MAJOR INCREASE* IN LAPTOP USE!

Central Laptop Checkouts FY 2019 YTD

Month	Desk	Kiosk	Totals
July	98	184	282
August	32	521	553
September	23	636	659
October	30	622	652
Totals	183	1,963	2,146

* Total Central Laptop Checkouts FY 2018 (ended June 30, 2018) = 1,205

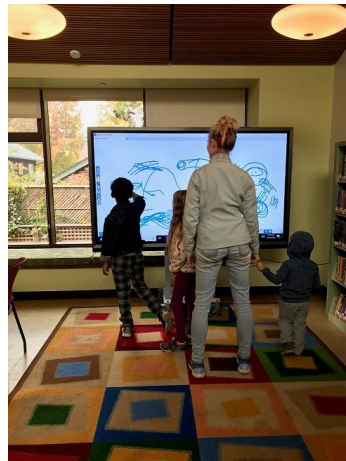
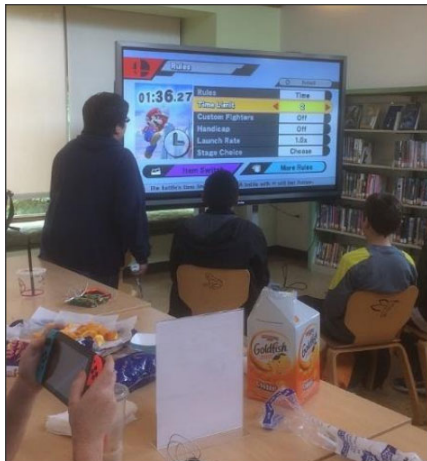
2018 Highlights

❑ Prowise Interactive Displays

Prowise Displays at Claremont & Central



Prowise at Claremont



2018 Highlights

❑ Free PCs for the Community

TechFair @ Central in September 2018

HIGHLIGHTS

300 Community Members Attended

125 free PCs were distributed

70 "extended pickup" vouchers were distributed for PC pickup at Tech Exchange in Oakland

4 Community Partners participated:
Healthy Black Families, City of Berkeley Black Infant Health, Black Girls Code and Berkeley City College

Participants learned about low cost Internet service (\$10 mo.) for qualifying individuals & families



2018 Highlights

Supporting Library Initiatives

Easy Access Card and Auto Renewals

- ☐ Improve access for California residents with photo id but no proof of address
- ☐ Added new Patron Type
- ☐ Updated loan rules
- ☐ Ensured all services – Overdrive, laptop kiosk, PC reservation – work with new Patron Type

Exploring New Technologies for Outreach

- ☐ New Surface Pro with wireless barcode scanner
- ☐ Can be used to check out items, register patrons, resolve patron issues
- ☐ Outreach librarians can demonstrate services like Kanopy (streaming movies) or Overdrive.

Coming in 2019

- ☐ Migrate the Library's Integrated Library System (ILS) from the current system to The Library Corporation's CARL ILS from January – July 2019
- ☐ Select and Implement a new Public PC Time and Print Management System Spring of 2019
- ☐ Increase Internet Speed from 1 Gbps to 10 Gbps in Summer/Fall of 2019
- ☐ Continue to work with Tech Exchange to host 2 additional Tech Fairs



INFORMATION REPORTS

January 2, 2019

To: Board of Library Trustees
From: Elliot Warren, Acting Director of Library Services
Subject: Moss Adams Contract Update and Next Steps

INTRODUCTION

On December 12, 2018 the Board of Library Trustees formally accepted and discussed the Moss Adams [Organizational Assessment report](#) that had been received the previous month. The report includes recommendations divided into three tiers (Enterprise, Strategic and Tactical solutions) representing work to be performed at the Board level (Enterprise), Management level (Strategic), and operationally across staff and management levels (Tactical). Recommendations were further described as low, medium, high, or critical priorities. The board indicated an interest in continuing to work with Moss Adams to support implementation of priority recommendations. The Library has amended the Moss Adams contract to include such support. The purpose of this report is to enable the board to know what the amendment includes and allow for discussion and input on how to move forward as effectively as possible.

FISCAL IMPACT

There is no fiscal impact from this report. The Library may need to bring to the board a contract amendment in the future if it is determined that the scope of work provided needs to be broadened at some point.

BACKGROUND

The Library contracted with Moss Adams to perform an assessment of the organization for the purpose of identifying opportunities for improvement in governance, management, staff relations, operational performance, policies and procedures, and community partnerships. In November 2018, the Library received the Organizational Assessment Report. In December 2018, the board formally accepted the report and board members shared details about their interests in moving forward with implementing the report's recommendations.

CURRENT SITUATION AND ITS EFFECTS

To enable the board and Library to receive the support needed to implement the assessment's recommendations, the contract with Moss Adams is being amended to a total contract amount that reaches the limit of the Library Director's spending authority for services, which is \$50,000. Per the amendment signed by Moss Adams, the contractor's tasks shall include but may not be limited to the following:

1. Facilitation of a minimum of four (4) work sessions with participation of the Board and/or Library management, including role and responsibility definition, methods and procedures for internal and external communications, operations, and other administrative norms;
2. Refinement of Board onboarding materials;

3. Facilitation of culture change sessions with Board, management, and or staff; participants to be determined in collaboration with the Director;
4. Advisement on the development and/or refinement of performance goals and measures aligned to the adopted Library's mission and operating plan;
5. Provide one-on-one coaching of Board members upon request.

There are three Enterprise solutions that have been deemed critical by the report. They are the following

Governance: Adopt a policy governance model to focus the BOLT on policy and strategy with delegation of operations and employee management to the Director.

Culture: Transform the Library's operating culture by taking measures to align leadership, clarify roles and responsibilities, support employee accountability, and facilitate meaningful communication.

Change Management: Create a culture of deliberate change management to ensure new programs and initiatives are effectively developed, communicated, implemented, and adopted.

Additionally, there are four Strategic level recommendations deemed critical which are the following:

Management Development: Provide ongoing mentorship, training, and institutional support to enable managers and supervisors to consistently apply Library policies and set performance expectations.

Accountability – Performance Evaluations: Ensure performance evaluations are beneficial for both the Library and employees by integrating the review process with a growth and development plan, setting annual goals, and streamlining the evaluation process.

Accountability – Progressive Disciplinary Process: Provide staff with training on the progressive disciplinary process and support standard and consistent utilization by front-line supervisors and management.

HR Resources: Increase Library HR staffing levels to support cultural transformation initiatives, modernize processes, and perform other vital HR functions.

The amendment focuses upon supporting the Enterprise level recommendations, particularly governance issues, culture, and change management. In discussions with Moss Adams staff, they are recommending at least one work session be comprised solely of Library managers to cover the Strategic level work.

FURTHER ACTION

The board may immediately discuss and make recommendations about the proposed Enterprise level workshops, including possible locations, times, and breadth of content. This will enable the Acting Director to coordinate and schedule such sessions with Moss Adams staff as well as support staff for or participating staff in the workshops.

CONTACT PERSON

Elliot Warren, Acting Director of Library Services, (510) 981-6109

Attachments: None



INFORMATION REPORTS

January 2, 2019

To: Board of Library Trustees
From: Elliot Warren, Acting Director of Library Services
Subject: Director's Report

Culinary and Cross-Cultural Programming:

In December, the Library offered a number of programs with a culinary theme. Tarea Hall Pittman South Branch hosted a chocolate tasting program enjoyed by more than sixty people. This program, planned and implemented by the branch Teen Leadership Committee, saw an overflow crowd of patrons who tasted eighteen varieties of chocolate and voted for their favorites; Twix chocolate bar was the winner. The teens presented and tabulated the data, and expressed a high degree of excitement related to the number of participants. It was an outstanding leadership and learning opportunity for the teens, whose team is facilitated by Librarian II Andrea Mullarkey.

Vincent Medina and Louis Trevino, founders of Cafe Ohlone, brought a selection of the Café's offerings to the West Branch and discussed the importance of food in historical and contemporary Ohlone culture and described how it fosters both health and spiritual well-being. The standing-room-only crowd of 83 was very responsive, asked many questions, and enjoyed samples.

The ESL Conversations Clubs at both West Branch and the Central Library each participated in a white elephant gift exchange, a first time for many participants. In addition to gifts and conversation, patrons enjoyed cookies and other seasonal and cross-cultural snacks.

The Central Library exhibited selected works from "Collaboration and Connection", the 2017-18 exhibition at the Islamic Cultural Center of Northern California, co-sponsored by Kehilla Community Synagogue and Montclair Presbyterian Church. These artists of various faiths and traditions joined together to showcase compelling artwork and to further interfaith understanding and respect. The artists spoke at an event held on November 18th in which 27 community members attended.

STEM Programming:

Claremont Branch hosted its second Science Fair, and 46 patrons participated in hands-on activities from organizations as varied as AI4all <http://ai-4-all.org/>, Foldscope origami microscopes <https://www.foldscope.com/>, and Kiwi Robots <https://www.kiwicampus.com/>.

The Central Library initiated its second set of Learn by Doing: Easy PC building workshops on December 8th and 15th. Community members were invited to learn how to build a PC from scratch and install an operating system. Library staff used the Prowise screen to better illustrate the mechanics and processes involved to the nineteen participants.

Circulation Change Updates

The Library enacted changes to the circulation policy including the removal of Link+ fines, the creation of the Easy Access Card type, and the updates to allowable identification as approved at the December 12, 2018 BOLT meeting. This included a training during the November 30 All-Staff Meeting, website updates, discussions at units, and a good amount of back-of-the-house updates to the Library's integrated circulation software.

Additionally, the Library's IT staff developed a solution to a software issue that had been discovered ; when the Library went "fine-free," a policy was enacted that did not allow people with three or more overdue items to check out additional items. However, the software was not configured to do so and it took some time to develop a solution developed by much testing by IT and Central Circulation staff. On December 1, the Library initiated an internally-developed solution that prevents further checkout of items by patrons with three or more overdue items.

The Library received some positive publicity as a result of the circulation policy changes enacted at the BOLT November meeting. Articles in [Berkeleyside](#) and the [Daily Californian](#) accurately stressed that the intent of the policy is to provide access to reading materials for all community members. The following quote from a community member in the Daly Californian article accentuates why the Library proposed and BOLT enacted the policy updates: *Berkeley resident Rebecca Elish said she thinks the Easy Access Card is a great way to provide library access to homeless people. "Everyone deserves to read," Elish said. "Keeping people's minds and learning engaged is good."*

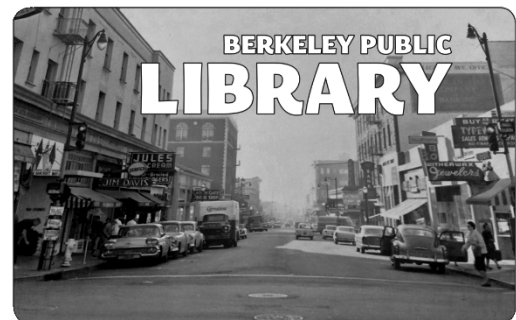
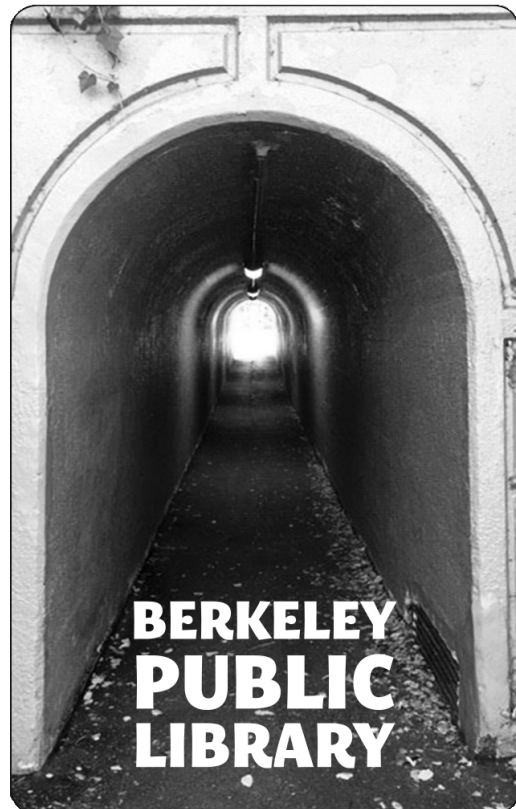
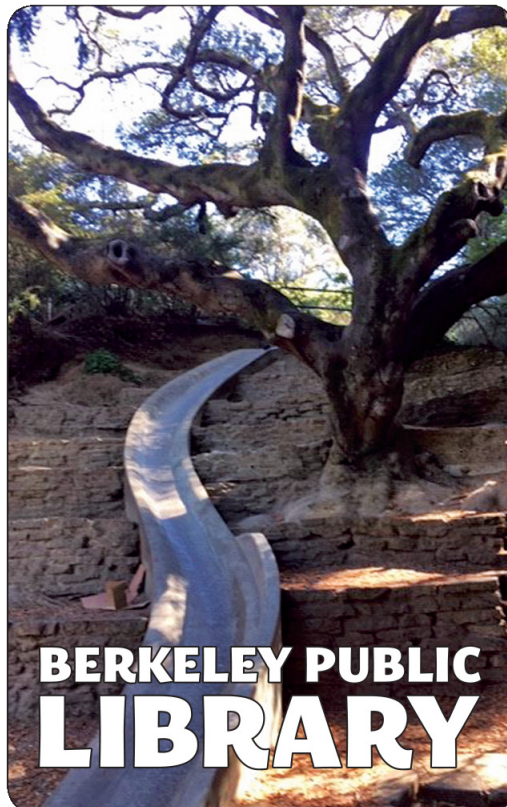
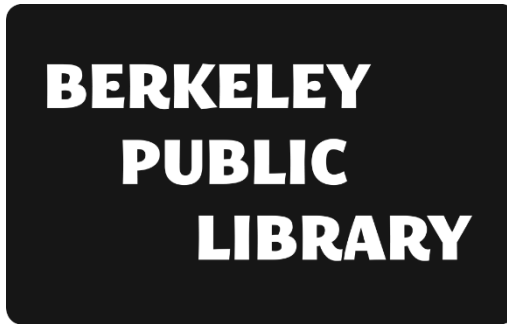
Collaborations:

The Library initiated a collaboration with the City of Berkeley Transportation Division and the nonprofit Bay Area Motivate to publicize the [Berkeley Bike Share](#) program that allows low-income residents to receive reduced fee passes (\$5 annually) for the Ford GoBike bicycle sharing program. On Sundays from December 9, 2018 through February 13, 2019 Bay Area Motivate staff is tabling within the Central Library, signing residents up for such passes. After the initial tabling date, Bike Share for All staff described the location as "perfect."

The Library received a gift of over \$14,000 from the Berkeley Library Foundation for the purchase of two additional Prowise mobile 65" screen computer/video display systems for the Tarea Hall Pittman South and North Branches. As in other BPL facilities, these will be used as a flexible way to provide access to interactive programming, presentations, and gaming within different areas of each branch. Once received, all branches will have a Prowise system available for public programs.

New Library Card Designs:

Berkeley Public Library periodically updates the design of its library cards to accentuate local places and culture. A team of Central Circulation Services staff (Supervising Library Assistant Rudy Tapia, Library Assistant Ashanti Presley, and Circulation Manager Jay Dickinson), was convened to get input from staff on design possibilities and develop a number of proposed designs. The small team received input from Central Circulation staff via discussions at Central Circulation team meetings. They then took photographs and presented options to staff for a vote in which all Library staff voted on their favorites. The final five that were selected as a result of this process are the following, which are currently on order with a vendor:



CONTACT PERSON

Elliot Warren, Acting Director of Library Services, Library, 510-981-6195

Attachments: None.