

**AGENDA
REGULAR MEETING
CITY OF WHITTIER
BOARD OF LIBRARY TRUSTEES
WHITTIER PUBLIC LIBRARY HISTORY ROOM, 7344 S. WASHINGTON AVENUE
NOVEMBER 28, 2016, 7:00 P.M.**

As a courtesy to others attending this meeting, please turn off or place in silent mode all cell phones and other communication devices while in the Nixon Room. Thank you.

1. CALL TO ORDER:

- 2. ROLL CALL:** DORIS HUXTABLE, BOARD MEMBER
LYNNE MOOK, BOARD MEMBER
ROB SETTLAGE, BOARD MEMBER
GAIL CHABRAN, VICE CHAIR
EILEEN BIGELOW, CHAIR

3. PLEDGE OF ALLEGIANCE:

4. PUBLIC COMMENTS:

This is the time for the public to address the Library Board regarding any item of Board business except for public hearing matters. Public hearing comments will be received during the hearings. Speakers must limit their comments to three minutes.

(NOTE: Pursuant to State Law, the Library Board cannot take action or express a consensus of approval or disapproval on any oral communications that do not appear on the printed agenda.)

5. APPROVAL OF MINUTES:

It is recommended that the Board of Library Trustees receive and file the Minutes of the October 24, 2016 meeting.

6. STAFF REPORTS:

It is recommended that the board of Library Trustees receive and file the Statistical Report of Library Use and Communications - October 2016.

It is recommended that the Board of Library Trustees cancel the December 26, 2016 meeting due to the library holiday schedule and adjourn to the following regular meeting on January 23, 2017.

7. SECRETARY COMMENTS:

8. **BOARD MEMBER COMMENTS/CONFERENCE REPORTS:**
9. **ADJOURNMENT:**
10. **NEXT MEETING:** January 23, 2017 at 7:00 pm
11. **TENTATIVE COMMISSION SCHEDULE:**

Disability-related aids or services are available to enable persons with a disability to participate in this meeting, consistent with the federal Americans with Disabilities Act of 1990. Assisted listening devices are available for individuals with hearing impairments at the Reception Desk in the downstairs lobby. Should you require special accommodations to participate in the meeting due to a disability, please contact the Library Administration Office at least 24-hours in advance of the meeting at (562) 567-9900.

NOTE: 72 hours prior to Board of Library Trustee Meetings, the entire Board of Library Trustee agenda package is available for review: 1) on the City's website at www.cityofwhittier.org under the *Agendas, Minutes & Videos* link in the City Services section; and, 2) upon request, at the reference desk in the Central Library (7344 Washington Avenue) and the Whittwood Branch Library (10537 Santa Gertrudes Avenue). The entire agenda package and any meeting related writings or documents provided to a majority of the Board members after distribution of the agenda package are also available in the Central Library, 7344 Washington Avenue. Any person with questions regarding items on the Library Board agenda should contact the Library Administration Office at 562-567-9900.

**MINUTES
BOARD OF LIBRARY TRUSTEES
REGULAR MEETING
City of Whittier
October 24, 2016**

CALL TO ORDER: 7:07 p.m.

ROLL CALL:

Present:

Chair Eileen Bigelow
Vice Chair Gail Chabran
Board Member Doris Huxtable
Board Member Lynne Mook
Board Member Rob Settlage

Staff present: Paymaneh Maghsoudi, Director
Bonnie Weber, Assistant Library Director
Diane Hara, Library Administration

PUBLIC COMMENTS: none

APPROVAL OF MINUTES OF THE SEPTEMBER 26, 2016 REGULAR MEETING

It was recommended that the Board of Library Trustees approve the Minutes of the September 26, 2016 Regular Meeting. They were approved: 5-0 as presented.

STAFF REPORTS

It was recommended that the Board of Library Trustees receive and file the Statistical Report of Library Use and Communications – September 2016. They were approved 5-0 as presented.

SECRETARY'S COMMENTS

Paymaneh Maghsoudi updated the Board on the upcoming programs. She also reported on security issues at the library.

BOARD MEMBER COMMENTS/CONFERENCE REPORTS

The board thanked Bonnie Weber for her many years of service at the library.

ADJOURNMENT: 7:30 p.m.

Agenda Report



Date: November 28, 2016
To: Board of Library Trustees
From: Paymaneh Maghsoudi, Director of Library Services
Subject: Meeting Cancellation

RECOMMENDATION

It is recommended that the Board of Library Trustees cancel its next regular meeting that is scheduled to be held on December 26, 2016, and adjourn to the following regular meeting that will be held on January 23, 2017. The Board of Library Trustees is also requested to direct staff to post a notice of cancellation at all locations where the agenda is usually posted, prior to the canceled meeting.

BACKGROUND

Periodically, the meeting schedule is modified because there may be no business to discuss, because a particular meeting date falls on a legally observed holiday, or because City Hall is closed. If the Board of Library Trustees does not cancel its meeting as recommended, then staff would be required to be present at the time and location that a regular meeting would have been held.

This would require overtime for any classified staff member that must remain "on the clock" to go through the formality of announcing a meeting that isn't being held, declaring it adjourned due to lack of a quorum, and to speak with any members of the public that may show up for the canceled meeting.

DISCUSSION

As a cost-effective measure, staff is proposing that the Board of Library Trustees take formal action to cancel the next regularly scheduled meeting in advance and specifically adjourn to the next regularly scheduled meeting after the canceled meeting. The Board of Library Trustees is also requested to direct staff to post a notice of cancellation at all locations where the agenda is usually posted. A sample notice of meeting cancellation is attached (Attachment A.)

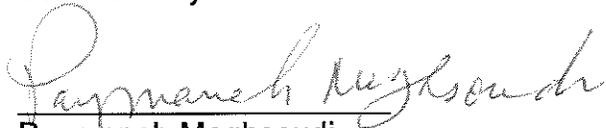
Due to the closure of the Library at 12 p.m. on December 23, 2015, the next regular meeting scheduled for December 26, 2016 will not be held. Therefore, it is appropriate to cancel this meeting and adjourn to the next regularly scheduled meeting after the canceled meeting which will be held on January 23, 2017.

Agenda Item: _____

FISCAL IMPACT

This action will eliminate the need to pay overtime to a classified employee of the City to be at Library during off duty hours to declare an adjournment of the canceled meeting during the time when the Library is closed.

Submitted by:



Paymaneh Maghsoudi
Director of Library Services

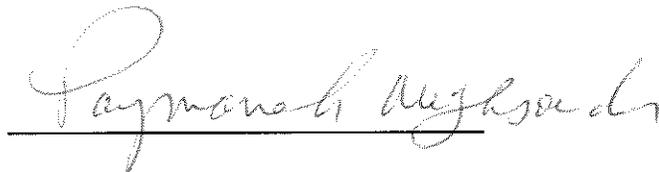
Attachment: A - Notice of Cancellation

NOTICE OF CANCELLATION
OF A REGULAR MEETING OF THE
BOARD OF LIBRARY TRUSTEES OF THE CITY OF WHITTIER

NOTICE IS HEREBY GIVEN THAT THE REGULAR MEETING OF THE BOARD OF LIBRARY TRUSTEES SCHEDULED TO BE HELD ON DECEMBER 26, 2016, WAS CANCELED AT THE BOARD OF LIBRARY TRUSTEES MEETING ON NOVEMBER 28, 2016, DUE TO THE HOLIDAY SCHEDULE FOR THE LIBRARY DURING THE WEEK OF DECEMBER 26, 2016. THE NEXT REGULAR MEETING OF THE BOARD OF LIBRARY TRUSTEES WILL BE HELD ON JANUARY 23, 2017.

FOR ASSISTANCE WITH ANY BUSINESS RELATED TO THE BOARD OF LIBRARY TRUSTEES, YOU MAY CONTACT STAFF DURING REGULAR BUSINESS HOURS FROM 8:00 A.M. TO 5:00 P.M. AT 562 567 9922.

I PAYMANEH MAGHSOUDI, DIRECTOR OF LIBRARY SERVICES, OF THE CITY OF WHITTIER, DO HEREBY AFFIRM THAT THE ABOVE "NOTICE OF CANCELLATION" WAS DULY POSTED IN THE MAIN LOBBY OF CITY HALL AND AT THE MAIN AND BRANCH LIBRARIES ON NOVEMBER 29, 2016.



PAYMANEH MAGHSOUDI
DIRECTOR OF LIBRARY SERVICES

Whittier Public Library Summary Data for the Month of October 2016

collection of ebook and emagazine statistics began September 2013		This YR Month	Last YR Month	Percent Change	This YTD	Last YTD	Percent Change
SERVICE CONTACTS SUMMARY							
Library Visitors - Central		34,791	32,788	6%	134,096	128,988	4%
Library Visitors - Whittwood		12,520	14,707	-15%	52,574	59,307	-11%
Total Library Visitors		47,311	47,495	0%	186,670	188,295	-1%
Community Contacts Outside the Library		4,133	3,871	7%	15,669	12,771	23%
TOTAL SERVICE CONTACTS		51,444	51,366	0%	202,339	201,066	1%

REGISTRATION							
Registered Borrowers - Central (snapshot)					100,376	97,065	3%
Registered Borrowers - Whittwood (snapshot)					39,027	36,396	7%
Total Registered Borrowers (snapshot)					139,403	133,461	4%
Library Cards Issued - Central		565	637	-11%	1,564	1,715	-9%
Library Cards Issued - Whittwood		492	438	12%	1,120	1,060	6%
Total Library Cards Issued		1,057	1,075	-2%	2,684	2,775	-3%

CIRCULATION							
Books Loaned - Central		13,756	15,473	-11%	52,485	56,750	-8%
Books Loaned - Whittwood		11,304	11,010	3%	43,137	44,215	-2%
Total Books Loaned		25,060	26,483	-5%	95,622	100,965	-5%
ebooks loaned		339	210	61%	1,314	748	76%
Magazines Loaned - Central		310	284	9%	1,368	1,330	3%
Magazines Loaned - Whittwood		49	107	-54%	388	407	-5%
Total Magazines Loaned		359	391	-8%	1,756	1,737	1%
emagazines checked out		97	124	-22%	n/a	568	#VALUE!

Whittier Public Library Summary Data for the Month of October 2016

	This YR Month	Last YR Month	Percent Change	This YTD	Last YTD	Percent Change
collection of ebook and emagazine statistics began September 2013						
DVDs Loaned - Central	1,119	1,295	-14%	4,728	5,029	-6%
DVDs Loaned - Whittwood	567	596	-5%	2,401	2,801	-14%
Total DVDs Loaned	1,686	1,891	-11%	7,129	7,830	-9%
Recorded Literature Loaned - Central	453	521	-13%	1,906	2,071	-8%
Recorded Literature Loaned - Whittwood	251	264	-5%	963	1,095	-12%
Total Recorded Literature Loaned	704	785	-10%	2,869	3,166	-9%
Compact Discs Loaned - Central	735	857	-14%	2,910	3,535	-18%
Compact Discs Loaned - Whittwood	512	313	64%	1,615	1,833	-12%
Total Compact Discs Loaned	1,247	1,170	7%	4,525	5,368	-16%
In-House Material Use - Central	2,205	2,678	-18%	8,975	11,080	-19%
In-House Material Use - Whittwood	2,205	2,241	-2%	9,094	8,538	7%
Total In-House Material Use	4,410	4,919	-10%	18,069	19,618	-8%
Total Electronic Resources Usage	32,206	25,112	28%	131,826	92,399	43%
Total Items Loaned - Central	18,605	21,118	-12%	72,484	79,858	-9%
Total Items Loaned - Whittwood	14,888	14,531	2%	57,598	58,889	-2%
Total Items Loaned/Used	33,493	35,649	-6%	130,082	138,747	-6%

CIRCULATION BY ITEM AGE LEVEL (included in above totals)						
Adult Items Loaned - Central	7,497	8,270	-9%	30,123	32,948	-9%
Adult Items Loaned - Whittwood	3,627	3,668	-1%	15,816	16,741	-6%
Total Adult Items Loaned	11,124	11,938	-7%	45,939	49,689	-8%
Children's Items Loaned - Central	8,420	9,524	-12%	31,363	32,894	-5%
Children's Items Loaned - Whittwood	8,707	8,191	6%	32,639	31,699	3%
Total Children's Loaned	17,127	17,715	-3%	64,002	64,593	-1%

Whittier Public Library Summary Data for the Month of October 2016

	This YR Month	Last YR Month	Percent Change	This YTD	Last YTD	Percent Change
collection of ebook and emagazine statistics began September 2013						
Young Adult Items Loaned - Central	464	628	-26%	2,072	2,785	-26%
Young Adult Items Loaned - Whitewood	346	420	-18%	1,623	1,947	-17%
Total Young Adult Items Loaned	810	1,048	-23%	3,695	4,732	-22%
REQUESTS FOR INFORMATION (Note: there are no children's requests for information taken during summer at central)						
Adult Requests for Information - Central	11,392	13,548	-16%	42,799	53,770	-20%
Adult Requests for Information - Whitewood	3,562	3,896	-9%	14,491	14,421	0%
Total Adult Requests for Information	14,954	17,444	-14%	57,290	68,191	-16%
Children's Requests for Information - Central	1,811	1,866	-3%	n/a	n/a	#VALUE!
Children's Requests for Information - Whitewood	1,442	1,577	-9%	4,553	4,959	-8%
Statistics not collected in summer - Total Children's Requests	3,253	3,443	-6%	n/a	n/a	#VALUE!

Whittier Public Library Summary Data for the Month of October 2016

	This YR Month	Last YR Month	Percent Change	This YTD	Last YTD	Percent Change
collection of ebook and emagazine statistics began September 2013						
Total Requests for Information - Central	13,203	15,414	-14%	42,799	53,770	-20%
Total Requests for Information - Whittwood	5,004	5,473	-9%	19,044	19,380	-2%
Total Requests for Information	18,207	20,887	-13%	61,843	73,150	-15%

ELECTRONIC RESOURCES						
Adult Electronic Databases Usage	32,181	25,022	29%	131,643	92,104	43%
Homework Center Electronic Databases Usage	25	n/a	#VALUE!	115	79	46%
Total Electronic Resources Usage	32,206	25,022	29%	131,758	92,183	43%

COMPUTER USAGE						
Internet Appointments - Central	1,552	1,949	-20%	6,121	7,751	-21%
Internet Appointments - Whittwood	1,165	1,481	-21%	4,559	5,430	-16%
Library Catalog Usage	871,283	715,592	22%	3,209,748	2,717,695	18%
Library Website Usage	33,775	36,018	-6%	139,958	151,997	-8%
Homework Center Users	176	0		539	468	15%
Mobility Center Users	180	176	2%	690	671	3%
Total Computer Usage	908,131	755,216	20%	3,361,615	2,884,012	17%

Whittier Public Library Summary Data for the Month of October 2016

collection of ebook and emagazine statistics began September 2013 <i>PROGRAMS, STORYTIMES, VISITS AND EVENTS</i>	This YR Month	Last YR Month	Percent Change	This YTD	Last YTD	Percent Change
Total Children's Programs, Tours & Events	125	134	-7%	347	370	-6%
Total Children's Programs, Tours & Events Attendance	4,570	4,086	12%	14,090	14,875	-5%
Total Young Adult Programs Offered	0	8	-100%	14	57	-75%
Total Young Adult Programs Attendance	0	252	-100%	82	521	-84%
Total Adult Programs, Tours & Events	9	7	29%	25	24	4%
Total Adult Programs, Tours & Events - Attendance	449	305	47%	1,214	898	35%

COLLECTION DEVELOPMENT						
Items Owned (snapshot)	—	—	—	318,125	315,503	1%
Titles Added	0	0	0	0	0	0
Items Added	810	785	3%	2,778	2,623	6%

Whittier Public Library Summary Data for the Month of October 2016

collection of ebook and emagazine statistics began September 2013	This YR		Last YR		Percent Change	This YTD	Last YTD	Percent Change
	Month	Month	Month	Month				
NEW AND NON-TRADITIONAL LIBRARY SERVICES DETAILS								
Homework Center Classes Offered	0	0	0	0			0	
Homework Center Classes Attended	0	0	0	0			0	
Homework Center Databases Usage	25	n/a	n/a	115	#VALUE!	131,643	n/a	#VALUE!
Adult Databases Usage	32,181	25,022	25,022	131,643	29%		92,104	43%
Mobility Center Users	180	176	176	690	2%		671	3%
Passports Issued	374	304	304	1,434	23%		1,277	12%

Central

Whittwood Branch

HOW ARE WE DOING?

The City of Whittier is committed to continuous improvement to provide you with the best service possible. Your comments will assist our efforts to serve you better.

REGARDING YOUR VISIT

Were you pleased with the manner in which your request was handled? Yes No

Was the information you received clear and concise? Yes No

Was the staff courteous? Yes No

Was the staff helpful in suggesting solutions or alternatives? Yes No

COMMENTS/SUGGESTIONS

Please list any suggestions about our services which could help us better serve you and others in the future.

The computers were extremely slow today on Nov. 15, 2016

If you wish to recognize the staff member who assisted you, please comment below.

City Employee: *Please connect.*
Comments: *Thank you*

REGARDING YOUR VISIT

Were you pleased with the manner in which your request was handled? Yes No

Was the information you received clear and concise? Yes No

Was the staff courteous? Yes No

Was the staff helpful in suggesting solutions or alternatives? Yes No

COMMENTS/SUGGESTIONS

Please list any suggestions about our services which could help us better serve you and others in the future.

Today my consumer and I were assisted by Jennifer. She was kind and very helpful.

If you wish to recognize the staff member who assisted you, please comment below.

City Employee: *Jennifer*

Comments: *My consumer required a new library card. She was kind to him and helped us very*

October 2016

Central

Staff response:

We apologize that the computers were slow. We will have our IT department check them. If you encounter a slow connection on the computer you are using, please ask staff to put you on a different computer.

Staff response:

We are so pleased you enjoyed your library visit. Thank you for recognizing Jennifer's good customer service.

REGARDING YOUR VISIT

Were you pleased with the manner in which your request was handled? Yes ___ No ___

Was the information you received clear and concise? Yes ___ No ___

Was the staff courteous? Yes ___ No ___

Was the staff helpful in suggesting solutions or alternatives? Yes ___ No ___

COMMENTS/SUGGESTIONS

Please list any suggestions about our services which could help us better serve you and others in the future.

Please clean the oak tree droppings off the handicapped

If you wish to recognize the staff member who assisted you, please comment below.

City Employee: *parking spaces*
Comments: *and sidewalk leading to the entrance*

Thanks for Helping Us Serve You

Name *EVERYDAY! I use*
Address _____ Tel. No. _____

You may deposit the completed survey in the box at the Library's customer service desks.

to come and have slipped too many times!

HOW ARE WE DOING?

The City of Whittier is committed to continuous improvement to provide you with the best service possible. Your comments will assist our efforts to serve you better.

REGARDING YOUR VISIT

Were you pleased with the manner in which your request was handled? Yes No ___

Was the information you received clear and concise? Yes No ___

Was the staff courteous? 😊 Yes No ___

Was the staff helpful in suggesting solutions or alternatives? Yes No ___

COMMENTS/SUGGESTIONS

Please list any suggestions about our services which could help us better serve you and others in the future.

Mariah is a blessing she never lost her smile asset to Library

Staff response:

Thank you for bringing this to our attention. We will ask our parks department to pay special attention to this area.

Staff response:

Thank you for your compliment about Marriah.