

CALL TO ORDER

Roll Call: President Ron Guiles, Trustee Elmer Cameron, Trustee Mirek Gorny, Trustee Carolyn Clemens, Trustee John Schwab

ORAL COMMUNICATIONS

The public may address the Board of Trustees on any item which is not on the agenda at this time, provided the item is within the subject matter jurisdiction of the Library Board of Trustees.

APPROVAL OF MINUTES

1. Approval of Minutes from the Library Board of Trustees Meeting on March 12, 2020.

*Note that there are no minutes from April 2020 as that meeting was cancelled due to the COVID-19 pandemic and associated public health orders.

CURRENT BUSINESS

2. Statistical Reports- COVID-19
3. LBOT update on metrics development.
4. Library COVID-19 reopening recommendations

OTHER REPORTS

Library Director's Report

ADJOURN

UPCOMING MEETING SCHEDULE

Library Board of Trustees Meetings are scheduled the second Thursday of the month in the City Council Chambers, City Hall. Meetings begin at 2:00 PM.

<i>Day</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Thursday	June 11, 2010	2:00 p.m.	City Council Chambers
Thursday	July 9, 2020	2:00 p.m.	City Council Chambers
Thursday	August 13, 2020	2:00 p.m.	City Council Chambers

COVID-19 PUBLIC SERVICE ANNOUNCEMENT

Pursuant to Governor Newsom’s Executive Orders, including N-25-20 and N-29-20: Certain Brown Act requirements for the holding of a public meeting have been temporarily suspended and members of the Library Board of Trustees and staff will participate in this meeting via teleconference. In the interest of reducing the spread of COVID-19, members of the public are encouraged to submit their agenda and non-agenda comments online at the following link: <https://www.escondido.org/agenda-position.aspx>.

Public Comment: To submit comments in writing, please do so at the following link: <https://www.escondido.org/agenda-position.aspx>. If you would like to have the comment read out loud at the meeting (not to exceed three minutes), please write “Read Out Loud” in the subject line. All comments received from the public will be made a part of the record of the meeting.

AGENDA, STAFF REPORTS, AND BACK-UP MATERIALS ARE AVAILABLE:

- Online at <https://www.escondido.org/LBT-agendas.aspx>
- Additional online posting at library.escondido.org/library-board-of-trustees.aspx
- In the City Clerk’s Office at City Hall.
- In Escondido Public Library (239 South Kalmia Street) during regular business hours.

AVAILABILITY OF SUPPLEMENTAL MATERIALS AFTER AGENDA POSTING:

Any supplemental writings or documents provided to the Library Board of Trustees regarding any item on this agenda will be made available for public inspection in the City Clerk’s Office located at 201 North Broadway during normal business hours.



Please Turn Off All Cell Phones While the Meeting Is in Session

ESCONDIDO PUBLIC LIBRARY HOURS

Monday – Friday: 9:30 a.m. – 7:00 p.m.
Saturday: 9:30 a.m. – 6:00 p.m.
Sunday: 1:00 p.m. – 5:00 p.m.

**Escondido Library Board of Trustees
Meeting Minutes
March 12, 2020**

CALL TO ORDER: President Guiles called the meeting to order at 2:00 p.m.

Members Present: President Ron Guiles, Trustee Elmer Cameron, Trustee Carolyn Clemens, Trustee John Schwab

Members Absent: Trustee Mirek Gorny

LS&S Staff Present: Dara Bradds, Library Director; Katy Duperry, Assistant Library Director, Aspen Hill, Operations Manager

City Staff Present: Zack Beck, City Clerk; Joanna Axelrod, Director of Community Services and Communications

ORAL COMMUNICATIONS

None.

APPROVAL OF MINUTES

1. Approval of Minutes from the Library Board of Trustees Meeting on February 13, 2020.

Moved by Trustee Schwab and seconded by Trustee Cameron to approve the February 13, 2020 minutes.

Approved 4-0 (Gorny - Absent)

CURRENT BUSINESS

2. Update on Ranger Library Partnership.

Aspen Hill provided a presentation regarding the partnership between the library and the park rangers. The park rangers have assisted in enforcing the code of conduct at the library.

3. LBOT update on metrics development

Trustee Clemens and Trustee Schwab provided a presentation regarding development of metrics at the library. Trustee Clemens and Trustee Schwab spoke with Jennifer Giltrop, Chief Library Officer of LS&S about metric standards, Polaris, circulation data vs. collection data, and automated vs. self-reported data.

OTHER REPORTS

Library Director's Report

Dara Bradds announced that Vincent Rulien has been promoted to a full-time Library Associate III. Staff will be shifting collection configurations at the library to capture patron interest.

Next Meeting: The next meeting is scheduled for April 9, 2020 in the Escondido Council Chambers.

ADJOURN

Motion by Trustee Cameron, seconded by Trustee Clemens to adjourn the meeting at 2:37 p.m.

Approved 4-0 (Gorny - Absent)

John Schwab, Secretary

Zack Beck, City Clerk

Agenda Item No. 2

Date: May 14, 2020

TO: Library Board of Trustees
FROM: Katy Duperry
SUBJECT: Statistical Reports- COVID-19

Recommendation:

Receive information.

Background:

Since March 16, the library has been closed to the public. We are still offering online programs and eMaterials. The state has set up criteria for how these items will be reported for the Annual State Report. This is a review of those statistics.

Agenda Item No. 3

Date: May 14, 2020

TO: Library Board of Trustees
FROM: Trustee Clemens and Trustee Schwab
SUBJECT: LBOT update on metrics development

Recommendation:

Receive information and provide direction.

Background:

Trustee Clemens and Trustee Schwab will present the first monthly update of the proposed metric plan.

Agenda Item No. 4

Date: May 14, 2020

TO: Library Board of Trustees

FROM: Dara Bradds and Joanna Axelrod

SUBJECT: Library COVID-19 reopening recommendations

Recommendation:

Provide direction

Background:

The Library facility was closed to the public on March 16, 2020 as a result of the COVID-19 pandemic and the subsequent County of San Diego Public Health Orders. The resulting decrease in service levels and cost savings is reflected in the attached MOU that was negotiated with LS&S. The attached reopening plan draft represents staff's recommendations on a phased approach for reopening the Library for public use in concert with San Diego County Health guidelines. Director Axelrod will also provide an update on the FY 2020-21 budget and seek direction from the Board about service priorities.



City of Escondido
MEMORANDUM OF UNDERSTANDING
Library Services

NOW THEREFORE, it is mutually agreed by and between the Parties as follows:

TERMS

1. The Parties agree to a temporary reduction in service levels starting on April 27, 2020 ("Reduced Service Period") and a reduction in corresponding compensation ("Reduced Compensation Amount") for the Escondido Public Library as a result of the COVID-18 pandemic.
2. The Parties agree that LS&S shall perform as follows during the Reduced Service Period:
 - Staff the library facility every week from Monday through Friday, from 8:30 a.m. to 4 p.m., and Saturday and Sunday from 1 p.m. to 5 p.m.
 - Perform general phone, email and on-line chat services on Monday through Friday from 8:30 a.m. to 4 p.m., and Saturday and Sunday from 1 p.m. to 5 p.m.
 - Perform the management of staff, service oversight, statistical and reporting requirements, and grant tracking/writing
 - Continue to receive and process new physical materials
 - Continue with digital material review and selection
 - Virtual Programming:
 - Programming: On-going Virtual Programming including the Spring Reading Challenge will began April 20
 - Continue to plan for Summer Reading program anticipated to be heavily virtual given that group sizes will still be very limited by either spacing or numbers.
 - Weekly programming including: P.J Storytime, Kid's Writing Club, Baby lap sit, toddler tales, all-inclusive art club, 2nd Saturday concert series, bi-lingual book club, Comicon book club, romantic author book club.
 - Perform website, newsletter, newspaper, and social media information and posts.
3. In consideration for the alteration of times and duties during the Reduced Service Period and to avoid termination of the Agreement by the City pursuant to Paragraph 11.C, the Parties agree that the Compensation schedule in Attachment A to the Agreement shall be amended to provide for monthly Operating Fees in the amount of \$114,609 effective April 27, 2020. This MOU shall not affect the Materials Budget or expenditures for the collections materials in the Agreement.
4. Literacy Grant Programs: The City receives two program grants for (a) Adult Literacy and (b) Family Literacy. These programs are administered by LS&S, with costs invoiced to the City on separate schedules for "pass-through"



City of Escondido
MEMORANDUM OF UNDERSTANDING
Library Services

WHEREAS, on March 16, 2020, the City Manager of the City of Escondido, acting in his capacity of Director of Emergency Services of the City ("Director"), proclaimed, through Proclamation No. 2020-01, the existence of a Local Emergency related to COVID-19 within the City, and activated the Escondido Emergency Operations Center on that date; and

WHEREAS, as of March 18, 2020 the Escondido City Council adopted Proclamation No. 2020-01, ratifying the declaration of the Director and declaring the existence of an ongoing local emergency pursuant to COVID-19; and

WHEREAS, pursuant to Health and Safety Code § 12175.5(b) and the Order of the Health Officer and Emergency Regulations ("County Order") issued by the Health Officer of the County of San Diego, all government entities in San Diego County are required to take necessary measures within the government entity's control to ensure compliance with the County Order; and

WHEREAS, during this Local Emergency, and in the interest of protecting the public health and preventing the transmission of COVID-19, the City closed the Escondido Public Library building to the public thereby eliminating the need for a fully staffed library consistent with the terms of the Agreement; and

WHEREAS, the Director has advised the City Council of the need to take certain actions to respond to the revenue shortfalls caused by the pandemic and, pursuant to his authority in Chapter 7 of the Escondido Municipal Code, may enter into this MOU for the purpose of responding to the immediate financial impacts of the local emergency; and

WHEREAS, good cause appearing therefore and it being in the best interests of the Parties and the public, the Parties wish to amend certain performance and compensation obligations in the Agreement to allow the library to continue to operate on a limited basis.



City of Escondido
MEMORANDUM OF UNDERSTANDING
Library Services

NOW THEREFORE, it is mutually agreed by and between the Parties as follows:

TERMS

1. The Parties agree to a temporary reduction in service levels starting on April 27, 2020 ("Reduced Service Period") and a reduction in corresponding compensation ("Reduced Compensation Amount") for the Escondido Public Library as a result of the COVID-19 pandemic.
2. The Parties agree that LS&S shall perform as follows during the Reduced Service Period:
 - Staff the library facility every week from Monday through Friday, from 8:30 a.m. to 4 p.m., and Saturday and Sunday from 1 p.m. to 5 p.m.
 - Perform general phone, email and on-line chat services on Monday through Friday from 8:30 a.m. to 4 p.m., and Saturday and Sunday from 1 p.m. to 5 p.m.
 - Perform the management of staff, service oversight, statistical and reporting requirements, and grant tracking/writing
 - Continue to receive and process new physical materials
 - Continue with digital material review and selection
 - Virtual Programming:
 - o Programming: On-going Virtual Programming including the Spring Reading Challenge will begin April 20
 - o Continue to plan for Summer Reading program anticipated to be heavily virtual given that group sizes will still be very limited by either spacing or numbers.
 - o Weekly programming including: PJ Storytime, Kid's Writing Club, Baby lap sit, toddler tales, all-inclusive art club, 2nd Saturday concert series, bi-lingual book club, Comicon book club, romantic author book club.
 - Perform website, newsletter, newspaper, and social media information and posts.
3. In consideration for the alteration of times and duties during the Reduced Service Period and to avoid termination of the Agreement by the City pursuant to Paragraph 11 C, the Parties agree that the Compensation schedule in Attachment A to the Agreement shall be amended to provide for monthly Operating Fees in the amount of \$114,809 effective April 27, 2020. This MOU shall not affect the Materials Budget or expenditures for the collections materials in the Agreement.
4. Literacy Grant Programs: The City receives two program grants for (a) Adult Literacy and (b) Family Literacy. These programs are administered by LS&S, with costs invoiced to the City on separate schedules for "pass-through"



City of Escondido
MEMORANDUM OF UNDERSTANDING
Library Services

- reimbursement. LS&S will continue to administer these programs and collect reimbursement from the City up to the dollar amount provided in the grants.
5. At the time this MOU is executed, the Parties do not know the duration of the County Health Orders and the corresponding need for the Reduced Service Period and as a result, the Parties agree to work in good faith to avoid any termination of the Agreement pursuant to Paragraph 11.C and identify when the performance terms of the Agreement will be reinstated in full and this MOU will expire.
 6. The Parties may consider and agree to additional amendments to the Agreement, including further reductions or additional compensation payment amounts, however, such amendments are effective only when reduced to a writing and executed by the Parties.
 7. Except as otherwise provided for herein, the Agreement and each of its terms, shall remain in full force and effect and this MOU is not intended to constitute a waiver of any other provisions of the Agreement.

IN WITNESS WHEREOF, the Parties below agree to the Terms contained in this MOU and are authorized to execute on behalf of their respective organizations:

CITY OF ESCONDIDO:

Date: _____
Jeffrey R. Epp, City Manager

LIBRARY SYSTEMS & SERVICES, LLC:

Date: 4/30/20
Todd Fager, Chief Executive Officer

Library Reopening Outline

Following the guidelines of California and San Diego County to ensure the wellbeing of staff and our community, and at the direction of the City of Escondido, the Escondido Public Library is anticipated to reopen in the following phases.

Phase No.	Phase Description	Details
1	Building to remain closed to public - staff will finish projects that they worked on during the closure and redirect attention to reopening.	<ul style="list-style-type: none"> • Staff meeting to discuss new services and procedures. • Mark 6 feet distances in public service area. • Determine, secure and procure personal protection equipment to be worn. • Investigate necessity/feasibility of implementing sneeze guards at service desks. • Remove computers from the reservation software for social distancing. • Remove furniture for social distancing in anticipation of opening to the public. • Update website, social media • Determine logistics for offering curbside pick-up service. • Virtual programs including PJ Storytime, Kid's Writing Club, Baby lap sit, toddler tales, all-inclusive art club, 2nd Saturday concert series, bi-lingual book club, Comicon book club, and romantic author book club. • Publish phased reopening info to the community on our website, social media and print media outlets as services are reinstated.
2	Building to remain closed but services partially open to the public	<ul style="list-style-type: none"> • Finalize and implement curbside pickup of holds – publish how-to videos for public • Pull holds and place on shelf or cart (do not trap or process the holds). • Process holds final day before offering curbside pickup. • Call patrons who requested a reopening notification. • Reopen book returns • Process and clean returned items. • Update website, social media and phone message. • Continue to offer online programs.

		<ul style="list-style-type: none"> • Investigate reinstating additional Ranger hours in anticipation of having public back in the facility. • Update Library Code of Conduct to reflect metering procedure.
3	Building partially open to public with social distancing in place	<ul style="list-style-type: none"> • Meter number of people in building at one time. The number to be determined by state, county, and city recommendations. • Offer a senior-only hour certain mornings. • Offer a first responder hour certain times. • Clean the computers, door handles and counters often. • Alert public, update website, social media, and physical signage on/in building. • Continue to offer curbside pickup of holds but potentially with reduced hours. • Take temperatures of patrons before entering the library if required. • Reestablish a schedule for money pick up. • Reinstate full Ranger hours • Reinstate daily cleaning services.
4	Building and services fully open to public	Offer full set of services to public!
5	Follow up	Contact any vendors to update special circumstances or allowances. For example, reinstating blocks on patron cards removed for eMaterial borrowing during closure.

Other Considerations for reopening

- Social Distancing for Staff
 1. We need to revisit workspaces- are staff able to maintain 6 feet of distance, or do we need to relocate some of them?
 2. Update internal employee policy - if you are sick or show flu-like symptoms you may not enter the library.

Monthly Library Board of Trustees Statistics		March 2020	February 2020	January 2020
CIRCULATION:				
	Physical Materials (Books, media, museum passes, laptops)	24,687	36,840	38,489
	eMaterial (includes eBooks and eAudiobooks)	3,766	3,273	3,349
	eMagazines (Flipster)	331	256	320
	Total Circulation	28,784	40,369	42,158
	Children's Material (only juvenile, not teen- includes books, media, digital)	8,479	12,140	11,661
	Non-English Material (includes books, media, digital)	671	1,228	924
	Holds Satisfied	1,327	2,197	2,369
INTER-LIBRARY LOANS:				
	ILLs Checked Out	3	17	13
POPULATION & BORROWERS:				
	Total Registered Borrowers	67,987	67,618	67,101
REFERENCE QUESTIONS:				
	Total Reference Transactions	4,864	8,895	8,963
LIBRARY SERVICES:				
	Public Service Hours	128.0	239.0	249.5
	Library Visits	16,534	26,760	25,760
ELECTRONIC SERVICES:				
	Users of Public Internet Computers	1,735	3,718	3,827
	Wireless Sessions	4,878	8,689	8,615
	Number of Website Visits (website+catalog)	19,833	23,525	25,548
VOLUNTEERS:				
	Total Volunteers	150	216	217
PROGRAMS:				
	Total Volunteer Hours	1,517	2,378	2,379
	Kids Programs	15	26	25
	Kids Program Attendance	553	1,103	1,022
	Teen Programs	2	7	6
	Teen Program Attendance	10	29	25
	Adult Programs (including Literacy and Pioneer Room)	8	12	9
	Adult Program Attendance	689	275	228
	Offsite Programs (Outreach)	1	5	3
	Offsite Program Attendance	6	376	107
	Total Programs	25	45	40
	Total Program Attendance	1,252	1,407	1,275

Library closed to the public 1:30 PM Monday 3/16 due to COVID-19. Virtual programs and reference were provided for the remainder of March. Outreach Program stats for January included tours (wrong line entered). This reflects corrected number

Director's Report

Taking measures to keep our community safe and to slow the spread of COVID-19, the City of Escondido closed city buildings on March 16, 2020, including the library. For the safety of staff, volunteers, and the community, we closed our doors and book drops, then immediately worked to reformat as many programs and services as possible. Staff who previously performed in-person customer service, account assistance, shelving, etc. were redeployed to collection inventorying, weeding, shelf-reading, etc.

Adult Services maintains our Book Clubs with virtual meetings using Zoom. Our Rincón Literario Bilingual Book Club met in March and April, and books were mailed to members for the May meeting. The second Saturday Concert Series streams on Facebook Live, and had 819 views in March and over 2,000 views in April. We hosted an Instagram Q & A with authors, and Adult Services staff are doing a weekly Q & A video series on Zoom with Romance Authors that is livestreamed on Facebook and are continuing our Escondido Writers' Club twice per month on Zoom. Most of our scheduled programs continue online. Additionally, Adult Services creates online tutorials, podcasts, meditation sessions, promotes eMaterials, Digital Library Cards, and reference services. Additionally, phone, email, and text reference services continues seven days per week.

Our Social Media team has been promoting community resources for food pickups, school information, housing assistance, and more to keep the community informed.

The Youth Services department maintains an online presence for programs and services. They are working closely with the schools to cross share information and offer parenting resources for activities for children during quarantine. All storytimes that were offered in-person pre-COVID are now performed live via Facebook and then recorded and posted to YouTube for asynchronous viewing.

We have applied for grants and received \$5000 so far toward the purchase of eMaterials, as well as adding Hoopla and CloudLibrary to our eMaterials collection. We have re-allocated funds from our print resources to supplement our immediate need for virtual items.

GOALS	OWNER	MILESTONES	FEBRUARY
CONNECT- bring people and groups together			
Provide programs for people with shared interests	Katouzian, Wood	In Progress	Rincón Literario Bilingual Book Club
Provide programs for people out in the community- not just in the library	Katouzian, Wood	In Progress	Storytime @ SDCCM, Facebook Live
Provide programs where views and opinions can be shared	Katouzian, Wood	In Progress	Rincon Literario Bilingual Book Club, Escondido Writers Group
CONNECT- through marketing			
Raise public awareness through enhanced marketing plan	Bradds, Duperry	In Progress	Shared programs and events through Social Media, eNewsletter, and print resources.
CONNECT- through outreach			
Support education through partnership with local schools	Katouzian, Wood	In Progress	
Support the arts through	Katouzian,	In Progress	

partnership with California Center for the Arts	Wood		
Support community events through continued partnership with Escondido Arts and City of Escondido	Katouzian, Wood	In Progress	
CONNECT- through in library programming			
Support enrichment with expanded programs	Katouzian, Wood	In Progress	Fan Favorite Film
CONNECT- through economic development			
Support enrichment with expanded programs	Katouzian, Wood	In Progress	Animanga Kurabu
Invite business community to provide and attend programs	Katouzian, Wood	In Progress	Working with Deputy Director of Economic Development to develop and strategize new ways to connect the business community to the library.
Offer workforce readiness and development programs	Katouzian, Wood	In Progress	Career Program
INSPIRE			
INSPIRE- quiet study through inviting space			
Reconfigure first floor to support quiet tutoring and group and individual study	Bradds	In Progress	Planning for possible remodel
INSPIRE- productivity through efficient space for meetings and business			
Enhance business center with technology, books and electronic resources.	Katouzian	In Progress	This is part of monthly book ordering considerations
Provide quiet space for remote workers, small business and entrepreneurs	Bradds, Katouzian	In Progress	
Install additional power outlets	Duperry	Complete	
INSPIRE- through excellent collection			
Increase investment in eBooks and eAudiobooks	Katouzian, Woods	Complete	The remainder of our 19/20 FY Budget has been allocated entirely to eMaterials and this will include investment titles.
Provide career growth materials	Katouzian	In Progress	
Expand virtual library via improved website	Duperry	In Progress	New Skin coming soon
Invite business community to provide and attend programs	Katouzian	In Progress	Wellness Fair
Provide accredited online high school diploma program	Bradds, Wood	In Progress	Working with the Adult School
Analyze collection performance and weed as appropriate	Katouzian, Wood	In Progress	
INSPIRE- through support to school communities			

Offer programs that provide opportunities for students	Wood	In Progress	Del Lagos Academy Interns, Teen Advisory Board
Provide books, publications and materials that support home school curricula	Wood	In Progress	Purchased subjects for curriculum in science, STEM, history, and several biographies for elementary grades
INSPIRE- new skills through basic emerging technology			
Support staff competency through training and tools to better assist patrons	Bradds, Guiles	In Progress	Three staff working toward their MLS, one working toward a Bachelors, and two attending library leadership training through the State Library
Support technology learning by offering open lab time	Duperry, Katouzian	In Progress	
Support access by providing ability to print from mobile devices	Bradds, Duperry	In Progress	
GROW- services for patrons of all educational and socioeconomic levels			
GROW- Services to nonusers			
Continue to provide access to government services	Katouzian, Wood	In Progress	
Provide programs to help immigrants acclimate	Wood	In Progress	LLC currently has 107 students. Eleven are new since July.
Continue English language tutoring	Wood	In Progress	
Continue to focus on materials in Spanish and other languages	Katouzian	In Progress	
GROW- services to low-income patrons			
Remove fees to check out DVDs and books on CD	Guiles, Schwab, Bradds, Duperry	Complete	
Provide early literacy programs at WIC Offices	Wood	In Progress	
GROW- services beyond EPL's neighborhood			
Provide library services outside downtown	Katouzian, Wood	In Progress	
Action Step/ Kaizen Events (Any action whose output is intended to be an improvement to the existing process)			
Provide quality storytimes, training and materials to children, parents and caregivers	Wood	In Progress	
Provide quality literacy and STEAM programs	Wood	In Progress	
Teach how to find, evaluate and use information	Katouzian, Wood	In Progress	
Provide healthy learning and social	Wood	In	

opportunities for middle grade students		Progress	
Provide engaging life skills programs for teens	Wood	In Progress	

Improvement Priority Title: Key Areas of Operational Quality Improvement

Core Objective: Sustain and improve quality library service to patrons through excellent patron service, outreach, collections, programs, marketing, technology and facilities.

Action Step / Kaizen Events (Any action whose output is intended to be an improvement)

Management Owners: Dara Bradds, Katy Duperry, Dan Wood, Azar Katouzian, Ron Guiles, Mirek Gorny, Elmer Cameron, John Schwab, Carolyn Clemens Trustees

"Complete" = Action Step is Complete

"In Progress" = progress being made toward completion

"On-Target" = Action Step on-target

"Past Due" = Action Step is behind original plan. New date should be in "Planned Dates" field with original planned date reflected in Timeline fields (shading of cells). Provide descriptive remarks if appropriate. Ex. "delayed due to supplier problem", "quality defect causing delays", etc.

Core Objective: Sustain and improve quality library service to patrons through excellent patron service, outreach, collections, programs, marketing, technology and facilities.