

SPECIAL MEETING

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/boards-commissions.aspx>.

Public Comment: To submit comments in writing, please do so at the following link: <https://www.escondido.org/boards-commissions.aspx>. All comments received from the public will be made a part of the record of the meeting.

Meetings will be live streamed and broadcast on the City of Escondido website at <https://www.escondido.org/boards-commissions.aspx>.

CALL TO ORDER

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

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 September 10, 2020.

CURRENT BUSINESS

2. 2019 Annual Report
3. LLC During the Pandemic
4. Strategic Plan Committee Selection



MEETING AGENDA
Library Board of Trustees
Special Meeting
Thursday, October 8
1:00 p.m.
City Council Chambers

OTHER REPORTS

Library Director's Report
August Statistics 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 | November 12, 2020 | 2:00 p.m. | City Council Chambers |
| Thursday | December 10, 2020 | 2:00 p.m. | City Council Chambers |
| Thursday | January 8, 2021 | 2:00 p.m. | City Council Chambers |

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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.

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 – Saturday, 10:00 a.m. – 6:00 p.m.

For information about Curbside service and online programs and resources, please visit <https://library.escondido.org/>



MEETING AGENDA
Library Board of Trustees
Special Meeting
Thursday, October 8
1:00 p.m.
City Council Chambers

Escondido Library Board of Trustees

Meeting Minutes

September 10, 2020

CALL TO ORDER

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

LS&S Staff Present: Dara Bradds, Library Director; Katy Duperry, Assistant Library Director

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

ORAL COMMUNICATIONS

None.

APPROVAL OF MINUTES

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

Motion by Trustee Guiles and seconded by Trustee Gorny to approve the minutes from the Library Board of Trustees Meeting on May 14, 2020. Approved 5-0

CURRENT BUSINESS

2. Library Reopening Update

Dara Bradds, Library Director, presented the reopening plan for the Library.

3. Using Library IQ to look at the relative use of materials

Dara Bradds, Library Director, and Katy Duperry, Assistant Library Director presented the use of Library IQ, as it pertains to what books circulate at the Library.

OTHER REPORTS

Library Director's Report

Dara Bradds presented the July Statistics Report.

ADJOURN

Meeting adjourned at 2:51 p.m.



MEETING AGENDA
Library Board of Trustees
Special Meeting
Thursday, October 8
1:00 p.m.
City Council Chambers

Agenda Item No. 2
Date: October 8, 2020

TO: Library Board of Trustees
FROM: Dara Bradds
SUBJECT: 2019 Annual Report

Recommendation:

Receive and file

Background:

Dara will review the 2019 Annual Report and answer questions regarding content.



MEETING AGENDA
Library Board of Trustees
Special Meeting
Thursday, October 8
1:00 p.m.
City Council Chambers

Agenda Item No. 3
Date: October 8, 2020

TO: Library Board of Trustees
FROM: Dan Wood
SUBJECT: LLC During the Pandemic

Recommendation:

Receive information

Background:

Dan Wood will present on the Literacy Center's creative program during the pandemic. Tutors and students have continued to work together to reach literacy goals.

MEETING AGENDA

Library Board of Trustees

Special Meeting

Thursday, October 8

1:00 p.m.

City Council Chambers



Agenda Item No. 4

Date: October 8, 2020

TO: Library Board of Trustees
FROM: John Schwab
SUBJECT: Strategic Plan Committee Selection

Recommendation:

Receive information

Background:

The current Strategic Plan expires in 2022. In preparation for the next Strategic Plan, a committee will be established to provide direction for the planning process. President Schwab will provide an update on the status of this committee.

MEETING AGENDA

Library Board of Trustees

Special Meeting

Thursday, October 8

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City Council Chambers



Director’s Report

The library reopened on September 21 with new hours of 10 am – 6 pm, Monday-Saturday. In the first week, we averaged 345 people in the building throughout the day. Most people are coming in to pick items up and leave. In our first week, there was an average of 19 people in the building at any given time. This allowed us to stay well below the 50% capacity requirements issued by the county.

To maintain six feet of space between patrons, we had to remove half of our computers and reduce seating to one-person desks. As a result, computer time and seating are limited, but compared to other libraries in San Diego County we are very accommodating. We allow patrons to stay in the library for up to two hours, have a limit of one hour of computer time, and have left some seating in the library. By contrast, San Diego County Library system is limited to 25% capacity, Oceanside is limited to “grab-and-go” service with 1 hour max of computer time and no casual seating, and at Carlsbad computer time is limited to one hour with no browsing of books or casual seating allowed. We look forward to in person programs, classes, and computer assistance in the future. In the meantime, we continue to offer virtual alternatives.

| GOALS | OWNER | MILESTONES | August |
|---|-----------------|-------------------|--|
| 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. Implemented a new Youth Services eNewsletter, given graphics a face lift. |

MEETING AGENDA

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City Council Chambers



| | | | |
|--|-------------------|-------------|---|
| CONNECT- through outreach | | | |
| Support education through partnership with local schools | Katouzian, Wood | In Progress | Local schools have been using Hoopla in curriculum planning for easy access to resources. |
| Support the arts through partnership with California Center for the Arts | Katouzian, Wood | In Progress | We are working with area groups to share our programs and stream through each other's social media to expand our audiences. |
| 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 | On Hold | N/A during closure |
| CONNECT- through economic development | | | |
| Support enrichment with expanded programs | Katouzian, Wood | On Hold | N/A during closure |
| 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, now offering Brainfuse's JobNow and VetNow online resources |
| INSPIRE | | | |
| INSPIRE- quiet study through inviting space | | | |
| Reconfigure first floor to support quiet tutoring and group and individual study | Bradds | On Hold | N/A during closure |
| 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 | On Hold | Sitting is very limited due to COVID-19 and patrons are encouraged to limit their time in the library. |
| Install additional power outlets | Duperry | Complete | |

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City Council Chambers



Escondido Public Library

| INSPIRE- through excellent collection | | | |
|--|------------------|-------------|--|
| Increase investment in eBooks and eAudiobooks | Katouzian, Woods | Complete | We will continue to focus on developing the eMaterials collections; we have more than doubled financial allocation for these materials for the FY 20-21. |
| Provide career growth materials | Katouzian | In Progress | We continue to work with the Adult School |
| Expand virtual library via improved website | Duperry | On Hold | On hold during limited services |
| Invite business community to provide and attend programs | Katouzian | In Progress | We continue to work with the Adult School |
| 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 | Complete | We finished weeding and inventory during closure |
| INSPIRE- through support to school communities | | | |
| Offer programs that provide opportunities for students | Wood | On Hold | We need to communicate with schools to determine if this program can continue in 2020. |
| 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 |

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| 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 | This project is in the final phase of completion; anticipated end is September. |
| 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 | We provided Tax Document pick up in July and will be a ballot drop off location in the fall. |
| 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 | LLC continues to work with learners virtually and stay on schedule. |
| Continue to focus on materials in Spanish and other languages | Katouzian | In Progress | We have orders in for other language materials, but we are waiting for publishers to provide materials. |
| 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 | On Hold | We will revisit this in future reopening phases. |

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Escondido Public Library

| GROW- services beyond EPL's neighborhood | | | |
|--|-----------------|-------------|---|
| Provide library services outside downtown | Katouzian, Wood | In Progress | Our Author chats have been viewed throughout the country and been mentioned in Publisher's Weekly |
| 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 | Storytimes for all ages are streamed online and stored for watching in YouTube |
| Provide quality literacy and STEAM programs | Wood | In Progress | Virtual Lego program |
| Teach how to find, evaluate and use information | Katouzian, Wood | In Progress | We have offered this through virtual reference |
| Provide healthy learning and social opportunities for middle grade students | Wood | In Progress | Cathy has a hosted several virtual teen challenges online as part of the SRAC |
| Provide engaging life skills programs for teens | Wood | In Progress | Cathy created a "How to Journal" tutorial and streamed it on Facebook. |

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.



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Escondido Public Library

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| Monthly Library Board of Trustees Statistics | | August 2020 | July 2020 | June 2020 |
|--|---|-------------|-----------|-----------|
| CIRCULATION: | Physical Materials (Books, media, museum passes, laptops) | 13,287 | 12,217 | 6,618 |
| | eMaterial (includes eBooks and eAudiobooks- OverDrive, CloudLibrary, Biblioboard) | 5,452 | 5,381 | 5,446 |
| | eMagazines (Flipster) | 258 | 203 | 302 |
| | Hoopla (includes eAudio, eBooks, eComics, streaming video, and streaming music) | 1,048 | 811 | 584 |
| | Total Circulation | 20,045 | 18,612 | 6,332 |
| | Children's Material (only juvenile, not teen- includes books, media, digital) | 6,148 | 5,432 | 3,410 |
| | Non-English Material (includes books, media, digital) | 337 | 345 | 146 |
| | Holds Satisfied | 6,474 | 6,578 | 5,012 |
| | ILIs Checked Out | 0 | 0 | 0 |
| INTER-LIBRARY LOANS: | Total Registered Borrowers | 68,298 | 68,074 | 68,011 |
| POPULATION & BORROWERS: | Total Reference Transactions | 537 | 625 | 514 |
| REFERENCE QUESTIONS: | Public Service Hours | N/A | N/A | N/A |
| LIBRARY SERVICES: | Library Visits | N/A | N/A | N/A |
| ELECTRONIC SERVICES: | Users of Public Internet Computers | N/A | N/A | N/A |
| | Wireless Sessions | 1,971 | 2,057 | 1,962 |
| | Number of Website Visits (website+catalog) | 16,560 | 18,705 | 17,876 |
| VOLUNTEERS: | Total Volunteers | 74 | 76 | 76 |
| | Total Volunteer Hours | 363 | 322 | 303 |
| PROGRAMS: | Kids Programs | 8 | 22 | 16 |
| | Kids Program Attendance | 338 | 2,022 | 1,596 |
| | Kids Recorded Attendance | 691 | 2,085 | 10,842 |
| | Teen Programs | 4 | 8 | 2 |
| | Teen Program Attendance | 66 | 115 | 0 |
| | Teen Recorded Attendance | 186 | 347 | 23 |
| | Adult Programs (including Literacy and Pioneer Room) | 16 | 14 | 15 |
| | Adult Program Attendance | 344 | 211 | 259 |
| | Adult Recorded Attendance | 187 | 266 | 398 |
| | Offsite Programs (Outreach) | 8 | 1 | 3 |
| | Offsite Program Attendance | 308 | 157 | 399 |
| | Total Programs | 28 | 44 | 33 |
| | Total Program Attendance ("live" number) | 748 | 2,348 | 1,855 |
| | Total Program Attendance (recorded) | 1,064 | 2,698 | 11,263 |