



City of Mountain View

Minutes - Draft

Board of Library Trustees

Monday, December 12, 2022

7:00 PM Video Conference with No Physical Meeting Location

Special Meeting

During this declared state of emergency, the meeting will be conducted in accordance with California Government Code §54953(e) as authorized by resolution. Please contact city.clerk@mountainview.gov to obtain a copy of the applicable resolution. All members of the Board of Library of Trustees will participate in the meeting by video conference, with no physical meeting location.

1. CALL TO ORDER

Chairperson Donahue called the meeting to order at 7:02 p.m.

2. ROLL CALL

PRESENT:

Max Beckman-Harned, Member

Paul Donahue, Chairperson

Sharon Su, Vice Chairperson

Nicole Vogt, Member

Phyllis Bismanovsky, Member

Present 5 - Member Max Beckman-Harned, Member Phyllis Bismanovsky, Member Nicole Vogt, Vice Chair Sharon Su, and Chair Paul Donahue

3. MINUTES APPROVAL

3.1 Approval of Minutes from the October 17, 2022 meeting

MOTION – Su/Beckman-Harned (M/S) to approve the Minutes from the October 17, 2022 Board of Library Trustees Meeting as presented. Motion carried. Votes taken by roll call.

Yes: 5 - Member Beckman-Harned, Member Bismanovsky, Member Vogt, Vice Chair Su, and Chair Donahue

4. ORAL COMMUNICATIONS FROM THE PUBLIC

No public comments.

5. DONATIONS

5.1 Library Donation

Library donations accepted from Anonymous donors:
\$100 - Anonymous

\$250 - Anonymous

\$500 - Anonymous

Chairperson Donahue, Vice Chairperson Su, member Beckman-Harned and member Vogt all shared their appreciation and gratitude for the donations and thanked the anonymous donors

MOTION - Beckman-Harned/Su (M/S) to accept donations. Motion carried. Votes taken by roll call.

Yes: 5 - Member Beckman-Harned, Member Bismanovsky, Member Vogt, Vice Chair Su, and Chair Donahue

6. PRESENTATIONS

6.1

Presentation of New Library Discovery Layer

Library Manager, Laura Shea-Clark gave an overview on the library's current catalog software Encore. Noting Encore's issue with integrating event calendars when doing a search and how there are no further development with Encore as the vendor is working on a new system. Presented three cataloging software that were being considered. Staff participated in the evaluation process and evaluation forms were completed after each product demo, which resulted with Aspen Discovery being the preferred choice out of the three.

Aspen Discovery was the best fit with meeting the needs of functionality, being user friendly on mobile or tablet devices, customizable, had a built-in book carousel, which included the genre, call number and location on search results, showed titles in order, linked New York Times bestseller list, had a very good predictive search, and good integration with LibCal, StackMap, eResources and it was inexpensive. Other libraries shared their positive experience with Aspen, noting that implementation was seamless, easy to customize, staff and patrons were pleased with using it and that Bywater Solution was very responsive to any issue. Staff training is anticipated in March 2023 with hopes to go live in May - June 2023 for the public.

Questions from Board Members:

Member Vogt asked if users were able to save their default search parameters.

Member Beckman-Harned asked about analysis on how the catalog's usability on mobile and tablets devices, are there any concerns. Mentioned that Link + was run by III and asked if they have plans to move to Vega. Will Aspen be updated regularly and when will it go live to the public.

Vice Chairperson Su asked about the integration with Link + and languages other than English. What would be the process for the bar code to be scanned through a mobile device and what the digital book carousel is comprised of.

Chairperson Donahue mentioned the customize relevancy ranking, algorithm to help determine results are more relevant than others, what can be more customizable about that feature.

Library Manager, Shea-Clark informed the Board about confirming with the vendor if the search parameters would be saved. Advised that people may lose out on what they have now with their preferred search settings. Suggested to save that information and redo it

on the new system as it may not be carried over. For mobile and tablet devices, there are no concerns as it's known to be responsive on both devices. The integration of different languages is offered at no extra cost to include Chinese and Spanish which are currently available. Link+ will be an integration to the new catalog system and the mobile app will be set up with a bar code to use at the self check to check out items. Check out through the app is not allowed as we do not have that feature available. The digital book carousel is a book list that only has the book jackets pictured and a carousel is going from one book to the other. Searches and relevancy can be more customizable, is it more important for the search to come up in the title or prioritize books over eBooks, not having articles show up instead of books. With more customizable options there will be more configuration on the back end. Noting that Aspen is updated more often, as it is an open source which will allow add ins on the next upgrade at a small additional cost if other library are also considering the same feature on their site.

7. UNFINISHED BUSINESS

7.1 Confidentiality of Library Records Policy

Library Director Gray presented the item as unfinished business from the Board's April 2022 meeting. Explained most of the text remained the same with changes to formatting and wording to the account charges. Board members suggested back in April to add the use of names and alias for customer holds which have been added.

Question from Board Members:

Member Vogt asked how will account holders who are minors be notified by the Superior Court, are there notifications and if so to whom. Are the search results or algorithm captured on checked out items, terms that are being searched archived or trapped under a court order. Will all accounts including e-accounts fall under this policy.

Chairperson Donahue commented if the law requires or prohibits notification, then the library will do that. If the law is silent or allows notification or requires it, what would happen. The new policy, second paragraph, last sentence; paying the amount due on another customer's balance will only pay the amount due but the names of the title of the book will not be shown or provided.

Member Beckman-Harned commented that holds are distinct from library records and the changes were made to the revised policy may be appreciated by someone reading through the policy and making that aware to the account holder. It would not be right to use an alias to avoid a subpoena.

Library Director Gray informed the Board that if a subpoena were to be served, it would be dependent on the law and what is required by state law which would be consulted with the City Attorney's office. Items that are past due for a minor's account would be paid by their parent, due to state law and privacy concerns titles are not given. Confirmed the revised policy will apply to all account holders.

Assistant Library Director Yabut also informed the Board that patron's searches are not saved unless the patron saved the list of titles on their account profile. Patrons will have to opt in to create a list of titles which can be subpoena if it is available on the patron's record. In general, if search items are not saved, within a month the records are cleared from the user's account.

MOTION - Beckman-Harned/Donahue to accept Confidentiality of Library Records Policy

as presented by Library Director Gray.

Yes: 5 - Member Beckman-Harned, Member Bismanovsky, Member Vogt, Vice Chair Su, and Chair Donahue

8. NEW BUSINESS

8.1 Board of Library Trustees' Meeting Dates for Calendar Year 2023

Library Director Gray gave an update about the current proposal for Boards and Commission expected to return back to in-person meetings in February. The state of emergency is anticipated to end in February. Boards and Commissions will go back to the Brown Act and only allowing the public to attend meetings virtually.

Questions from Board Members:

Member Vogt asked if there were technical limitations or limited resources to continue with hybrid meetings.

Chairperson Donahue commented only three committees meet in the Council Chambers as that room has the capabilities to do hybrid meetings. With the Brown Act coming back, the disclosure of location of the meeting has to be open for the public to attend.

Member Beckman-Harned commented meetings should not go beyond the library's closing hours when returning back to in person meetings.

MOTION - Su/Vogt (M/S) to approve 2023 calendar year Board of Library Trustees' meeting dates. Votes taken by roll call.

Yes: 5 - Member Beckman-Harned, Member Bismanovsky, Member Vogt, Vice Chair Su, and Chair Donahue

9. BOARD/STAFF ANNOUNCEMENTS, UPDATES, REQUESTS, AND COMMITTEE REPORTS

9.1 Library Director's Report

Library Director Gray announced Library Manager Melvyn Yabut as the new Assistant Library Director. Assistant Library Director Yabut will still lead the City's identity project and new library card project as the vacant Manager position is in recruitment. More presentations will be added for next year from library staff, adding new learners program which is lead by one of the Librarians. Staff received training on how to issue a library card at the second floor reference desk. Staffing updates for the library includes recruitment for two Senior Librarians and five vacancies for Full Time Librarians which will start in the upcoming year. Shared announcement about two new board members that will join the January meeting. Thanked Chairperson Donahue and Board Member Max Beckman-Harned for their service and contributions over the last several years.

Questions and comments from Board Members:

Member Beckman-Harned asked if there was a staffing freeze during the pandemic closure. Asked about the CCTV update, and mentioned that there were no cameras in the service desk and public area, wanted more information to better understand why that decision was made.

Member Vogt asked about the Fiscal Year 2023-24 discussion of assessment of the print collection and if an overview will be provided for discussion.

Vice Chairperson Su commented about the children's story time during the tree lighting event and thanked Librarians Renee Ting and Alexandra Pantazes for their great effort with the show they put on for the kids.

Chairperson Donahue asked if the cameras were for video only and not including audio, or having both as there may be privacy concerns with recording audio.

Vice Chairperson Su and Board Members Bismanovsky and Vogt thanked Chairperson Donahue and Board Member Beckman-Harned for their service, dedication and contributions over the years.

Library Director Gray informed the Board that the City did not have staffing freeze with positions or lay off but the library did lose staff over the pandemic. Noting that Human Resources is fully staffed now and working on filling those vacancies for the library. Item for Fiscal Year 2023-24 discussion of the print collection will be discussed if approved in the budget. Informed the Board that the CCTV cameras will be video only, there will be no cameras in staff service desk for staff privacy, most of the cameras are on emergency exit doors and garage. A City wide policy related to the cameras will also be in place as there are other City facilities with cameras.

9.2

Agenda Setting

- Elect new Chairperson and Vice Chair for the January 23, 2023 meeting.
- Add more staff presentation for the upcoming year.

10. ADJOURNMENT

Having no further business, Chairperson Donahue adjourned the meeting at 8:12 p.m.

The next Board of Library Trustees meeting will be held on Monday, January 23, 2023 at 7:00 p.m.

Submitted for approval by Joy Phaphakdy.