

Library Advisory Board  
MINUTES  
Jan. 27, 2022, 5:30-7:00 p.m.  
Modesto Library Auditorium  
Stanislaus County Library, 1500 I Street, Modesto, CA 95354

Present: Board Members – District 2 Rep Dorothy Finnegan, District 3 Rep Stella Beratlis, District 4 Rep/Chairman Joshua Vander Veen, District 5 Rep Sue Henderson; Library Staff Members – Patti Boardrow, Sarah Dentan, Curtis Lee, Susan Lilly, Friends of the Library Representative(s) – Friends of the Modesto Library President Denise Nordell and VP Beverly Schlegel; CEO Representative Patricia Lord; Library Foundation President Susan Thomas

Absent - District 1 Rep Lise Talbott, At-Large Rep (Education) Shanyyn Avila

- I. Call to Order, Welcome & Introduction of Board Members – Josh Vander Veen, Chair
- II. Introductions of New Managers – Sarah introduced Marco Sepulveda, the new Library Facilities Manager. Manager duties were changed after Thomas Kaps' retirement. Bryan Sontag now oversees operations at all branches. Marco is responsible for library facilities, as well as safety/security. Angelique Prendez was hired for the Library Human Resources role, replacing JoAnn Henley who is retiring Feb. 11. JoAnn and Angelique are working together for a month while Angelique learns more about the library and its operations. The Library's CEO Consultant Patricia Lord was introduced, as well.
- III. Consent Calendar
  1. Approval of Minutes – We were not able to vote on minutes of the meeting held 10/21/21 due to the lack of a quorum.
  2. Authorization for Remote Teleconference Meetings for the next 30 days was not possible since there was not a quorum present. This will be addressed at a special meeting on a date to be determined.
- IV. Public Comment - none
- V. Report from County Librarian – Sarah Dentan
  1. COVID

Since March 2020, our practices have been ever-changing and evolving, in order to provide the best service possible, with safety for all in mind. Curbside and virtual services were quickly put into place to keep our customers engaged. The State Library and Stanislaus Library Foundation supported the library with help funding needs for expanded e-books and virtual programming. Some of the practices implemented during that time will be continued: Virtual education presentations, online reading challenges, and virtual meetings for staff.

Library staff members were deployed to help with emergency operations during the pandemic. All full-time staff returned from those assignments last year, but some part-time staff are still supporting those operations. The testing site at Salida Library has operated throughout the emergency. Last year, Modesto Library Auditorium served as a vaccination site, and Empire Library hosted vaccinations, as well.

All branches assisted Stanislaus County Department of Health by distributing at-home COVID tests. They went very quickly and our library system distributed more than 8,000 test kits. There is no indication that we'll get more tests, but we are on the list at Public Health if more test kits become available. We are likely going to support distribution of N95 masks. We may provide some support to testing vans in more isolated communities. Library staff has been impacted by the latest surge. We are well positioned with an expanded sub list to fill behind people out with symptoms, caring for family, etc.

## 2. Card Holders

One of the annual statistics that must be reported to the State of California is the number of registered library users, which was reported as 459,000 last year. This is the number of library cards but not the number of active users, and the state is looking for active users. Although the State says we should have purged data within the last three years, we haven't purged this in quite some time. We started the clean-up process to meet state definitions. The complication is that we can't purge users who owe us money, because then we lose the record of that money being owed. We removed records of people that haven't been active for three years or more and don't owe us money. That resulted in the removal of 138,000 records, or 30% of cardholders. We are looking at options for addressing the other records we need to keep that aren't active. You will see a drop in cardholders in our statistical reports, but the data will reflect the current conditions and be more useful for planning.

Next meeting you'll see some of the ways we're visualizing data to help with planning.

## 3. IT Report

John Fleming has retired and there is a recruitment in process, with selection interviews being held next week.

We recently completed a major cabling project at all library locations, which provides improved network infrastructure for all locations.

Other areas in serious need of attention are public computers, which are extremely slow, to the point of being unusable by afternoon. This is a frustration to customers and is reflected in the Customer Satisfaction Survey results. Staff computers are also presenting challenges with the heavy use of videoconferencing, etc. Our equipment is old and service contracts were cancelled as a cost-saving measure. We are in the process of addressing this but it's going to be very expensive: \$200,000 for public computers and \$190,000 for staff computers will be allocated as part of the mid-year budget adjustment. Public computers are the first priority, but more complex.

## 4. Welcome to Reading

At the last meeting we had Regional Children's Librarian Jessica Geiss tell us about the Welcome to Reading initiative. Sarah brought a sample Welcome to Reading kit that was created, and a Read-to-Me! Kit, as well.

## VI. Staff Reports

1. Stay & Play – Children's Librarian Michele Machado presented more information on this grant-funded program. She went over the two key components of the grant: Staff training and Stay & Play Program. She gave a demo with some of the materials that are used during the play time.

Staff training was provided to help staff gain skills for building partnerships with parents and give staff a basic understanding of childhood development. They met monthly with a cohort of other libraries for six to eight months, to share and collaborate.

Stay & Play Program goal is to support the needs of informal caregivers, such as, family, friends and neighbors, who play a significant role in the development of the child. Many of these care providers may not realize the impact they have on children in their care. We want to support them and provide resources to build on the work they're doing.

Five major elements of Stay & Play program are: Outreach, Resources, Food, Story Time, and Play.

Outreach: Staff reached out to Parent Resource Center partners, used word of mouth, and put out fliers to share at library service desks. They have plans to extend a broader reach that will include SCOE Child Care Reference & Referral.

Resources: Share contacts/program/resources to better equip informal child care providers with child development, safety, and early learning information.

Food: Address food insecurities. Snacks provided in take-home bags.

Story Time: Adapted on the go stories, stopping where people were gathered to tell stories.

Play: Meaningful play opportunities that are child-directed and encourage caregiver and child interactions are established. Through play, children: hear and use more language, participate in social interactions, imagine new scenarios, develop critical thinking skills, use their bodies to physically express themselves, and interact with the world around them as they learn. Information is shared with caregivers at each station about the type of play happening and how it supports early learning.

First sessions were offered in October/November of 2021, with registration for 6-week sessions. We look forward to booking more sessions and expanding to other locations.

2. Satisfaction Survey – Sarah Dentan shared findings from the survey and books are still the main reason people come to the library. Customer service is rated very high, and spaces are important to our customers, as well. Value is very high when people rated how important the library is. We will go out to a broader range of people next survey. The people who responded value most the collection and the staff. Improvements wanted by customers are longer hours and more open days. The plan for next year is to reach Spanish speakers and other users to get more feedback. Sarah will put this information in a written report.

Someone wondered why we didn't get any responses from Grayson but they have only recently reopened, and they were not open at the time the survey was conducted.

3. Budget Report – Curtis Lee went over the Fiscal Year budget for 2021/22 as of Dec. 31, 2021.

Revenues: Sales tax was budgeted at 12,000,000 and we're trending higher. Rent income is very low, at \$191 of the \$1,024 budgeted for the fiscal year. Government funding for the Coronavirus Relief Fund was \$36,092. Revenue from services is mainly from passports, and Miscellaneous Revenue is primarily from donations. Public Facilities Fees (PFF) was the standard transfer amount of \$200,000. This is to help offset the payment for the Turlock Library loan. The County General Fund contributed \$516,185 which is higher than the usual \$491,000, due to COVID Recovery One-Time Payment to County employees.

Expenditures: The largest expense, as always, is for Salary and Benefits, budgeted at \$7,304,155. We are currently at \$3,628,776 so we are right on target. Of the \$731,165 budgeted for Books, Materials and Databases, \$400,000 will be used for the physical collection and the remainder for online options such as Hoopla, etc. Special Programs budget includes unspent funds from prior years. Only \$26,516 has been spent so far on special programs for this fiscal year. \$2.2 million was budgeted for Services and Supplies, to cover utilities, maintenance and repairs, and \$696,983 has been spent as of Dec. 31. County CAP Charges for interdepartmental costs, including GSA maintenance, was at 674,230 of the \$2.2 million budgeted. Fixed assets/improvements, covering vehicles, equipment, furniture, network infrastructure, etc., is at \$21K of the \$555K budget. The Turlock loan payment was less than expected, due to lower interest rates, costing \$392,342 rather than the budgeted \$444,710. This loan is strictly for the Turlock Library. We will continue to get PFF funds to help pay off the Turlock Library loan, as long as the money is available. We have \$5.7 million in actual debt for the Turlock Library, with 18 more years left on the loan. We didn't have a loan for the Empire Library (in response to a question asked by a meeting attendee). Ending Fund Balance as of 12/31/21 was \$9.7 million.

## VII. Reports from Library Support Groups

1. Friends of the Patterson Library – Sue Henderson reported that their group held a book sale in October, and it was their first in over a year and a half. It was held on a Tuesday, Wednesday and Thursday due to the new hours that Patterson Library is open. Funds came in and it

worked well. They plan to have another sale the week of April 20. They held their first in-person meeting at an outdoor location.

It was mentioned that Stanislaus County district boundaries have changed.

Friends of the Modesto Library – Denise Nordell, Friends of Modesto Library President shared that The Friends of the Modesto Library hit a record number of members! They've reached 200! They are planning a used book sale for May 7. They've made plans to have a Meteorologist/Author as a guest Speaker. They have gift cards earned during their special event date(s) from Barnes & Noble fundraiser where they earn a percentage of sales in gift cards, when people tell them they are there to support the Friends of the Modesto Library. They conducted a membership survey and found out that people want to do more! They will be decorating with about 200 hearts in the near future.

2. Library Foundation –. Susan Thomas reported on their successful drive-through dinner, which was held in place of the annual garden gala. It was very successful. They are fundraising and will be able to provide all the funds they had hoped to contribute to the library! They are planning for next year.

#### VIII. Discussion

1. Proposed Amendments to SCLAB By-Laws - Sarah Dentan presented, in Josh Vander Veen's absence, the document with proposed changes to the By-Laws. This will be done at a later time, due to lack of a quorum. A special meeting will probably be called for this purpose. The biggest change is what consists of a quorum. Rather than 5, the recommendation is to change that to 50% plus 1, which would equal 4. We received clarification on the remote meeting policy. We can schedule a virtual meeting as long as we pass it at the beginning of a meeting.

#### IX. Action

1. Election of Officers – This will be done at another meeting due to lack of quorum.

#### X. Announcements – None

#### XI. Agenda Building

1. Next meeting is scheduled for April 28, 2022 at 5:30 p.m.; If anyone has topics you would like Sarah to cover in her report, please let her know. Patricia Lord would like to hear more about the grant-funded programs.
2. Special meeting date to be decided.

#### XII. Correspondence – None

#### XIII. Adjournment - Chair

Materials related to an item on this Agenda submitted to the Library Advisory Board after distribution of the agenda packet are available for public inspection at the Modesto Library Reference Desk during normal business hours. Such documents are also available on the Library website at [www.stanislauslibrary.org/about\\_advisory\\_board.shtml](http://www.stanislauslibrary.org/about_advisory_board.shtml) subject to staff's ability to post the documents before the meeting.