



SAN RAFAEL
LIBRARY AND RECREATION

**SAN RAFAEL PUBLIC LIBRARY
BOARD OF TRUSTEES
AGENDA**

**Tuesday, October 12, 2021
6:00 P.M.**

Virtual via Zoom

CORONAVIRUS (COVID-19) ADVISORY NOTICE

In response to Executive Order N-29-20, the City of San Rafael will no longer offer an in-person meeting location for the public to attend. This meeting will be streamed through a Live Zoom Video Webinar at: <https://tinyurl.com/BLT-10-12-2021>

The City is not responsible for any interrupted service.

Want to listen to the meeting and comment in real-time over the phone?

Call: (346) 248-7799 and enter 840-9391-4426#

CALL TO ORDER

- Roll Call

AGENDA AMENDMENTS

MINUTES

1. Approve regular meeting minutes of September 14, 2021

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations
 - Presentation, Memory Lab
3. Public Comment from the audience regarding items not listed on the agenda. *Speakers are encouraged to limit comments to 3 minutes.*

MATTERS BEFORE THE BOARD OF TRUSTEES

If necessary to assure completion of the following items, the Chairperson may establish time limits for the presentations by individual speakers.

4. Review Proposed Library Operational Schedule
5. Review of the Library Board Of Trustees Work Plan for 2022

BOARD REPORTS AND COMMENTS

6. Other brief reports on any meetings, conferences, and/or seminars attended by Board members.

STAFF REPORTS AND COMMENTS

7. Other brief program updates or reports on any meetings, conferences, and/or seminars attended by staff:
 - A. Measure D Parcel Tax Committee
 - B. Friends of the San Rafael Public Library
 - C. San Rafael Public Library Foundation
 - D. MARINet Board
 - E. NorthNet Board
 - F. New Library Building Update
 - G. City Librarian Update

NEXT MEETING: November 9, 2021

FUTURE AGENDA TOPICS

- Review of Library Budget FY 2021/2022, 1st Quarter

ADJOURNMENT

Notice

Any records relating to an agenda item, received by a majority or more of the Board less than 72 hours before the meeting shall be available for inspection in the Library, 1100 E Street. Sign Language interpreters and assistive listening devices may be requested by calling (415) 485-3066 (voice), emailing Lindsay.lara@cityofsanrafael.org or using the California Telecommunications Relay Service by dialing "711", at least 72 hours in advance of the meeting. Copies of documents are available in accessible formats upon request. Public transportation is available through Golden Gate Transit, Line 22 or 23. Paratransit is available by calling Whistlestop. Wheels at (415) 454-0964. To allow individuals with environmental illness or multiple chemical sensitivity to attend the meeting/hearing, individuals are requested to refrain from wearing scented products.



SAN RAFAEL

LIBRARY AND RECREATION

BOARD OF LIBRARY TRUSTEES

MINUTES

San Rafael Library – 1100 E Street, San Rafael, CA

September 14, 2021 – 6:00 P.M.

Virtual Meeting Recording Link:

<https://www.youtube.com/watch?v=Uu1EamzY1R4>

CALL TO ORDER

Chair Cortes called the meeting to order at 6:02 P.M.

Roll Call

Present: Chair Cortes
Trustee Duque Hughes
Trustee Han
Trustee Lentini
Trustee Vahdat

Absent: None

Also Present: Susan Andrade-Wax, Library & Recreation Director
Henry Bankhead, Assistant Library & Recreation Director/City Librarian
Jinder Banwait, Administrative Analyst
Jill Tokutomi, Supervising Librarian

AGENDA AMENDMENTS

None.

MINUTES

1. Approve Regular Meeting Minutes of August 10, 2021

Chair Cortes invited public comment; however, there was none.

Trustees provided comments.

The minutes of August 10, 2021 were approved as submitted.

Trustee Han moved, and Trustee Vahdat seconded to approve the minutes of the August 10, 2021 meeting.

Ayes: Trustees: Duque Hughes, Han, Lentini, Vahdat, & Cortes
Noes: Trustees: None
Absent: Trustees: None
Abstain: Trustees: None

Minutes approved as submitted.

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations

Webstars Drop-in Tech Support and 3D Printing – Jill Tokutomi, Supervising Librarian
Staff responded to questions from the Trustees.

Trustees provided comments

Chair Cortes invited public comment.

Speaker(s): Sunny

Presenter(s) responded to public comment.

Chair Cortes closed public comment.

3. Public Comment from the audience regarding items not listed on the agenda

Chair Cortes invited public comment.

Speaker(s): Sunny, Lori

In response to Sunny's comments, Mr. Bankhead stated he would follow up with their concerns.

In response to Lori's comments, Ms. Andrade-Wax explained that the minutes are prepared according to the City Clerk's standards and that the corresponding videos are posted online.

Chair Cortes closed public comment.

**Ms. Andrade-Wax joined the meeting at 6:26 PM during this agenda item.*

MATTERS BEFORE THE BOARD

4. FY 2020-2021 4th Quarter Annual Revenue and Expenditure Budget Report

Presentation by Henry Bankhead, Assistant Library & Recreation Director/City Librarian,
Staff responded to questions from the Trustees.

Chair Cortes invited public comment; however, there was none.

Trustees provided comments.

**Mr. Bankhead pointed out a mistake on the agenda, item 4 should have noted 4th quarter, not 3rd quarter.*

5. Update on Universal Borrowing

Presentation by Henry Bankhead, Assistant Library & Recreation Director/City Librarian,

Staff responded to questions from the Trustees.
Chair Cortes invited public comment; however, there was none.
Trustees provided comments.

BOARD REPORTS AND COMMENTS

6. Other brief reports on any meetings, conferences, and/or seminars attended by Board members.

Trustee Vahdat moderated an event on climate change and recognized the library's role in combating climate change through the shared resources libraries provide to the public. Specifically, books, which can be a drain on resources. Trustee Vahdat shared his appreciation for library staff.

STAFF REPORTS AND COMMENTS

7. Other brief program updates or reports on any meetings, conferences, and/or seminars attended by staff

Presentation by Henry Bankhead, Assistant Library and Recreation Director/City Librarian and Susan Andrade-Wax, Library & Recreation Director

Staff responded to questions from the Trustees.

Trustees provided comments.

- A. Measure D Parcel Tax Committee
- B. Friends of the San Rafael Public Library
- C. San Rafael Public Library Foundation
- D. MARINet Board
- E. NorthNet Board
- F. New Library Building Update
- G. City Librarian Update

Chair Cortes requested that the Library Board Work Plan be on the October meeting agenda.

Chair Cortes requested that the efforts of the library's work on diversity, equality, & inclusiveness be an agenda item for a future meeting.

Chair Cortes requested that all future Library & Recreation Department Friday Memos be emailed to the Library Board.

NEXT MEETING: October 12, 2021

FUTURE AGENDA TOPICS

Realignment of library open hours to public use patterns and needs.

ADJOURNMENT

The meeting was adjourned at 7:27 P.M.

DRAFT



**October 12, 2021
Item #4**

TITLE: REVIEW PROPOSED LIBRARY OPERATIONAL SCHEDULE

SUMMARY:

In anticipation of the library returning to full staffing, Library staff has developed a new proposed operational schedule that increase consistency between locations and aligns with the public’s needs and use patterns.

RECOMMENDATION:

That the Board of Trustees review the proposed Library Operation Schedule and provide feedback.

BACKGROUND:

In March 2021, City staff was given direction to proceed with the recruitment to fill five of the eight vacant permanent library positions. By mid-June 2021, the San Rafael Public Library had filled five of the eight permanent positions and re-opened the libraries to in-person services provided on a modified operational schedule as noted below.

San Rafael Public Library Current (Pandemic) Schedule (As of June 2021)

Downtown Hours								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	
	10 to 4	10 to 4	10 to 4	12 to 6	10 to 4	10 to 4	36	
Pickleweed Hours								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
		10 to 4	12 to 6	12 to 6	10 to 4		24	
Mall Hours								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
				1 to 5	1 to 5	1 to 5	12	
							72	

After receiving additional approval to fill the last three (3) permanent library positions in July 2021, staff felt that it would be prudent to analyze data on library usage and compare it with industry standards before re-instituting the former pre-Pandemic operation schedule.

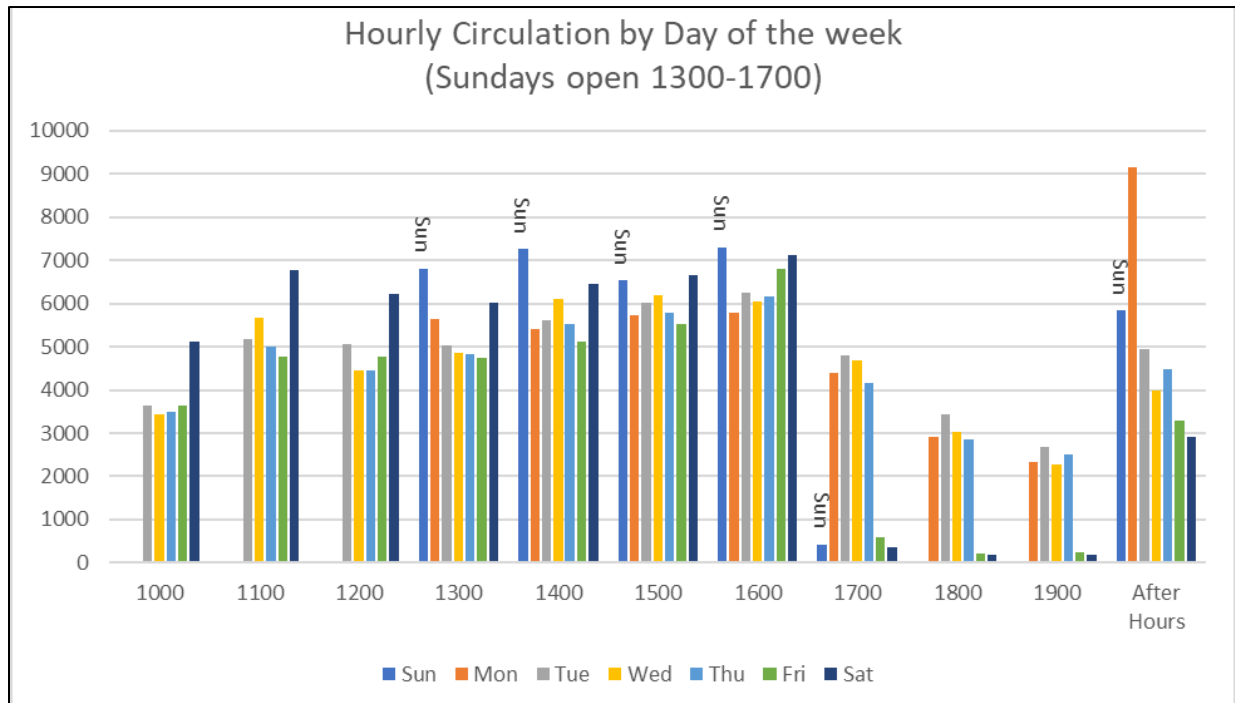
San Rafael Public Library Pre-Pandemic Schedule (February 2020)

Downtown Hours								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	
1 to 5	1 to 8	10 to 8	10 to 8	10 to 8	10 to 5	10 to 5	55	
Pickleweed Hours								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
		1 to 8	1 to 8	11 to 8	11 to 5	11 to 5	35	
Mall Hours								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
1 to 5	1 to 8		1 to 8	1 to 8	1 to 5	1 to 5	33	
							123	

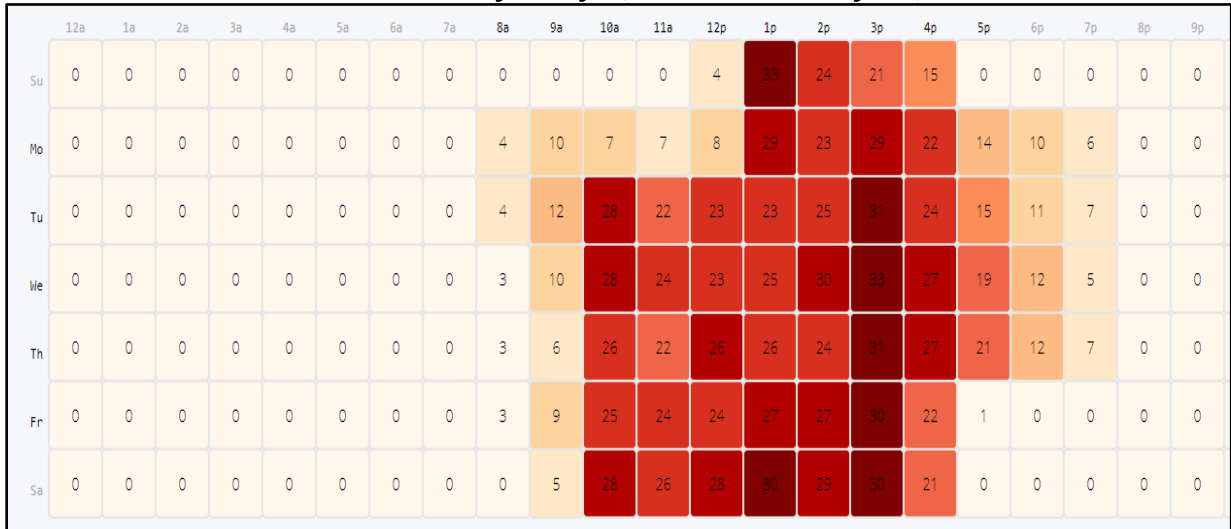
DISCUSSION

Sunday Hours

Reviewing the data pre-Covid in 2019, participation on Sundays was consistently higher than other days of the week. Therefore, bringing back Sundays makes sense, as the data supports it, even though Sundays are challenge to staff, creating seven days a week operation and schedule.



Downtown Library: July 1, 2019 – January 31, 2020

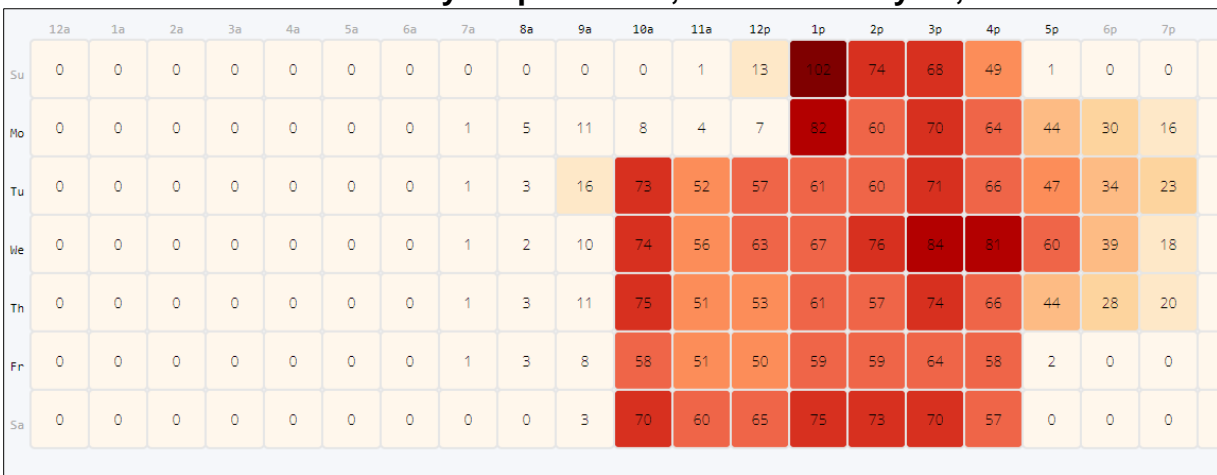


In comparing the door count data as displayed in the heatmap above, the four-hour periods on Sunday’s rank among the busiest times compared to the other days of the week. If we compare the libraries in Marin County as well as the other eight (8) bay area counties, a significant portion, pre-pandemic, have traditionally been open on Sundays. Most of those libraries that are open on Sundays are predominately the County’s Main Library and not all or some of their library branches. However, during the pandemic, all libraries in the bay area curtailed Sunday hours. Staff is recommending re-instituting Sunday hours, and thus going back to a seven-days-a-week operation which will address the needs and expectations of the community.

Opening Earlier

Limited data suggests that an additional morning hour and one less evening hour would better fit the needs of our community. The heat-map data for the Downtown Library from September 1, 2019 to January 31, 2020, indicates a distinct trend towards the earlier hours of the day. It appears that the first hour is almost one and ½ times greater than subsequent hours with usage tapering off after 7:00 p.m.

Downtown Library: September 1, 2019 - January 31, 2020

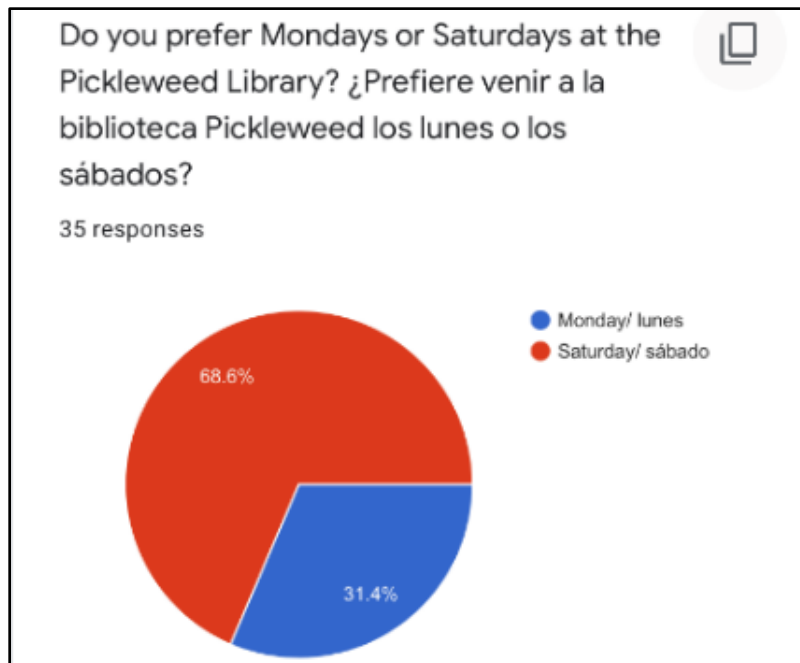


The heatmap indicates that the opening hour is busier when compared with subsequent hours. This may indicate that customers are “stacking up” before the 10:00 a.m. opening, which

creates an artificially large count in the initial hour of opening. As a result, opening at 9:00 a.m. could be a better fit for the needs of the community if the assumptions are correct. Additionally, Marin County Free Library has shifted their operational schedules at their Novato and Fairfax libraries from 10:00 a.m. - 9:00 p.m. to 9:00 a.m. – 8:00 p.m. Anecdotally, it was thought by Marin County Free Library that this schedule better served customers. Informal reporting indicates that their customers, especially older adults, are supportive of the change.

Pickleweed Library

Currently, the Pickleweed Branch Library is open Tuesday through Friday, whereas pre-Pandemic the Pickleweed Branch Library was closed on Mondays and open Tuesday through Saturday. A survey of patrons whose home library is the Pickleweed Branch Library indicated that patrons value having the library open on Saturdays slightly more than on Mondays.



After reviewing the data, staff realized that the pre-COVID operational schedule was slightly misaligned with public demand. The Library's ability to be responsive is evident as it re-invents program and services, and it makes sense at this time to recommend modifying the operation schedule to support the customer service goals outlined below.

Goals:

- 1. To better align operational hours to public demand.**
- 2. To better expand services at the most heavily used locations, the Downtown library and at the Pickleweed library to support the social and educational needs of the Canal community.**
- 3. To align hours with Marin County Free Library, which have recently changed in response to public demand, opening at 9:00 a.m. at their most heavily used libraries.**

PROPOSED OPERATIONAL SCHEDULE

Downtown								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	
10 to 5	9 to 7	9 to 7	9 to 7	9 to 7	10 to 5	10 to 5	61	
Pickleweed								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
		9 to 5	9 to 5	11 to 7	10 to 5	10 to 5	38	
Mall								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
			11 to 5	11 to 5	11 to 5	11 to 5	24	
							123	

Goals Met:

- ✓ **Goal 1: To better align operational hours to public demand.**
- ✓ **Goal 2: To better expand services at the most heavily used location, the Downtown library and at the Pickleweed library to support the social and educational needs of the Canal community.**
- ✓ **Goal 3: To align hours with Marin County Free Library, which have recently changed in response to public demand, opening at 9:00 a.m. at their most heavily used libraries.**

The proposed schedule aligns the library's operational hours most closely with public demand and the with the most heavily used Marin County Free Library locations, as well as shifts more hours to the City's most popular library locations which are the Downtown and Pickleweed libraries.

The proposed schedule adds six (6) hours of operation to the Downtown Library and three (3) hours to the Pickleweed Branch Library. It is expected that the patrons will greatly appreciate being able to access the Downtown Library earlier on most weekday mornings and for a longer period on Sundays, as well as the addition of morning hours at the Pickleweed Branch Library. The earlier morning hours at Pickleweed will benefit families with pre-school age children as the library would be able to conduct family programming events, including storytime in the morning.

As the Northgate Mall is in transition due to store closures during the pandemic, it makes sense to concentrate the library's operational schedule with the busiest periods, Wednesdays through Saturdays.

CONCLUSION

As part of this process, staff will be working with the Human Resources Department staff to notify and discuss any potential staffing impacts which may include but is not limited to noticing the labor organization, SEIU local 1021.

Staff recommends that they implement the proposed operational schedule as a six-month pilot program which will provide sufficient time for staff to collect data and assess customer satisfaction. Once completed, staff will share its finding with the Board of Trustees.

FISCAL IMPACT:

Since the number of operational hours is maintained at 123 hours, there is no financial impact associated with the review of this item.

ALTERNATIVE ACTION

Any other action as determined by the Board.

Submitted by:

A handwritten signature in black ink, appearing to read 'H. Bankhead', written over a light-colored rectangular background.

Henry Bankhead
Assistant Library & Recreation Director / City Librarian



**October 12, 2021
Item #5**

**TITLE: REVIEW OF PROPOSED LIBRARY BOARD OF TRUSTEES
 WORK PLAN FOR 2022**

SUMMARY

In the previous year, the Library Board of Trustees had requested the opportunity to discuss and provide input on short-term and long-term objectives for the San Rafael Library. These objectives are provided in the form of a workplan that helps the Board and staff anticipate and balance items to be discussed on the agenda of each monthly meeting. Staff has drafted a proposed one-year work plan for 2022 designed to inform the community of the Board of Trustees “shared vision” and to provide the board with ongoing feedback regarding the Library’s facilities, programs and services, policies, and allocation of resources during the continuing pandemic situation.

RECOMMENDATION:

That the Board of Trustees review the draft work plan and provide input.

BACKGROUND:

In September 2021, the Library Board of Trustees had requested the opportunity to discuss and provide input on short-term and long-term objectives for the San Rafael Library. Staff has drafted a new one-year work plan for 2022 designed to inform the community of the Board of Trustees “shared vision” and to provide the board with ongoing feedback regarding the Library’s facilities, programs and services, policies, and allocation of resources during the continuing pandemic situation.

At this time, City staff is seeking the Board of Trustees assistance in refining or amending the draft work plan. The Work Plan will help to facilitate and generate agenda items that will be scheduled for future Library Board of Trustees meetings.

FISCAL IMPACT:

There is no financial impact associated with the review of this item.

ALTERNATIVE ACTION

Any other action as determined by the Board.

Submitted by:



Henry Bankhead
Assistant Library & Recreation Director / City Librarian

Attachment:

1. Library Board of Trustees Draft Work Plan for 2022

**Library Board of Trustees
Workplan – 2022**

Meeting Date	Agenda Items	Presentations
January 11	<ul style="list-style-type: none"> • RFID tagging Update 	Spotlight on New Staff
February 8	<ul style="list-style-type: none"> • Review of Library Budget FY 2020/21, 2nd Quarter 	Zip Books
March 8	<ul style="list-style-type: none"> • Mobile shelving 	Virtual Programming Recap
April 12	<ul style="list-style-type: none"> • National Library Week 	Book a Librarian
May 10	<ul style="list-style-type: none"> • Library Book Bike 	All Things Apple
June 14	<ul style="list-style-type: none"> • Review of Library Budget FY 2020/21, 3rd Quarter 	Summer Reading
July 12	<ul style="list-style-type: none"> • Automated Materials Handling Overview 	Culinary Literacy
August 9	<ul style="list-style-type: none"> • Services to Spanish Speaking Families 	
September 13	<ul style="list-style-type: none"> • Review of Library Budget FY 2020/21, 4th Quarter 	Books Beyond Borders
October 11	<ul style="list-style-type: none"> • Little Free Libraries • Cultivating Racial Equity Program Report 	
November 8	<ul style="list-style-type: none"> • Review of Library Budget FY 2021/2022, 1st Quarter 	Senior Outreach update
December 13	<ul style="list-style-type: none"> • Selection of Commission Chair, Vice Chair and Committee Assignments • Review of Board of Trustees Meeting Schedule 2022 	Staff Training Overview

Possible topics: MARINet, Holds Limit, Car-Accessible Book Drop, 3D Printing, Virtual Reality Programming ,Open Forum with Invitees from other Boards & Commissions