SAN RAFAEL PUBLIC LIBRARY BOARD OF TRUSTEES AGENDA

Tuesday, September 13, 2022
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://bit.ly/BLT-09-13-2022

The City is not responsible for any interrupted service.

Want to listen to the meeting and comment in real-time over the phone? Call:
(669) 444-9171 and enter 893-5487-6561#

CALL TO ORDER

- Roll Call

AGENDA AMENDMENTS

MINUTES

1. Approve regular meeting minutes of July 12, 2022

MEETING OPEN TO THE PUBLIC

2. Public Comment from the audience regarding items not listed on the agenda. *Speakers are encouraged to limit comments to 3 minutes.*

3. Introductions/Awards/Recognitions/Presentations
   - Presentation by Jill Tokutomi

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. Prioritizing People: Prototyping Modern Library Services in the Downtown Carnegie Library

BOARD REPORTS AND COMMENTS

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

STAFF REPORTS AND COMMENTS

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

NEXT MEETING: October 8, 2022

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.

BOARD OF LIBRARY TRUSTEES

MINUTES

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San Rafael Library – 1100 E Street, San Rafael, CA
July 12, 2022 – 6:00 P.M.
Virtual Meeting Recording Link:
https://www.youtube.com/watch?v=ocT6obn8Yr8

CALL TO ORDER
Chair Duque Hughes called the meeting to order at 6:05 P.M.

Roll Call

Present: Trustee Andow
Trustee Cortes
Chair Duque Hughes
Trustee Vahdat

Absent: Trustee Lentini

Also Present: Henry Bankhead, Assistant Library & Recreation Director/City Librarian
Jinder Banwait, Administrative Analyst
Dan Cottrell, Supervising Librarian
Catherine Quffa, Library & Recreation Director

AGENDA AMENDMENTS
None

MINUTES

1.   **Approve Regular Meeting Minutes of June 14, 2022**
       Chair Duque Hughes invited public comment; however, there was none.
       Trustees provided comments.
    The minutes of June 14, 2022 were approved as submitted.
    Trustee Cortes moved, and Trustee Vahdat seconded to approve the minutes of the
    June 14, 2022 meeting.
    Ayes: Trustees: Cortes, Vahdat, and Duque Hughes

Noes: Trustees: None
Absent: Trustees: Lentini
Abstain: Trustees: Andow

Minutes approved as submitted.

MEETING OPEN TO THE PUBLIC

2.   Public Comment from the audience regarding items not listed on the agenda
None

3.   Introductions/Awards/Recognitions/Presentations
Introduction of new Board Member Larry Andow
Staff responded to questions from the Trustees.
Chair Duque Hughes invited public comment; however, there was none.
Trustees provided comments.

Presentation by Dan Cottrell: School Library Card Outreach
Staff responded to questions from the Trustees.
Chair Duque Hughes invited public comment; however, there was none.
Trustees provided comments.

MATTERS BEFORE THE BOARD

4.   Library Receives Grant from the Cushing Family Fund
Presentation by Henry Bankhead, Assistant Library & Recreation Director/City
        Librarian
Staff responded to questions from the Trustees.
Chair Duque Hughes invited public comment; however, there was none.
Trustees provided comments.

5.   Board Meeting Schedule: August and December
Presentation by Henry Bankhead, Assistant Library & Recreation Director/City
        Librarian and Catherine Quffa, Library & Recreation Director
        Staff responded to questions from the Trustees.
        Chair Duque Hughes invited public comment; however, there was none.
        Trustees provided comments.
    The meeting for August 2022 was cancelled as there were no pressing future
    agenda items and also due to scheduling conflicts. The cancellation of the
    December 2022 meeting will be revisited in October or November.
    Trustee Vahdat moved, and Trustee Andow seconded to accept the cancellation of
    the August meeting and to revisit cancellation of the December meeting.

Ayes:	Trustees: Andow, Cortes, Vahdat, and Duque Hughes
Noes:	Trustees: None
Absent:	Trustees: Lentini
Abstain:	Trustees: None

August 2022 meeting cancelled.

BOARD REPORTS AND COMMENTS

6. **Other brief reports on any meetings, conferences, and/or seminars attended by Board members.**
   None

STAFF REPORTS AND COMMENTS

6. **Other brief program updates or reports on any meetings, conferences, and/or seminars attended by staff**
   Presentation by Henry Bankhead, Assistant Library & Recreation Director/City
      Librarian and Catherine Quffa, Library & Recreation Director
   Staff responded to questions from the Trustees.
   Chair Duque Hughes invited public comment; however, there was none.
   Trustees provided comments.

NEXT MEETING: September 13, 2022

FUTURE AGENDA TOPICS

- None (other than what is on the workplan)

ADJOURNMENT

The meeting was adjourned at 7:13 P.M.

September 13, 2022
Item #4

TITLE: **Prioritizing People: Prototyping Modern Library Services in the Downtown Carnegie Building**

RECOMMENDATION:
That the Board receive the report and provide comment.

BACKGROUND:
Originally built in 1909 and with multiple expansions over the decades, the aging Downtown Library has a number of infrastructure and deferred maintenance needs that were outlined in the 2019 Existing Facilities Report. The City has been working with partners and community members over the years to identify a long-term solution to the City's need for larger, more modern library facilities. While the City is continuing to explore these larger improvement opportunities, given the current economic outlook, staff are also looking for creative ways to quickly prototype improved, modern library services with existing resources.

At the same time, the City has received a $1,000,000 grant from the California State Library for improvements to the Downtown Carnegie Library and applied for an additional $1,000,000 from the California State Library's Building Forward grant program for critical infrastructure and life safety improvements to the Downtown Library. The City also has significant funding set aside for Library facility improvements from generous community donations. This level of funding has the potential to transform the existing space and to allow the City to demonstrate what the experience of a modern library can be, building community support for improved library services.

While the exact scope of the improvements to the Downtown Library will be dependent on the outcome of the Building Forward grant requests, staff have been developing a suite of options that would significantly enhance the user experience. At a minimum, the project would include addressing the most critical infrastructure and life safety needs, including addressing restroom deficiencies, replacing the Carnegie roof, upgrading the HVAC system, installing a fire suppression system, and addressing ADA issues. Depending on cost and funding availability, staff are also exploring a number of other options to redesign the existing space to create a welcoming environment that promotes learning and enrichment, to demonstrate modern library services to our community, and to provide the best possible user experience for both patrons and staff within the existing facilities.

DISCUSSION:

The demonstration of the modern library experience would be centered in the Downtown Library but would also include new features at the Mall and Pickleweed locations. The modern library experience would be built around an inviting family-friendly space with flexible mobile shelving, transforming the library from a warehouse for books into a space of discovery and enjoyment. The use of an Automated Materials Handling system (AMH) and the contingent ability to maximize display space would allow for a more responsive and appealing use of the library collection. This multifaceted intersection of factors would result in a transformed Downtown Library through re-thinking the use of the building, thereby demonstrating to the community how a modern library can function. This concrete demonstration would capture the imagination of the community, creating renewed enthusiasm for library services.

The below outlines a number of the different technologies and design ideas staff are exploring to improve the user experience as part of the broader infrastructure improvement project.

Mobile Shelving

Moving the library collection to mobile shelving would mean that the collection could be arranged in a flexible way within the building to maximize browsability and access to the collection, as well as provide for flexible programming space. This would increase sight lines and improve lighting as the current fixed shelves block the light from the numerous widows. Mobile shelving would also eliminate the many dead-end spaces where shelving terminates against a wall. This would increase safety and create a better flow of access throughout the space.

Automated Materials Handling (AMH)

The City recently implemented an RFID tagging system with the intent to purchase an AMH system in the near future. When paired, RFID and AMH systems benefit the library, and the community served, by increasing the accuracy and speed of materials checked in and out. This allows more time for staff to provide more customer service, outreach, programs, and other patron services. With the planned installation of a book sorter at the Downtown Library, this is an additional opportunity to rethink the way the collection is housed in the library.

IMMS and the Media Hotel

An Intelligent Materials Management System (IMMS) is a tool that works with the AMH sorting system to allow staff to define display areas with in the three library locations and intelligently route material to those locations. Using the RFID technology that the AMH System is built upon, this system will allow the library to keep a portion of the collection less accessible in a "media hotel". This will free up space on the main floor of the library to highlight curated collections of material. The items in the book hotel would still remain accessible to patrons upon request in a matter of minutes or by placing an online hold request. In other library systems, implementing IMMS has decreased the error rate in retrieving holds by up to 31%. Helsinki has reported a reduction from 30

minutes to 5 minutes to process a tote of held items (that is the end to end process to manage a tote of holds). Helsinki process around 10,000 totes of holds a month so this saving is significant.
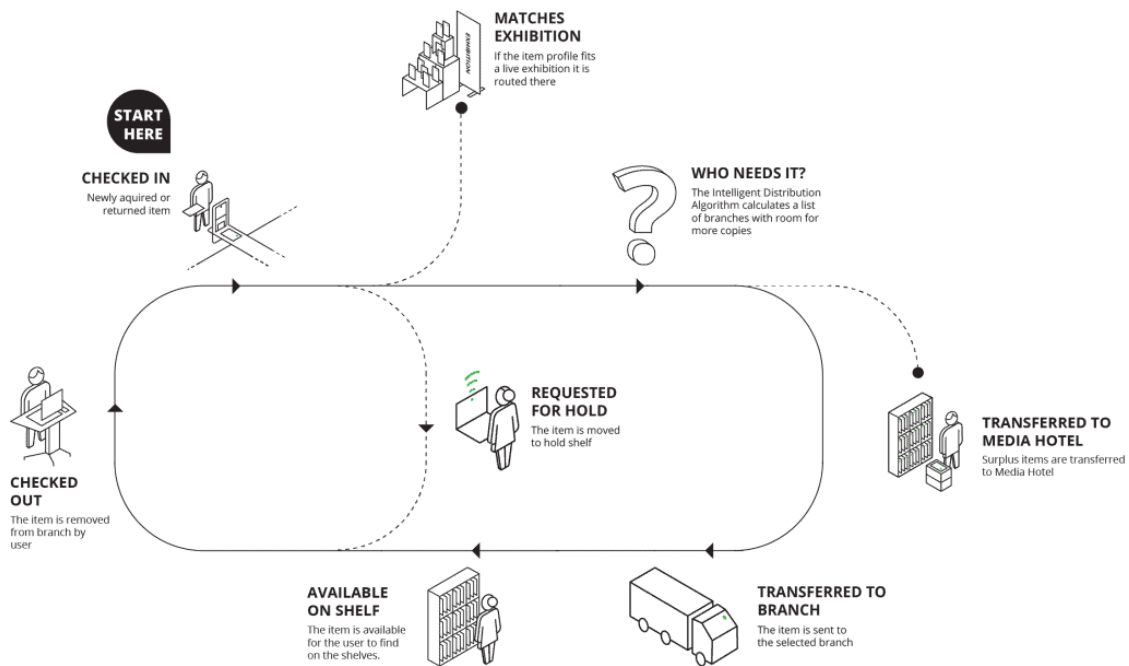

Diagram of flow of materials in an IMMS sytem

Rearranging Services

Mobile shelving would free up more space for people in the Downtown Library, providing the opportunity to better group services for greater efficiency and effect. Children's services could be moved upstairs out of the former parking garage into a well-lighted space close to the service desk and with a defined set of shelving barriers to contain the youngest patrons in a safe space. Adult computing could be moved to the lower level of the building, to be paired with other technology services (see below). The Carnegie wing could be devoted to book and magazine display and could provide an inviting study area as well as a much-improved media area. New items could be showcased in an open and accessible area that complements the redesigned children's area. The Teen area could be expanded and become more welcoming. Additionally, depending on how efficiently the space is utilized, staff are also considering opportunities to add small meeting and private working spaces.

The Garage: Public Computing and Community Makerspace

The movement of public computing downstairs could be in conjunction with a grouping of most technology services in one area of the building. The memory lab and a maker/discovery space could be located downstairs as a way to efficiently manage like services. The discovery lab/maker space (potentially branded "The Garage") could include 3D printers, virtual reality equipment, and the memory lab umbrellaing one

convenient location. One staff member would be able to be available to provide customer service and manage the use of public computers and the other technology equipment. The downstairs space could also be arranged to include the media hotel to house materials not currently on display.

Moving Collections, Moving Classification Systems

A move from fixed to mobile shelving presents a rare opportunity to reassess the classification system the library is using, the Dewey Decimal System. According to a recent staff report, "Library patrons find Dewey to be highly intimidating; both difficult to use and understand." The author, former Supervising Librarian Jill Harris, goes on to explain, "Dewey is also heavily biased in several ways that are problematic. There is growing acknowledgement and criticism of the ways that Dewey centers Western cultures, while marginalizing all other continents and cultures. It is also exceedingly biased against all religions and philosophies that are not Christian, and contains instances of sexism, racism, homophobia, and marginalization of gender non-conforming people." The full staff report is included as Attachment 1.

As the library is shifting the collection, we may have the opportunity to reclassify and relabel the library collection using a more accessible and less biased system. The most common alternative system is based on BISAC, Book Industry Standards and Communications. This system uses a word based, bookstore model of classification that promotes browsing and is readily understandable by the general public. We would hope to model our new system on those used by Anythink Libraries, Maricopa County Library, and the Peninsula Library System in San Mateo County.

FISCAL IMPACT:
Although there is no financial impact associated with review of this report, future implementation of this project will include costs that would be covered through a combination of grant funding from the California State Library and City Memorial Funds dedicated to the improvement of Library facilities.

Submitted by:

Henry Bankhead
Assistant Library & Recreation Director / City Librarian

ATTACHMENTS:
1. Dewey-Free Classification: Book Industry Standards and Classification (BISAC) and Beyond Staff Report

**March 9, 2021
Item #5**

TITLE: **DEWEY-FREE CLASSIFICATION: BOOK INDUSTRY STANDARDS AND CLASSIFICATION (BISAC), AND BEYOND**

SUMMARY

Beginning in the late 1990s, there has been a growing trend among public libraries to adopt a more bookstore-style approach to public services. A major component of this transition is discontinuing use of Dewey in favor of more user-friendly systems. A significant number of library systems have improved public service and staff efficiency by adopting an alternate organizational scheme.

RECOMMENDATION:

That the Board of Trustees receive the report and provide feedback.

BACKGROUND:

Alternatives to Dewey include Book Industry Standards and Communications BISAC (subject headings commonly used in book stores), Metis, Natural Language, as well as "Dewey-lite," (Parrott, 2014) and other hybrid approaches. There are several notable examples of public libraries who have successfully made the switch. Maricopa County Library District reported a six-fold increase in non-fiction circulation after adopting a BISAC-based system in 2007.

In 2008, Rangeview Library District, also known as "Anythink", successfully converted to a system based on BISAC subject headings branded as "Wordthink" (Robles, 2016). Darien, CT and King County, WA library systems have implemented hybrid systems that incorporate glades and/or "marketplace" style classification methods. Local examples include the current glading system for picture books at the San Rafael Libraries and the Marin County Free Libraries. Glades are commonly requested picture book categories, such as vehicles, dinosaurs, or princesses. A portion of our picture book collection is organized into these glades rather than strictly by author. This aligns with how young children actually look for and ask for books (i.e. "I want a truck book").

DISCUSSION:

The decision to use either modified versions of Dewey or alternatives is based on several factors. Library patrons find Dewey to be highly intimidating; both difficult to use and understand. Alternatives or hybrid approaches are designed to be more user-friendly and

intuitive. There is a growing sentiment in librarianship that Dewey is outdated and better suited for academic environments.

There are many examples of books about the same subject being separated and placed in completely different Dewey ranges. For example, books about trains can be found in both the 300s and the 600s. This is especially difficult for children and in practice we have found it to be a deterrent to use of our non-fiction books among youth. School libraries (in California in particular) lack the staffing, resources, and support to teach students how to use Dewey as they were once able to. This leads to great difficulty locating books needed for homework assignments and personal learning. One of the Library's service goals is to empower patrons of all ages to feel at ease using the collections and to foster self-sufficiency.

Dewey is also heavily biased in several ways that are problematic. There is growing acknowledgement and criticism of the ways that Dewey centers Western cultures, while marginalizing all other continents and cultures. It is also exceedingly biased against all religions and philosophies that are not Christian, and contains instances of sexism, racism, homophobia, and marginalization of gender non-conforming people.

An example of this is the 200 range of Dewey which covers world religions and spiritual belief systems. Western views of the world are privileged in Dewey with all numbers 200 to 289 focusing on Christianity. Non-western religions are not even mentioned until 294 (White, 2018). The 400s, dedicated to world languages, is similarly problematic. Western languages (Germanic, Romance, Greek and Latin) have 7-8 classifications dedicated to each language, covering 400-489, leaving all other world languages (Indigenous, African, and many Asiatic languages, to name just a few) the range 490-499. "Western European languages have highly specific classifications, while the majority of non-white and non-western European languages are all lumped together, even if they span an entire continent (see 496: African languages)" (Behre, 2020). Alternatives to Dewey present an opportunity to adopt a system that is representative of contemporary values and our organization's commitment to equity, diversity, and inclusion.

There are already instances where staff have made modifications to Dewey for ease of use, as well as explored non-traditional organization schemes. Among other modifications, in the children's collection staff have limited the number of decimal places in call numbers, as the traditional long call numbers used in Dewey are intimidating to children.

Books have also been grouped on commonly accessed topics in the non-fiction collection in a way that is more intuitive, whereas with traditional Dewey they would have been separated and difficult to gather. For example, books on indigenous tribes and nations in the Americas are regularly sought for school reports. Staff modified traditional Dewey classification to group books about a particular tribe together in alphabetical order, whereas before they were scattered through the non-fiction collection based on traditional Dewey subject headings.

As mentioned, adopting an alternative classification system such as BISAC, is responsive to the ways people seek information now. By prioritizing browsing, the Library's collections will be more user-friendly. This will lead to greater self-sufficiency on the part of our patrons, which allows staff to focus on other service improvements and community enrichment programs.

Submitted by:

Jill Harris
Supervising Librarian

Reference List

Behre, J. (2020, June 29). The racist problem with library Subject Classifications. Retrieved March 05, 2021, from https://hacklibraryschool.com/2020/06/29/the-racist-problem-with-library-subject-classifications/

Parrott, K. (2014, September 18-20). *Dewey-Lite: A Solution to the Nonfiction Problem* [Conference presentation]. ALSC 2014 Institute, Oakland, CA, United States. http://www.ala.org/alsc/sites/ala.org.alsc/files/content/NI14Handouts/Dewey-Lite_Handout1.pdf

Robles, Y. (2016, May 05). Rangeview library district Wins national Award for boosting "Word Think". Retrieved March 05, 2021, from https://www.denverpost.com/2010/11/20/rangeview-library-district-wins-national-award-for-boosting-word-think/

White, H. (2018, July 23). Decolonizing the Way Libraries Organize. Retrieved March 05, 2021, from http://library.ifla.org/