



Library Commission Minutes

City Council Chambers – 200 Old Bernal Avenue, Pleasanton, CA
April 4, 2019 – 7:00 p.m.

CALL TO ORDER

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

Pledge of Allegiance

Chairperson Hertle requested Commissioner Lehman lead everyone in the reciting the Pledge of Allegiance to the flag.

Roll Call:

Commissioners Present: Sean Lehman, Joan Nibert, Sanjana Parikh, Cindi Sabatini, Fern Skowlund, and Chairperson Michaela Hertle. (Commissioners Harinder Grewel and Sonia Rai arrived at 7:04 p.m.)

Commissioners Absent: Larry Damaser.

Staff Present: Heidi Murphy, Library and Community Services Director; Lia Bushong, Assistant Director of Library and Recreation; and Edith Caponigro, Recording Secretary.

AGENDA AMENDMENTS

None.

MINUTES

1. Approve regular meeting minutes of March 7, 2019

A motion was made by Commissioner Nibert, seconded by Commissioner Rai, to approve the minutes of the March 7, 2019 meeting. **The motion was approved unanimously.**

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions

None.

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

None.

MATTERS BEFORE THE COMMISSION

4. Review and Discuss Library and Recreation Department Inclusion Services Program Evaluation and Enhancements

Ms. Murphy noted that in July 2016 the City of Pleasanton started a process to improve inclusion services and accessibility in Library and Recreation programs. Inclusion is a value that ensures all members of the community have an opportunity to enjoy programs and facilities offered in Pleasanton. She advised that the City contracted with WTGroup to evaluate policies, procedures and processes that resulted in an eight-step inclusion process and a series of smart practice recommendations. Staff also formed an ad-hoc inclusion committee made up of representatives from different Library and Recreation Department divisions and a representative from the City Attorney's office, who discussed and implemented the eight-step process, smart practice recommendations, and plans for the future.

Ms. Murphy reviewed with Commissioners the final report provided by WTGroup that provides Recommendations Regarding the Eight-Step Inclusion Process. She advised that the report has been grouped into two sections with Section 1 addressing systemic Department processes and Section 2 addressing specific Department programs and publications. Ms. Murphy noted that the Library was not a part of the original scope, but general terms of the Library functions have been addressed in Section 1.

Section 1 recommendations include:

- Designating a current employee as the Department ADA Coordinator
- Designating a current employee as the Inclusion Support Supervisor
- Begin development of rationale for future budget requests to develop and fund a central line item for the support of inclusion placements
- Adopt the eight-step inclusion process
- Draft language that invites the residents of Pleasanton who have disabilities
- Modify online and print registration forms
- Modify online and print registration processes

- Establish a system for the prompt assessment of persons with disabilities
- Upon completion of the assessment, draft a plan
- Once a plan is prepared, train the staff
- Prepare staff to implement the plan
- Develop easy to use formative evaluation forms
- Maintain a record regarding requests for reasonable modifications received, i.e.: Mandated supports, personal supports, and quasi-medical or medical supports
- Value of citizen feedback
- Establish ongoing training

Section 2 recommendations include changes in the following areas:

- 2016/17 Season Firehouse Arts Center recommendations
- RADD Consent and Directions to Staff for Administration of Medicines
- City of Pleasanton Community Services Volunteer Handbook
- Community Services Activities Guide – Summer 2016
- Field Trip Guide 2016-2017 School Year
- Community Services Activity Guide – Fall 2016/Winter 2017
- Pleasanton Senior Center Code of Conduct
- The RADD RAP Summer 2018 June-August Edition (Summer 2016)
- RADD Program Brochure
- RADD Registration Form – Summer 2016
- RADD Consent and Directions to Staff for the Administration of Medicines
- Pleasanton Paratransit Service Riders Guide (July 2013)
- Pleasanton Paratransit Service (PPS) Brochure
- Paratransit Service Application
- Pleasanton Downtown Route Brochure (DTR)

Commissioners were advised by Ms. Murphy that staff has been trained and is working on implementing all pieces of the plan. Wording on forms has been simplified and inclusion language added.

Commissioner Grewal asked for clarification on specific language changes.

Commissioner Lehman expressed concern regarding the medication aspect and wanted to be assured that everything had been reviewed and approved by the City Attorney and there was no concern for litigation. He asked about HIPPA and whether the City would be keeping medical records on individuals.

Chairperson Hertle commented on individuals only needing to complete forms once and questioned how many forms for accommodation have been received. She also felt that data received could be helpful when the City considers future programs.

Ms. Murphy provided details on how the process will work, advising that no individual's data will be shared. Commissioner Lehman agreed that the process would be convenient and helpful.

Commissioner Nibert discussed with Ms. Murphy the number of handicap parking spaces at the Library. She also explained that Library staff have started a number of new projects for children with special needs and Teen Librarian, Teresa Parham provides meaningful opportunities working with teen volunteers.

After reviewing the Inclusion Services Program Evaluation and Enhancements, Commissioners all agreed that the progress made is valuable and implementing the eight-step process and smart practice recommendations should continue.

5. Review and Discuss Library Commission 2018/19 Goals Strategies and Work Plan

Ms. Murphy noted that at the March 7, 2019 meeting, the Commission had discussed and recommended three Library Commission goals for 2019 with a request that the strategies and work plan related to the goals be discussed at this meeting. The three goals recommended were: 1) Continue community outreach, 2) Promote a new library, and 3) Promote equal access to information.

Chairperson Hertle provided information about a California Public Library Advocates Group meeting in Oakland on May 11, 2019 and suggested that this might be a good way for members of this Commission to learn what others in the area are doing and asked that Commissioners respond to Terry Snyder's email on this if they are interested. She then questioned whether Commissioners wanted to add to the three goals with more specifics.

Commissioner Nibert felt the Commission should reach out to minority groups, and perhaps doing something with ESL/Literacy that would promote this. Ms. Murphy advised that the Library Literary Group does something like this on an annual basis, also the Axis Community Health food distribution is temporarily being done at the Library.

Commissioner Skowlund indicated that a number of seniors are concerned about the proposal to move the library and like its current location to downtown, they are also uninformed on what the Library actually does. Commissioner Lehman commented on selling points for the new library, indicating one could be the inclusion of a food court.

Chairperson Hertle felt it was the responsibility of the Library Commission to do outreach for the library and get out to various groups to answer questions they may have about the new library. Ms. Murphy advised that Library staff go to many events at the Senior Center.

Commissioners Skowlund and Lehman felt it was important to get seniors to understand that the Library was not just a baby-sitting service. Ms. Murphy felt that presentations should be catered for specific groups and the Commission should consider what its target is to be.

Commissioner Lehman suggested putting together a 3-minute video that could be shown before Movies-in-the-Park events. Commissioner Parikh suggested Amador Valley High School might have the ability and students willing to work on such a project. Commissioner Lehman felt this was a good recommendation and Ms. Murphy noted that staff person Mark Duncanson also does movies and it might be easier to have him work on this rather than high school students.

Commissioner Rai felt additional helpful steps should include educating members of the commission. Chairperson Hertle confirmed that steps should include: 1) Educating of Commissioners, 2) Continue Meetings with other Groups, and 3) Putting together a video.

Commissioner Lehman suggested consideration also be given to showing the 3-minute video at local movie theaters. Commissioner Nibert suggested also doing something on TV 30.

Ms. Murphy provided Commissioner Parikh with information on the differences between the goals and providing information in many languages.

Chairperson Hertle felt the Commission should continue to work with staff on steps for putting out information and promoting of a new library.

Commissioner Harinder commented on members of the Commission meeting with members of City Council.

Chairperson Hertle felt Council had accepted the plan and the Commission should be moving forward to do something with members of the community and people who have influence. She felt any communication about a new library would be helpful.

It was agreed that promoting a new library should be done through 1) outreach to influential members of the community, 2) determine "Lessons Learned" and "Prior Best Practices" that have been done in other area, and 3) check data and websites of other libraries, i.e. Every Library Institute.

Commissioner Rai asked about equal access for groups to use the library for special events. She discussed involvement with "Matters of the Community" a group that helps special needs kids. Ms. Murphy indicated this was something already being done and the library is good at reaching out to other groups and how they promote outreach.

Chairperson Hertle felt the Commissions goal for Promoting Equal Access to Information should be continuing to review and recommend policy updates.

The Commission again reviewed the three recommended goals for 2018.

A motion was made by Commissioner Sabatini, seconded by Commissioner Grewal, recommending the following Library Commission goals and strategies for 2019:

- 1) Continue community outreach
 - Educate commissioners
 - Continue meeting with other community groups
 - Put together a 3-minute promotional video
- 2) Promote a new library
 - Outreach to influential members of the community
 - Determine “Lessons Learned” and “Prior Best Practices” that have been done in other area
 - Check data and websites of other libraries, i.e. Every Library Institute.
 - Continue
- 3) Promote equal access to information
 - Continue to review and recommend policy updates

ROLL CALL VOTE:

AYES: Commissioners Grewel, Lehman, Nibert, Rai, Sabatini, Skowlund, and Chairperson Hertle.

NOES: None

ABSENT: Commissioner Damaser

ABSTAIN: None

Chairperson Hertle requested that the goals be reviewed by the Commission on a monthly basis.

COMMISSION REPORTS

6. Little Free Library Committee Update

Commissioner Skowlund provided information about a Little Free Library installed at the Firehouse Arts Center that will be maintained by Friends of the Library. Ms. Murphy advised that a Press Release is to take place on this at a later date and Chairperson Hertle advised she has books she can donate for this little library.

7. Outreach Committee Update

Chairperson Hertle commented on the new stats noting an increase of 87,000 visitors and 10,500 in Library card holders. She also noted that the Program Attendees category has been changed to Programs offered.

Ms. Murphy advised that library cards need to be renewed every three years to remain active.

Commissioner Nibert asked about the number of programs offered and whether anything had changed from 2016-17 to 2018. She indicated that she would like to receive information on the number of programs offered and what programs could be offered if a new library is made available.

Ms. Murphy advised that there is not enough staff available to provide more programs, but she has asked to be provided information about less utilized programs and the possibility of scaling back.

Commissioner Nibert discussed with Ms. Murphy facts about people being turned away from programs and staffing needed if the library is to double in size. Ms. Murphy advised that a larger library would require difference styles of staffing and not necessarily more staff members. Commissioner Nibert felt it would be helpful to have this kind of information for when Commissioners are talking to the community. Ms. Murphy advised that people want more meeting rooms and spaces that could accommodate more people attending programs.

Commissioners agreed on the need for continuing to contact groups and adding new groups to the outreach list.

8. Policy Committee Updates

No report.

9. Friends of the Library update

Commissioner Skowlund provided information about the recent Friends of the Library book sale noting that over \$14,000 was raised and thanked members of the Commission for volunteering to help at the event. She also noted the library book store makes between \$1,400 and \$1,500 per month.

Ms. Murphy advised that Friends of the Library support all of the Library programs and allow staff to ask for their assistance to purchase items.

10. Other brief reports on any meetings, conferences, and/or seminars attended by the Commission members

None.

COMMISSION COMMENTS

- A. Commissioner Parikh indicated that she was planning to attend the April 10, 2019 meeting of the Youth Commission to talk with them about the request for youth members on other Commissions being allowed to vote.
- B. Commissioner Nibert commented on 1) Little Free Libraries she had seen on a recent visit to Austin, Texas, and 2) an Emilio Estevan Movie, "Public", and homeless people not wanting to leave a library.

STAFF COMMENTS

11. Schedule of Upcoming Meetings and Events of Interest – reviewed.

Ms. Murphy provided information about:

- April 10, 2019 Youth Commission meeting. She encouraged members of the Commission to attend. Chairperson Hertle advised that she and Commissioner Parikh would be attending.
- April 13, 2019 Earth Day Event
- May 11, 2019 Rose Show Event

FUTURE AGENDA TOPICS

- A. Dot and Dash Presentation – Chairperson Hertle questioned whether this was to be a presentation or workshop. Ms. Murphy commented on meetings being open to the public for them to attend.
- B. Raspberry Pie Presentation – Commissioner Lehman asked about this and Ms. Murphy indicated this was not something appropriate.

ADJOURNMENT

There being no further business the meeting was adjourned by Chairperson Hertle at 8:35p.m.