RIVERSIDE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES

Minutes of:	Board of Library Trustees
Date of Meeting:	April 24, 2017
Time of Meeting:	5:00 p.m.
Meeting Location:	Main Library 3581 Mission Inn Ave. Riverside, CA 92501
Present:	Michael Yonezawa - President Jose Alcala - Secretary Arnold Rowe Linda Ridgway Donna Goldware Teresa Seipel Dwight Tate
Staff:	Tonya Kennon, Library Director Erin Christmas, Assistant Library Director George Guzman, Administrative Services Manager Angela Henson, Sr. Management Analyst Sherry Morton, Deputy City Clerk
Absent:	Tom Evans – Vice President
Other:	Anthony R. Boules

CALL TO ORDER
The meeting was called to order at 5:00 p.m. by President Yonezawa.

Item 1 **Public Comment**
There were no comments.

Item 2 **Approve Minutes for February 27, 2017**

Motion:	Goldware
Second:	Ridgway
Ayes:	Unanimous

Item 3 **Approve Minutes for March 28, 2017**

Motion: Ridgway

Second: Goldware
Ayes: Yonezawa
Seipel
Tate

Abstain: Alcala
Rowe

After the vote, Trustee Goldware informed the Board that approval of minutes is accepting the minutes regardless of absences. President Yonezawa offered to vote continue the vote from those who abstained. However, Trustees Alcala and Rowe declined to change the vote.

CONSENT CALENDAR

Item 4 Accept Trust Fund Expenditures

Trustee Seipel requested detail or update on the Gladys Pedlow Memorial Trust Fund. Specifically how long the trust fund will last? Director Kennon explained the trust is managed by the Community Foundation and the Trust dates back to the early 1900's. Administrative Services Manager, Guzman added that the Department is mindful of annual expenses. Endowments are perpetual, so when we pull over funds from the principal balance we use a formula of 40% or less. It's replenished annually and it's a formula we continue using and it is stable. Staff to provide an update in June to include historical, handbook, and dividends. Trustee Goldware added that some trusts are irrevocable, which means they can't be changed therefore the principal of the trust is invested and we are basically receiving the interest from the trust.

Item 5 Formal Acceptance of Gift Fund Donations of $1,000 or more

Item 6 Incident Reports

Item 7 Absence of Arnold Rowe, March 28, 2017

Item 8 Absence of Jose Alcala, March 28, 2017

Consent Items 4, 5 and 6

Motion: Ridgway
Second: Seipel

Ayes: Unanimous

Consent Items 7 and 8

Trustee Alcala commented on the differences on how they are noted and requested to vote on each item separately. Director Kennon explained the emails received from Trustee Rowe and the stated absence of Trustee Alcala to the board at the meeting on February 27. Trustees voted to accept the absences and moving forward to reflect standard wording as page 18 for consistency.

Motion: Ridgway
Second: Alcala
Ayes: Unanimous

DISCUSSION AND ACTION CALENDAR

Item 9 **Board of Library Trustees Appointment Update**

The City Clerk's office was scheduled to administer the oath of office to Anthony Boules, newly appointed to the Board of Library Trustees (Board) Ward 6 seat vacancy. The term is through March 1, 2021. However, during the meeting, at 5:10:35 p.m. a 3-minute recess was requested by Assistant City Clerk, Sherry Morton, who was present to administer the oath of office. Assistant City Clerk Morton asked Director Kennon to step out of the meeting to confer. The meeting resumed at 5:11:06 p.m. Upon return to the Board meeting, Director Kennon informed the Board that Anthony Boules informed the City Clerk's office that his school schedule would not permit him to serve. There would not be a swearing of the oath of office and Anthony Boules would not be joining the Board of Library Trustees. President Yonezawa inquired about an update on the selection and process for selecting a candidate to fill the seat. Director Kennon explained the Mayor's Nominating and Screening interviews candidates and the City Clerk's office notifies the Departments on selection. As soon as Director Kennon receives an update from the City Clerk it will be provided to the Board. There was no action taken.

Item 10 **New Customer Service Measurement Technological Tool – *Happy or Not*™**

Director Kennon provided a brief overview on the new customer service measurement technology tool called *Happy or Not*™. Customers can express their service satisfaction online or kiosk. The online web button is a Web Smileys™ are virtual kiosks placed on City web pages that will measure the level of customer satisfaction of the website visitors' online experience.

Trustees Ridgway commented if the only way to comment was online. Director Kennon provided a physical kiosk example that is currently being used at Main Library. The total cost of the device is $1,916.20 for two years. Trustee Rowe asked if other libraries were using this tool. Director Kennon commented that no other libraries were using this tool but she would inquire with colleagues. Director Kennon has stated that this tool is being used in Europe and in airports. Trustee Goldware asked if the physical kiosk is placed somewhere strategically and if staff have sight of it to prevent misuse from children. Director Kennon, replied yes but there is a 10 second delay to avoid over pressing the buttons. Trustee Yonezawa commented that measuring on a short term scale differences vary between short term happiness vs long term happiness. Trustee Tate added comparing locations is valuable. There was no action taken.

BOARD OF DIRECTORS COMMUNICATION

Item 11 Brief reports on conferences, seminars, and meetings attended by Board of Library Trustees Members

Trustee Ridgway attended the Friends event on April 23. Other Trustees who attended were Yonezawa, Evans and Tate. President Yonezawa attended the Budget Engagement Commission (BEC) along with Trustees Dwight and Evans. He noted that Barbara Purvis also was there to speak. The next Budget Engagement Commission is scheduled for May 9. The next commission meeting is May 4 at 4 p.m. Director Kennon will attend but will be late as she will be attending a meeting at City Hall and will leave early to attend the BEC meeting, since the May 4 meeting was a special meeting and not on the original schedule. Director Kennon gave a reminder that the Serving with Purpose Conference is scheduled for May 4 also.

Item 12 Items for future Board of Library Trustees consideration as requested by Board Members

Director Kennon discussed the speaker comments from the March 28 meeting regarding youth posters that were in storage. Director Kennon provided the background that there were a series of youth posters that were in the youth room that have been there for decades. The posters were taken down since we are trying to not have that room overloaded visually so that focus could be on items that are there. The posters are in storage, however, Library Administration team reported that the Board requested a report on the posters. Director Kennon clarified whether the board truly wants a report to and if so, requested specific direction from the Board of Library Trustees since she is unable to convey what the speaker is really asking from the Board.

Trustee Goldware recollected the posters were in storage and the concern was that if the Library Department is not going to do anything with the posters or other libraries or museums would like to have them. Director Kennon stated that she could vet out without an agenda item if the Board would allow her to do that. If the Board wants a true agenda item that can also be an option but shed needed to know what the Board wants in the agenda item. Director Kennon clarified that the posters are not considered Riverside history. While they commemorate a significant week in the Library profession there are many significant weeks. Director Kennon can definitely work with the speakers to donate them. Trustee Seipel commented that there was also concern from the speakers on how the posters were and whether they would be protected. Director Kennon appreciated the Boards attention to the public speakers and asked for the Boards' consideration to respectively receive comments and then have the Chair follow up with Director Kennon rather than placing directly on the agenda.

In closing, President Yonezawa recommended to allow Director Kennon to connect with public speakers and return with an update.

Adjournment

Meeting Adjourned at 5:31 p.m.

The next meeting is May 22, 2017, at 5 p.m. at Main Library.

Submitted by: Angela Henson

Jose Alcala, Secretary