



Tulare Library Advisory Board Meeting

Tulare Public Library | 475 North M Street | Tulare, CA
April 17, 2019, at 4:00pm | TPL Charter Room

Facilitator: Lisa Hollingshead Minutes: Mollie Roache		
Attendees: Lisa Hollingshead; Ellen Baker; Michelle Lippincott; Donna Schauland; Brian Beck ; Heidi Clark; Melissa Emerson; Mollie Roache; Chloe Miller; McCayla Torres; Peggy DeMuth		
City of Tulare Mission Statement: To promote a quality of life making Tulare the most desirable community in which to live, learn, play, work, worship and prosper		
Agenda		
Topic	Speaker	Time
I. CALL TO ORDER 4:01 pm	Lisa Hollingshead	2
II. CITIZEN COMMENTS: This is the time for citizens to comment on items within the jurisdiction of the Advisory Board. The Board cannot legally discuss or take official action on citizen comments that are introduced today. Each speaker will be allowed 3 minutes, with a maximum of 10 minutes per item, unless otherwise extended by the board.	Lisa Hollingshead	2
III. COMMUNICATIONS: Communications are to be submitted 10 days prior to a meeting to be considered for this section of the Agenda. No action will be taken on matters listed under Communications; however, the Board may direct staff to schedule issues raised during Communications for a future agenda. Citizen comments will be limited to 3 minutes per topic, unless otherwise extended by Board. None	Lisa Hollingshead	2
IV. ITEMS OF STUDENT INTEREST – None	Chloe Miller	5
V. CONSENT CALENDAR: All Consent Calendar items are considered routine and will be enacted in one motion. There will be no separate discussion of these matters unless a request is made, in which event the item will be removed from the Consent Calendar to be discussed and voted upon by a separate motion. <ul style="list-style-type: none"> • Approval of Minutes – February 20, 2019: Board Member Baker motioned for approval, Board Member Schauland second. Motion passed unanimously. 	Lisa Hollingshead	2
VI. SCHEDULED CITIZEN OR GROUP PRESENTATIONS	Lisa Hollingshead	2
VII. GENERAL BUSINESS <i>Staff Member Torres attended the meeting as part of her job shadow project with Manager Clark.</i> <ul style="list-style-type: none"> • Community Services updates: None • Snapshot of Stats & Library Updates: <i>Passports were at an all-time high in March with 469 up from 299 in February.</i> • Programs & Outreach (Passport service impact; Reading Challenge; Staffing update; etc.) <p><i>Manager Clark discussed the burden passport service has placed upon staff and regular library services. In addition to the actual passports process, staff counted almost 700 passport related questions within a 3 week period. She would like to move from a walk-in model to appointments. She would want to create space in the structure to allow people to return the same day if they forget a piece of the</i></p>	Lisa Hollingshead Brian Beck Heidi Clark Library Staff Board Members	3 10 10 10

passport process. The plan is to allow 15 minutes per application. Librarian Roache has researched an online appointment scheduling platform called Acuity Scheduling which is what another library running passport services uses. There was some discussion about if patrons would be able to sign up at the library and if staff would do that. Community Development Interim Director Beck approves of this move but wants to ensure the marketing piece is done well to eliminate confusion. Manager Clark estimated making this change over between May 1st and June 1st.

Motion presented by Board Member Hollingshead to move forward with implementing online appointment service for passports. The board would like an update on how the in-house application process would work.

The Board requested the passport information, specifically the income generated, be placed on the budget slide for City Council to see.

The 1st of three Reading Challenges is taking place. This program is designed to increase interactions with adult patrons. Each challenge winner will receive a prize basket.

The candidate chosen to fill the open Librarian position has passed the last pre-employment requirement. Manager Clark is hoping to make an official offer soon.

The Summer Reading will run June 8th – July 13th. Kids and adults will read for prizes. There will be three backpacks as a grand prize for each category: preschool age, elementary, and high school. Librarian Emerson noted that more kids completed the Summer Reading Program last year in part due to the fun stuffed backpacks on display through the program. The Board asked about getting this information to the school district. Librarian Emerson learned that the school does not have a print shop and so few flyers are actually printed for students. However, Manager Clark did send the June and July Calendar out for the Utility Mailing through the city. This is a new marketing effort we hope will pay off.

Librarian Roache and Staff Member Marquez completed a redesign of the library website. This design focused on mobile responsiveness and ADA compliance.

The library is currently working to retrain all volunteers. There was an increase in items not checked in and other issues. The first retraining happened today with two more to follow. While the retraining takes place, staff are taking on all check in duties.

The library shifted the closing procedure to stop all services except checkout at 15 till closing. This has helped staff close the library on time.

- Suggestions from the Board

The board wants to make sure the library keeps the passport discussion on the positive side for city council. Emphasize how much money the passport service generates for the city. Use that as leverage to ask for an additional staff person to run passports. The goal would be to generate more money with a dedicated staff member working on

<p>passports. To qualify the staff member would need to be a permanent benefited position. It does not have to be full time. Manager Clark would really like an IT position within the library.</p>		
<p>VIII. ITEMS OF BOARD MEMBER INTEREST</p>	<p>Lisa Hollingshead</p>	<p>2</p>
<p>IX. SET DATE AND TIME OF NEXT MEETING</p> <ul style="list-style-type: none"> • May 15, 2019, at 4pm 	<p>Lisa Hollingshead</p>	<p>2</p>
<p>X. ADJOURNMENT at 4:45 pm</p>	<p>Lisa Hollingshead</p>	<p>1</p>
		<p>53</p>

Snapshot of Stats

Library Statistics 2019

19-Jan 19-Feb 19-Mar

General Public Services

Library visits / Door count (801)	11,818	10,985	12,615
New cards	248	208	254
Reference question (802)	1,141	1,057	1,827
Passports (Applications Accepted)	258	299	469

Children's Programs (824) TOTAL	21	16	24
Children's Program Attendance (825) TOTAL	293	210	608
Adult Programs(820)	17	15	17
Adult Program Attendance (821)	152	181	276

Public Internet Computer Uses (# of Sessions)(859)	1,795	1,606	1,826
Virtual Visits to the library website(860)	7,909	7,202	7,532
Wireless sessions(861)	3,784	3,480	3,542

Total Circulation (810)	15,346	12,826	13,776
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