



MINUTES

SUNNYVALE BOARD OF LIBRARY TRUSTEES AUGUST 3, 2009

The Board of Library Trustees met in regular session in Library Program Room A, 665 West Olive Avenue at 7:00 p.m. with Jim Griffith presiding.

ROLL CALL

PRESENT: Chair Jim Griffith
Vice Chair Ray Zhan Su
Boardmember Narendra Pathak

ABSENT: Boardmember Judi Miller

Boardmember Pathak moved, and Vice Chair Su seconded, to excuse Boardmember Miller's absence from the meeting. Motion carried unanimously.

STAFF PRESENT: Lisa G. Rosenblum, Library Director
Sandra Barajas, Recording Secretary

SCHEDULED PRESENTATION: None.

PUBLIC ANNOUNCEMENTS: None.

CONSENT CALENDAR:

1.A) Approval of Draft Minutes of 7/6/09

Boardmember Pathak moved, and Chair Griffith seconded, approval of the consent calendar as presented. Motion carried 2-0 with Vice Chair Su abstaining due to his absence of the Monday, July 6 meeting.

CITIZENS TO BE HEARD: None.

PUBLIC HEARINGS/GENERAL BUSINESS:

2. New Customer Service Model:

Director Rosenblum provided the Board with an overview of the circulation service model prior to her arrival. Typically, items returned on the weekend would not be checked in until Wednesday or Thursday. There were a number of reasons for this: increased circulation, no additional staff and a service model that stressed frequent staff assistance and a minimum of waiting time at the circulation desk. As a result staff were constantly being called out to the circulation desk to assist patrons with holds, payment of fines/fees, issuing or renewing of library cards and checking out their items. This prevented them from focusing on checking in items. Customers would call to complain that their items had not been checked in, thereby requiring even more staff time.

A new service model implemented in May focuses on helping library customers help themselves. Self check machines which were under utilized are more effectively promoted by having staff on the floor directly helping customers to use them instead of being behind the desk. Library holds are now shelved on the floor and do not require staff to pull them. Library cards are now valid for five years (instead of two) before expiring which lessens stops at the self check machines. Library customers may apply for a new library card and pay fines/fees online—these features being heavily promoted by staff. As a result self check usage has increased from 50% to 77% in only three months and has allowed items returned on the weekend to be checked in by Monday evening. The Library will continue to find ways to shorten lines and streamline its services. Discussion ensued regarding past practice of check-in of items and future changes with the new RFID/AMH systems.

Chair Griffith opened the public hearing and there being no public testimonies, closed the public hearing.

3. Thank You Letter for the Friends:

Chair Griffith shared with the Board a thank you letter acknowledging the Friends donation of six self check machines in the amount of \$73,000.

Chair Griffith opened the public hearing and there being no public testimonies, closed the public hearing.

Vice Chair Su moved, and Boardmember Pathak seconded, approval and mailing of the letter as presented contingent on City Manager approval. Motion carried unanimously.

NON-AGENDA ITEMS AND COMMENTS

• STAFF ORAL COMMENTS

Library Director Rosenblum noted the following:

- The Sunnyvale Library, along with various CA libraries, applied for a stimulus Instruction Technology "Service Station" grant. The grant would provide Internet, videoconferencing units, laptops and cameras to allow classroom style training.
- In June 09, before the reduction in Sunday hours, the average circulation was 7,530 items with a patron count of 2,479. In July 09, after the reduction in Sunday hours, the average circulation was 7,180 with a patron count of 2,171 visitors.
- Program flyers and announcements were distributed.

INFORMATION ONLY ITEMS: None.

ADJOURNMENT: 7:39 p.m.

Respectfully submitted,

Lisa G. Rosenblum
Library Director