



MONTEREY PUBLIC LIBRARY

625 Pacific Street
Monterey, California 93940

Library Board of Trustees Minutes

Regular Meeting
August 23, 2006
5:00pm

Board of Trustees
Peggy Chandler, Chair
Alice Yamanishi, Vice Chair
Mary Castagna
Dempsey Butler
Harry Wareham

Library Director
Kim Bui-Burton

CALL TO ORDER

ROLL CALL

Library Board members present: Mary Castagna, Peggy Chandler, Alice Yamanishi, Harry Wareham, Maxine Reneker

Library Board members absent: None

Staff members present: Kim Bui-Burton, Doug Holtzman, Karen Brown, Jeanne McCombs, Dina Stansbury, Victor Henry, Dennis Copeland, Meg Morris, Diane Harmon, Tricia Andrada

PRESENTATIONS

1. Dennis Copeland, 5 Years

Dennis Copeland actually began working in the Library in June 1997, when he was selected to staff the grant-funded California History Room improvement project. His value to the Library and the community was quickly apparent, and he was promoted to a regular part-time position in 1999, a full-time contract position in 2000, a regular full-time position in 2001, and a more responsible position in 2002.

When Dennis arrived in 1997, much of the Local History Collection was housed in disorganized boxes in the basement, and many books in the California History Room were uncataloged. The Room was furnished with a hodgepodge of hand-me-down furniture and storage equipment. Only a few people in the community knew about the Room and the collection, and the Library had only informal and occasional contact with nearby local history organizations.

Today, the California History Room is recognized by the community and researchers worldwide as a model small-library local history service and an essential resource for early California and Monterey history. Archival containers and a climate-controlled storage room preserve the collections. Books and archival collections are easy to locate in the PALS Catalog. The Room's appearance and furnishings reflect the significance of our historical community and its memories. The California History Room is an essential part of ongoing collaborative efforts with the Museum and Cultural Arts Division, Monterey History and Art Association, California State Parks, and other local historical organizations.

None of this would have been possible without Dennis' diverse skills, professionalism, commitment to the community and its history, and ability to share his enthusiasm with staff members, colleagues, volunteers, researchers, and the public.

During the original California History Room improvement project, Dennis' priority was gaining physical and intellectual control of an assortment of historical materials in many formats and conditions. He created inventories, complete archival appraisals, rehoused materials, initiated conservation measures and environmental controls, and developed the first finding aids for archival collections. These basic archival responsibilities continue as new materials are acquired.

Dennis has been tireless in preserving the valuable and fragile collections he oversees. In addition to rehousing, repairing, and duplicating the materials themselves, he monitors environmental conditions in the California History Room and Archives and works with Library, City and vendor staff to improve their stability. He has assumed a leadership role in preparing Library staff with procedures and supplies for responding to any disaster which might damage or threaten collections.

Dennis has participated in or overseen three major cataloging projects, making uncataloged California History Room books and pamphlets, Colton Hall and Mayo Hayes O'Donnell books, and Library archival collections visible in the catalog. He has created thousands of original catalog records based on library and archival standards.

Perhaps most important, Dennis is an outstanding spokesperson for the California History Room, the Library's role in preserving and interpreting history, and the value of archives and history in community life. He has given hundreds of presentations to an amazing diversity of groups: Library staff members, City and other volunteers, community organizations, scholarly meetings, researchers, and customers young and old. He has organized dozens of workshops, programs, and events. He was the key trainer in both Shades of Monterey Photo Days and is now working to plan the third. He has written articles and, with Special Services Coordinator Jeanne McCombs, the influential book *A Monterey Album: Life by the Bay*. He just completed another book on Monterey's fishing communities with Tim Thomas of the Monterey Maritime and History Museum. He organized a Round Table of area historical collection managers and chaired Historic Monterey committees. He daily answers inquiries from scholars, authors, City staff, students at all levels, family historians, and many other residents and visitors, receiving the acknowledgments and thanks which you frequently see in Board packets.

With visibility has come donations and other collection development opportunities. In addition to selecting books for the California History Room, Dennis has effectively shared the Library's commitment to archival stewardship with many donors, resulting in acquisition of several enormously significant collections, including the Pyburn Family Collection, the Wing Chong Company grocery and squid industry records, the Monterey Fish Processors records, and many more. And he takes special delight in being able to provide the stewardship of the Edward F. Ricketts Papers.

To accomplish all these things, Dennis has skillfully trained and supervised volunteers, a Senior Aide, and the Archival Cataloging Project staff. He has been instrumental in two expansions of the volunteer program, most recently combining recruitment and training with the Museum and Cultural Arts Division to develop more knowledgeable and flexible Monterey History Volunteers.

It is fair to say that Dennis Copland has completely transformed both Library staff members' and the community's picture of what the Library can and should contribute to preserving and

presenting Monterey's memories, and done most of the coordinating and hands-on work to fulfill this vision.

Dennis never lets me forget the major tasks we have yet to accomplish: providing climate-controlled space for *all* archival collections; improving procedures and technology for collection security; completing a comprehensive disaster plan for Library collections and training staff to implement it; making all finding aids and collection descriptions available through the catalog; creating a genuine docents' program to increase the number and contribution of History Volunteers; expanding coordination with other historical organizations; and more. I look forward to working with him on these and other projects in the months and years ahead.

2. Tricia Andrada

Tricia Andrada became the Library's Administrative Assistant on April 5, 2004. She officially began her work with the City of Monterey five years ago, however, as a Part-time Seasonal Office Assistant (OA) II in Fire Administration on January 21, 2001, and was then promoted to Full Time OAI in Fire Admin effective August 16, 2001. While in Fire Admin, she created a process of entering building plans into the Fire Department's database for better tracking, "cleaned up" the City's weed abatement process so that it was a much more efficient process for both the Fire Department as well as Public Works staff, helped create a database for registering training class attendees that saved time and effort for everyone involved and assisted a vendor with a major upgrade of the Department's database, which included moving data from the database into Excel. (Yes, we did steal Trish away from "across the street"; and no, they still haven't forgiven us...)

From the very beginning, Trish stepped capably and comfortably into the "Admin" Assistant role. She worked hard to bring order to the remnants of several previous Admin Assistants' systems, while learning the intricacies of several Library specific systems. Trish quickly was trained in the Library's circulation system (so she could accurately and effectively answer customer questions on the phone), meeting room scheduling protocols, complex vendor invoicing and even the Library's temperamental heating and ventilation system interfaces. She took to them all as to the Library-born.

In addition, Trish quickly adapted to the requirements of the Library Admin Assistant work, which entails acting as a confidential employee to manage personnel and Board support activities (which no other Admin Assistant but the City manager's office has). In this role she is especially skilled at discreetly identifying and resolving problems, pursuing solutions and alerting the Director to potential issues and challenges. That the Library now is a full participant in the city's personnel software solution (SIGMA) after years of trying is a testament to her persistence – and effective use of professional interpersonal relationships.

Because of city budget cuts and the layoff of the Library's 30-hour per week Office Assistant II, however, seven-months into her new job Trish found herself learning, and then performing, the work of both the Admin Assistant and Office Assistant II. She added account and payroll activities to her already full plate – all within a 40-hour work week. To say that Trish rose to the occasion is an understatement. She calmly and capably took on the duties of both positions, while always keeping an eye out for ways of streamlining, standardizing and improving daily procedures and routines. It was during this potentially stressful time that Trish's phrase "It'll be fine" (with the emphasis on a long, drawn-out iiiiiiiiii in fiiiiiiiine) came to be much heard, and much appreciated.

Trish is extremely hard working and energetic, always positive and good-humored, and consistently helpful to the public, city and Library staff. She is an excellent liaison with other city departments and keeps the Library involved in citywide activities; for example the Library is currently a test site for new online credit card procedures and will be for future time and attendance software. City staff recognizes, as we do, that Trish has the flexibility, interest and ability to handle "other duties as assigned" in an exemplary way. Whether she's chasing down a response to an abandoned vehicle in the parking lot, or a clearer interpretation of a city personnel rule, or a lost and frightened bird flying around the mezzanine - Trish is the best!

Mention must be made of Trish's delightful (and photogenic) children, Marissa and Justin, who have modeled for several Library publications and are welcome additions to the next generation of "library kids", and her talented mom, Michele, aka the wildly popular "Cat in the Hat" with the Bookmobile at this year's 4th of July parade. We're glad they're part of our "library family" too.

Please join me in congratulating Trish on her five years of outstanding service to the City of Monterey and Monterey Public Library and we look forward to many more!

3. Meg Morris

Meg Morris began working at the Monterey Public Library as a Reference Page on December 29, 1993. As time went on, she took on more responsibility and her attention to detail, organizational skills, and commitment to a job well done were quickly recognized.

In 1996, she was promoted to Senior Reference Page and continued to take on more responsibility. During a page shortage the following year, she absorbed more work yet remained diligent to ensure her regular workload continued to be performed. It was also at this time that she developed an inventory of the basement collection of microfilm. For this effort, Meg was recognized as an "Employee of the Moment" for service over and above regular assigned duties.

She took the initiative once again and her suggestions led to an improved reference request slip. This enabled the reference staff to deliver better customer service.

In 2000, Meg was promoted to the position of regular part-time LA1 in Tech Services. She brought with her the attributes of patience, dependability, attention to detail, and organizational skills that are so necessary to be a successful, effective and productive member of the Tech Services team.

In 2003, the department supervisor retired. Together with staff cutbacks, Meg was the primary cataloger and assumed a greater workload. The following year, Meg trained me in cataloging when I joined the Tech Services staff. It is without exaggeration that it be stated that Meg has carried the copy cataloging aspect of the department almost single-handedly for 2004 and 2006.

At the beginning of 2006, both our on-call LA1 and our Acquisitions Coordinator retired. Meg, again, carried the cataloging aspect of Tech Services on her shoulders while I concentrated on acquisitions. She has managed to ensure that a steady influx of materials have been processed covering all categories.

Her dependability and conscientiousness has made it possible for this department to function during these difficult times. Even with the increased workload, Meg has developed a system to notate if OCLC holdings exist, thereby eliminating the need to double check entries. She also goes out of her way to obtain original artwork for replacement DVD and CD covers.

Meg's dedication and workmanship are part of the whole that embraces the concept of providing superior customer service.

I look forward to working with Meg for many years to come. Please join me in congratulating Meg on her 6+ years of service to the Monterey Public Library and thank her for a job well done.

4. Diane Harmon

Diane Harmon began working on the Check Out Desk as an on-call Library Assistant I in October 2000. In August 2001, she was selected for a full-time Library Assistant I position.

She quickly demonstrated the flexibility, responsibility, and talent for streamlining procedures that have characterized her contributions to the Library and community ever since. She was commended by her supervisor for taking the initiative to resolve scheduling problems as soon as they arose. She was an early adopter of the Millennium Circulation software, and assisted in training and supporting her co-workers as they began using the new program. She developed procedures and training to implement self-service holds and related innovations. She served as backup to the Interlibrary Loan coordinator, an extremely demanding customer service assignment. She learned planning, coordination, and leadership skills when the Circulation Section was managed as a Self Directed Team. Prophetically, she developed an orientation to Technical Services for Circulation staff, and she assisted in Technical Services. Also prophetically, personnel changes left her as the sole regular staff member maintaining both Check Out Desk and off-desk circulation services for several months.

In November 2004, Diane was promoted to the position of Library Assistant II – Technical Services, Last April she was promoted again to Technical Services Supervisor.

Library technical services is a complex world of its own, requiring mastery of several layers of detailed rules and standards, local practices, and specialized computer skills, all without losing sight of the goal of making Library materials easy for customers to locate, choose, and use. Diane entered this world after the departure of the supervisor who developed and implemented almost all of the Library's cataloging and processing procedures, and in the midst of replacement of the two software programs used for copy cataloging and database maintenance. The whirlwind change has kept up until the present moment, and Diane has ably stretched her knowledge and skills to keep pace.

Diane quickly learned copy cataloging, deletion, physical processing, and repair of Library materials. She took charge of specialized procedures for maintaining the consistency of name and subject headings and cross references in the catalog, and for searching and processing lost, missing, and long-overdue items. She sought out training opportunities to understand the background of Library cataloging policies and practices. From the beginning, she made a point of documenting new procedures and updating Division manuals.

While learning all these new assignments in Technical Services, she once again backed up the Interlibrary Loan Coordinator during an absence—using a completely new Web-based service and new procedures.

When the Acquisition Coordinator announced her immanent retirement at the end of last year, Diane had less than two months to absorb another Millennium module and another set of complex procedures—including responsibility for overseeing the Library's \$150,000-plus Collection Development Budget. Once again, she demonstrated a remarkable flexibility and capacity for growth. Despite the full-time vacancy, limited training, and many new procedures, she maintained the acquisition program and helped coordinate cataloging and processing so that the staffing upheavals in Technical Services had no impact on Library collections and customer service.

At the request of the Finance Department, she developed and implemented procedures to process and pay invoices from the Library's primary materials vendor on a City credit card. She communicated effectively with this vendor and others to resolve several outstanding issues. She monitored and managed the Technical Services budget, kept me informed about the Section's needs and challenges, and coordinated several special projects and adjustments necessary to keep Library materials flowing into customers' hands.

Diane accepted the Technical Services Supervisor position last spring, leaving the Library Assistant II position vacant. Once again she had more to learn and greater responsibility for maintaining cataloging and processing production without full staffing. Her response to this challenge has been outstanding. She rapidly developed her supervisory skills, took a lead role in selecting a candidate to fill the Library Assistant II position, developed and implemented a training program for the successful candidate, and completed the complex tasks necessary to close out the old budget and acquisitions year and begin the new one, and kept things moving throughout.

I value Diane's perception as well as her flexibility and eagerness to take on new challenges. She has made many contributions to Library service during the past five years. I look forward to many more.

APPROVAL OF MINUTES

1. July 24, 2006
Motion by Castagna to approve the amended minutes. Second by Wareham. Motion carried.

REPORTS

The Board acknowledged the following reports:

2. Friends of the Library ~ Trustee Chandler reported Wine and Chocolate received net of over \$5,000; gearing up for House Tour
3. Statistical report
4. Volunteer reports
5. Financial reports
 - a. FY 2005/2006

- b. Council approved FY 2006/2007 Operating and Trust Fund budgets
- c. Current FY 2006/2007 Status
- 6. Library activity ~ Ms. Bui-Burton made the following additions: a.) Major Innovative system upgrade on Sunday; b.) Joanne and Inga will attend Bookmobile conference in Ohio Sept. 27-29; c.) The previous OAll incumbent turned down the position after acceptance; d.) Mention of several generous supporters; e.) Awarded Live Homework Help grants from State Library and Poets and Writers grant; f.) Presented at two community Foundation events; g.) Discussed Board attendance at CLA; f.) Could use the Board's help for the Shades project
- 7. Fundraising Subcommittee report

PUBLIC COMMENTS

PUBLIC COMMENTS allows you, the public, to speak for a maximum of three minutes on any subject which is not on the agenda. Any person or group desiring to bring an item to the attention of the Library Board may do so by addressing the Board during Public Comments or by addressing a letter of explanation to: Library Director, Monterey Public Library, 625 Pacific Street, Monterey, CA 93940. The appropriate staff person will contact the sender concerning the details.

NEW BUSINESS

- 8. Discussion of Library Board mission statement
- 9. Discussion of Library Board work plan for FY 06/07
- 10. Director Performance Evaluation
- 11. Discussion of responding to contracting opportunities
- 12. First reading – Board Policy 190: Gifts, Donations, Sponsorships, and Fundraising

UNFINISHED BUSINESS

- 13. Strategic plan update

INFORMATION ITEMS

- 14. Customer Suggestions
- 15. Informational Items
 - a. Email regarding customer comments on California History Room
 - b. Card of thanks to Kim Bui-Burton for the ending of the non-resident fees
 - c. Email thanking Bridget McConnell for the new Interlibrary Loan process
 - d. Letter thanking Kim Bui-Burton for speaking at the 2006 California Preservation Conference in Sacramento
 - e. Note of thanks to Library staff from retiring Trustee Butler
 - f. Letter acknowledging Jeanne McCombs' workshops and events
 - g. Email thanking Inga Labeaune for her assistance
 - h. Email thanking Jeanne McCombs for the Tell-A-Celebration
 - i. Community Foundation for Monterey County quarterly statement

TRUSTEE COMMENTS

Trustees may ask a question for clarification, make a brief announcement or make a brief report on his or her activities. In addition, the Board may provide a referral to staff or other resources for factual information, request staff to report back to the body at a subsequent meeting concerning any Library matter, or direct staff to place a request to agendaize a matter of business on a future agenda.

ADJOURNMENT

The meeting was adjourned at 7:40 p.m.

Respectfully submitted

Alice Yamanishi, Chair
Library Board of Trustees

Tricia Andrada
Administrative Assistant

"The Library Board of Trustees' mission is to oversee the administration and operation of the Monterey Public Library program and serve as a conduit for Monterey's citizens to the Monterey City Council in our joint effort to provide superior library service to the citizens of Monterey."

-adopted by Library Board of Trustees, April 28, 1999

The Library Board of Trustees meeting packet may be reviewed by the public in the Library. Information distributed to the Council at the Council meeting becomes part of the public record. A copy of written material, pictures, etc. should be provided for this purpose.

The City of Monterey is committed to include the disabled in all of its services, programs and activities. Telecommunications Device for the Deaf: 831 646 3421. Please speak to the Library Administrative Assistant prior to the meeting if you require a hearing amplification device. For more agenda information, call 646-5669.



2006 SCHEDULE

Wednesday, September 27	5pm	Library Board – regular meeting	Library Community Room
Wednesday, October 25	5pm	Library Board – regular meeting	Library Community Room
Wednesday, December 6	5pm	Library Board – regular meeting	Library Community Room

2007 SCHEDULE

Wednesday, January 24	5pm	Library Board – regular meeting	Library Community Room
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Post agenda:

City Hall, Library Lobby, monterey.org/boards/lib_agenda.html

Distribute agenda:

City Council reading packet

Distribute agenda packets:

Library Board of Trustees, Library Director, Assistant Director, Administrative Assistant, Special Services Coordinator, Youth Services Manager, Reference Supervisor, Library Civic Information Center, Library staff room