

Citizens Review Panel
October 21, 2009
Orange Cove Library

Members Present: Jan Kafton, Mike Wyrick, Robert Speechly, Judith Preuss, Fitz Kelly

Others Present: Karen Bosch Cobb, Pat Pondexter, Steve Nitta, Terry Sterling, Karen Coletti,

- 1) Call to Order: Chairman Mike Wyrick called the meeting to order.
- 2) Introductions: Judith Preuss was introduced as a new representative from District 5.
- 3) Adoption of Agenda: The agenda was adopted as submitted.
- 4) Approval of Minutes of May 20, 2009: The minutes were approved as submitted.
- 5) Attendance Roster: Discussion of new Roster in packet. There were no attendance issues.
- 6) Statistical Year End Report: Karen Bosch Cobb reported on the Statistical Reports that the library compiles annually. The California State Library requires annual reporting and these are some of the key indicators.
 - a) Public Service Hours: hours are a critical Measure B indicator. Since 1999, our open public service hours have doubled, with some deviations due to branches being closed for renovations and repairs.
 - b) Items Checked Out for home use: there has been an increase of about 10% of items checked out for home use. The quote of 3,572,943 items checked out in 2008-9 was through June of 2009.
 - c) In House Use of Library Materials: this is a count of patrons who look at something in the library, but do not check the material out. That number also increased. This number is watched closely to help monitor the workloads for Library Aides, who reshelve library materials.
 - d) New Library Cards: there have been significant increases because of the recession.
 - e) Books Added: this number declined because of the increase in the cost of library materials.
 - f) Audio Visual: this chart shows the increase in checkouts of audiovisual materials since Measure B passed in 1998. AV checkouts now account for 34% of total library checkouts.
 - g) Questions Answered: this chart compiles informational and directional questions, which both have steadily increased.
 - h) Program Attendance Statistics: there has been a slight drop in children's programs and this is due to planned cutbacks. The Adult programs have increased substantially since the beginning of Measure B. Popular programs include help with job searching. The library is trying to start using outcomes based measurements to determine which programs best serve the public. This past summer the library participated in an outcomes

- survey for the summer reading program at a pilot location. Results have not been received.
- i) Public use of computers: the number of PCs and time slots available limits the total amount of PC use.
- 7) Update on current service reductions and without Measure B: Library staff presented a chart showing current service reductions and estimated service reductions if Measure B does not renew.
- a) The current reduction in hours is four furlough days, without Measure B hours would decrease by 50-60.
 - b) There have been no reductions to Measure B library materials. Without Measure B, there would be a reduction of 75%.
 - c) Library programs have been reduced by one-third, without Measure B programs would be reduced by two-thirds or eliminated.
 - d) There have been no reductions in Literacy services; without Measure B, this would be eliminated. Rebecca Wade, Literacy Coordinator, will be asked to attend a meeting to give a more complete description of the Literacy program.
 - e) The new and replacement equipment fund is used only for essentials.
 - f) Library facilities maintenance and operations are at a minimum level of repair with deferral of all but health and safety issues.
 - g) Funding for new and remodeled libraries is only to complete current funded projects and no new projects are being planned.
- 8) Budget Report: Steve Nitta, Pat Pondexter, and Karen Bosch Cobb
- a) Reorganization of services and desks. Karen Bosch Cobb explained the combination of the Readers services and Reference desk in the Central Library. This also has helped relieve the Librarians of some duties that Assistants could handle and freed librarians to work more on collection development.
 - b) Pat Pondexter explained rebalancing of staff. This started a couple of years ago foreseeing the need to shift employees to better match workload by location. There is not always a professional librarian on site at smaller branches. There is not one maintenance person assigned to each site. There are many volunteers who assist with various aspects. They cannot keep libraries open because of the increased and more complex use and computer technology.
 - c) There is a constant change and revaluation of library service. The changes are not always comfortable to the staff. There are about 70 librarians at 35 locations. Some of the larger busier libraries need more. Twenty-two positions have been deleted or frozen, and there needs to be more reductions. There is an internal freeze on hiring at this time.
 - d) Long-range projections were gone over by Steve Nitta. Steve explained the attachment he had prepared. The projection was out through March 31, 2013 when Measure B would expire. The projection covered revenues, salaries & benefits, service & supplies, and other costs. The next employee union contract will expire in 2011. Steve explained

the high cost of health care and retirement. Many variables affect the budget. Karen Bosch Cobb stated the biggest cost in the budget is salaries and benefits.

- e) Karen Bosch Cobb covered public relations and referenced a handout in the agenda packet, which informs library users of reductions. Future PR will cover further reductions if needed.
- 9) The Fresno County Library Centennial is March 12, 2010. Fresno was one of the first 12 county libraries in California. The Library is in the process of planning activities and writing a book. The projected release date is to be before Christmas. Some of the activities include, children writing thoughts about what the library will be like in 50 years. There is some talk of a book release party.
- 10) The next meeting will be at Gillis Library on March 10, 2010 at 6PM.
- 11) Terry Sterling gave a tour the New Orange Cove Library.
- 12) Adjourn: there was no further business, and the meeting was adjourned to the tour.