

Special meeting
BELVEDERE-TIBURON LIBRARY AGENCY
Belvedere-Tiburon Library, Tiburon, California
October 19, 2020
As approved on November 16, 2020

Roll Call, Present: Chair William Smith, Vice Chair Niran Amir, Treasurer Jeff Slavitz, Thomas Cromwell, Lawrence Drew, Maureen Johnson, Ken Weil

Members Absent: None

Also Present: Glenn Isaacson, Chris Ford of BRW, Deborah Mazzolini, Rachael Ong, Nancy Kemnitzer, Ivan Silva, Deirdre McCrohan, Kristin Johnson

CALL TO ORDER: Chair Smith called the meeting to order at 6:19 pm

OPEN Forum: Chair Smith opened the floor to comments or questions not on the Agenda. There were none.

1. Chair's Report

Chair Smith turned the floor over to Director Mazzolini, Glenn Isaacson, and Rachael Ong.

2. Library Director's Report

Director Mazzolini reported that curbside service and online library activities are going smoothly. Average transaction count for the current 4-hour curbside shift is around 600 items per day. Patrons are very appreciative. Library staff are weeding books that haven't been checked out this year. Many other books and items will be packed and stored temporarily offsite. There will be a collection migration for popular and new materials into the newer portion of the building while the older building is updated.

Trustee Weil asked about the lighting situation for curbside service during the darker months of fall and winter. Director Mazzolini said that it was yet to be determined whether lighting would be provided or curbside hours would be modified to daylight hours. Trustee Weil asked whether curbside could be extended to Saturday to give patrons more options for pickup and return. Director Mazzolini affirmed Saturday as a possibility, along with indoor service, if possible, at some point.

3. Expansion Update

Project Manager Glenn Isaacson said that progress on the Library construction is going well. The old roof tiles have been removed, and new shingles are being placed. Interior sprinklers have been installed, electricity and plumbing installation are in process, and HVAC installation will begin soon. Drywall will soon arrive, and its placement will further define the new spaces. Updating of the left turn lane on Tiburon Boulevard has been delayed by Caltrans due to other current projects on Tiburon Boulevard. No new date has been determined at this time.

Mr. Isaacson expressed his thanks to Chris Ford and the team of architects at BRW. They have updated the Library plans for evolving usage changes and for the temporary migration plan to the new building during the update of the old building.

The migration plan was originally reported in December 2019. In March of 2020, Staff moved from the former workroom into the Fink fireplace room (cataloging), a former magazine alcove (Director Mazzolini), a former large print alcove (Teen Librarian Jung), several former audio/visual alcoves (Reference Librarians Della Santina and Silva), a former reference alcove (Clerk Johnson), and the Founder's Room (Circulation service area and staff lunchroom). More alcoves than initially planned were used due to Social Distancing protocols under COVID-19. The old staff workroom and staff kitchen were vacated to facilitate contractor work on electrical and IT closets in that area.

As a result of those moves, Library Staff is currently operating in a reduced space. Spaces marked in green on the power point presented have been turned over to the contractor for work. These include the former parking lot, the former Staff workroom and kitchen, the janitorial and IT closet, the back hallway, and the former front plaza and entryway.

For the next step in construction the Library Staff must vacate all of the currently occupied space in the old Library to turn it over to the contractor. This can occur and keep the library operating only when the Staff and the appropriate collections are moved into the newly built space. The following moves will complete the second migration under the construction plan: (1) The Children's Library will move to its new permanent location. (2) A selection of the collections in the Library nave must be moved into the New Founders Room (3) Staff will relocate into a variety of spaces in the new area: Administration will move into the future story time space in the new Children's Library, Reference Staff will move into the new Conference Room, Circulation Staff will move into the new Corner Books space, and Cataloging will move into the new Maker Space.

Before this second migration the following must occur: (1) Bookshelves must be moved and stocked. (2) Furniture for the Children's Library must be moved and/or received and set up, ready to receive the Children's books. (3) Staff furniture must be moved into each of the temporary staff locations (4) Any surplus of remaining books in the current collections must be taken offsite and stored. (5) All bookshelves in the nave and alcoves must be disconnected from the floor and walls so that redecoration can be completed and carpeting installed,

This second migration should occur in February 2021 and extend for 3 to 5 months in order to re-allocate spaces and refurbish the old portion of the Library.

When the refurbishment of the old portion of the Library is completed, all bookshelves in the nave and alcoves will be reinstalled in the planned new configuration and the third migration of all staff will take place, and patron areas will be finalized in the new permanent configuration.

Director Mazzolini added that operations during the migration must accommodate safety procedures and social distancing under COVID-19 rules. The main Collection is being purposely moved into the new Founders' Room so that books can be properly arranged and retrieved by Circulation and Reference Staff for curbside service. When the winter rains arrive, service may be moved indoors for a minimum number of patrons at a time for the

returns and checkouts. This will include adult, teen, and some children's books. If the COVID-19 situation is better and Marin Health and Human Services allows, the Children's Library could be partly opened also. Hopefully, the situation will allow for a full opening when the construction is completed.

Trustee Cromwell asked whether the new portion of the building will be completely finished for the second Staff migration. Mr. Isaacson affirmed that the building would be complete, including heat and ventilation, however, with only one single use restroom situated in the Children's Library available for all staff

Trustee Cromwell asked when the new parking lot would be completed. Mr. Isaacson said that it had been rescheduled for spring of 2021 due to the focus on completion of the new building first to facilitate the Staff migrations, i.e., continued service to patrons.

Chair Smith asked whether furnishings for the completed building would be all new. Mr. Isaacson said that the plan includes both new and old furniture. Current furniture will be used as appropriate, and some new furniture is included in the expansion budget, ordered independently of the construction contractor. The contractor will attach furniture to walls as needed. Delivery of new furniture will be timed for the summer opening of the complete new Library.

Trustee Weil asked how the new carpeting in the building would be protected during the migrations. Mr. Isaacson said that, for the new portion of the building, carpet squares will be ordered in surplus to allow for replacement in the case of damage.

Mr. Isaacson added a reminder that both sections, new and old, will be tented for fumigation for termites from Friday, November 6th through Monday, November 9th.

4. Foundation Report

Foundation President Rachael Ong reported that the Capital Campaign Cabinet will be meeting with Foundation directors this week to develop key strategies for continuing "walk-throughs" of the Library construction site for as long as possible. Foundation Staff have received tremendous feedback from donors and prospective donors who have toured the new building site. Trustee Amir has helped the Foundation set up a presentation to the Reed Union School District Board on November 17th, and RUSD Board President Sherry Wangenheim has already toured the Library construction site. This week Superintendent Nancy Lynch has been updated on the flexibility of the new Library spaces for young people.

The Foundation is also collaborating with Reference Librarian Ivan Silva in the creation of an online tour video to engage donor prospects who aren't able to attend a walk-through in person. The tour video will be available on the Library and Foundation web pages and an email link will be sent out as part of the next phase of the Capital Campaign.

Foundation members and staff are also working on an egalitarian donor recognition wall to be housed on the outside new front entranceway.

Graphic Design for a Campaign thermometer display depicting the status of funds raised through September 30 and funds still needed is in the works for posting in November.

The annual Petrocelli Luncheon will be held online for the first time ever on December 1, and will feature Elaine Petrocelli's presentation of her annual book list. Invitations will be sent to a larger-than-usual audience in the hope of tripling the number of attendees this year. Chair Smith added that this will be a great opportunity to introduce a new audience to the online lecture/learning environment. President Ong added that Book Passage has a lively online program in place, and that Elaine is pleased to deliver this experience for the Library and its supporters.

Trustee Drew added that foundation Executive Director Jenna Ervice has been very helpful in contacting prospective donors through personalized letters. President Ong said that Trustee Drew has provided 60 new donor prospects

Trustee Cromwell asked about a report on funds still needed. President Ong said that a 3rd quarter report was not yet available.

5. Agency Financial Statements and Quarterly Treasurer's Report September, 2020

Clerk Johnson reported that, with 25% of the year passed, no significant revenues have been received. This is normal, as about 55% of tax revenues are expected in late December, and the remainder in April. Expenses are slightly above par at 28%, due to payment of digital subscriptions of \$26,000, MARINet annual payment of \$87,000, Insurance payments totaling \$33,924 (plus \$24,540 charge to insurance reserve) and a CalPERS unfunded payment of \$79,000. This is on par compared to prior years for expenses-to-date for the first quarter. Cash operating reserves of \$2,259,000 are \$120,000 higher than last year as the November low point of the year approaches.

6. Committee Reports

Director Mazzolini reported that Library committees are not active at the moment, but are generating ideas for new programs. Some Committee members have toured the construction site. There are 100 community members on Library Committees, and Staff looks forward to having them on site again in the future.

Director Mazzolini and Project Manager Isaacson met with Art Committee Chair Brenda Bottom and members Diane Green and Susan Norton to discuss the new gallery space. They are excited about the prospect of temporary or permanent sculptures to be featured in the gallery and outdoors around the new Building. They are developing plans for an art hanging system, and placing art in other parts of the Library, also

CONSENT CALENDAR

7/8. Motion to approve the Minutes of September 21, and the Warrants dated September, 2020, made by Trustee Cromwell, seconded by Trustee Drew, all in favor, passed.

TRUSTEE CONSIDERATIONS:

9. Consideration of Website Redesign for the Future

Chair Smith introduced the Staff's website redesign request, a proposal from Project 6 solicited by Reference Librarian Ivan Silva. The proposal includes 2 phases (1) bringing the Library website up to date and (2) adding a special dedicated Library application for patrons.

Director Mazzolini added that she is in full support of the proposal. It has been 7 years since the current website was developed, and a new world of access to resources has ensued. During these years the Library Staff has worked hard to keep the website up to date. The proposed upgrades will transform patron access.

The proposal allows for payments to be made as each phase is completed. It is possible to complete the entire project in time for the new Library opening in summer 2021.

Phase 1, updating the website has 9 phases, would take several months to complete and would cost \$77,000.

Phase 2, developing the Library application has 5 phases, will greatly enhance patron interface with information and communication with Library staff, and would cost \$43,000.

Completion of both phases would take 8 to 10 months.

Director Mazzolini said that the proposed cost is much lower than it would be without the expert skills of the Library Staff. Reference Librarian Ivan Silva is constantly learning about new technologies and much appreciated for his skills by Staff and Patrons alike.

Chair Smith said that seeing Mr. Silva's summary of other comparable project estimates was useful. He also read a number of Project 6 reviews by other clients, and they were overwhelmingly positive.

Trustee Johnson asked whether any parts of the estimates were optional. She asked about additional charges for third part accessibility and device testing. She asked whether this service should be part of the contract, rather than additional.

Mr. Silva said that Staff will perform user testing with residents of Belvedere and Tiburon. The additional fee allows anonymous online testing so that users from anywhere can test. The third party accessibility will probably not be used for the Library Project.

Trustee Johnson asked whether, if necessary changes were discovered during the testing, there would be additional costs, i.e., would we be paying that? Mr. Silva said that, no, this type of user-centered design has a built-in expectation of multiple iterations which are built in to the proposed contract quote.

Vice Chair Amir addressed the aspect of the Content Management System and Staff ability to update and maintain relevant content. She asked whether ongoing maintenance and bug resolution had been considered in the cost. Director Mazzolini said that Project 6 has been

a trusted vendor for 7 years, and a known quantity and quality. The Library would continue with their contracted support services for larger issues. Librarian Silva takes care of ongoing issues in house. If an additional major cost were indicated, the Staff would come back to the Agency for approval.

Vice Chair Amir asked whether Project 6 hosts the Library Website. Mr. Silva said that, no, the Library hosts the site.

Vice Chair Amir asked what the Library's desktop versus mobile application usage was, what other Libraries are doing regarding these platforms, and whether the website could be optimized for mobile use rather than creating an application. Mr. Silva said that the current website is responsive, and acts like an application on any device. Other libraries offer either a responsive website or an application for catalog functions. This proposal is completely different than what any other library is doing right now. The development of Belvedere Tiburon's website 7 years ago was also groundbreaking. We launched and other libraries came to see what we had done and proceeded to copy our website. What we envision with the application is creating an experience that continues to help patrons as they visit the Library. This will include beacon proximity sensors for both online program schedules, and for viewing content on shelves. We hope it will not only be an application that will take advantage of content on the Library's website, but also feature functions that are new to this Library and to the library world.

Trustee Cromwell asked whether the proposed cost of the project, \$120,000, would be the maximum outlay over a 2-year period. Mr. Silva affirmed, adding that there may even be savings due to COVID restrictions with respect to in person user testing.

Trustee Drew asked whether community volunteer participation might save on costs. Mr. Silva said that was possible, although he would not recommend it. Based on his experience, cutting corners is not productive for this type of project. The contractor, Project 6, is an award winning design team, and Mr. Silva is experienced in the prior website development. He added that the proposed contract is a very good value, given the proposed work on 2 websites: the base website, and an additional website integration into the application.

Trustee Drew said that any possible savings should be explored, given the cost of the Library expansion. He suggested exploring overlap in the 2 phases which might minimize duplication, and researching costs of other library websites. Director Mazzolini suggested running those ideas by the Project 6 staff, and looking at savings and changes as the project proceeds. Payments are scheduled in phases, so each phase could be approached with savings in mind. Treasurer Slavitz said that he does support saving money, but feels that this project requires a highly skilled and experienced team, and that he would rather see expenses cut elsewhere.

Mr. Silva added that savings could be achieved by just going ahead with the website portion of the project and holding off on the application development. An application already on the market, NPR1, for video content and calendar for hosting events, could be used. Newer innovations such as near beacon sensors which access information would not be included. User research, listening to people in the community, will be very important in determining the path that the Library should take.

Treasurer Slavitz asked whether, after user analysis, the website might be determined sufficient, and the application could be foregone. Mr. Silva affirmed and added that, because the website is the main point of service during the pandemic, there is stronger need to update that back end. However, this is also a very good time to offer a new platform.

Deirdre McCrohan asked whether the Library would have proprietary rights to applications developed. Mr. Silva affirmed that the application would be owned by the Library.

Mr. Silva added that the application would be developed as both IOS and Android concurrently.

Trustee Weil asked whether the application could include touchless checkouts through mobile phones. Mr. Silva said yes, and from anecdotal evidence about 90% of people come to the Library without their Library card. All aspects of the application would be analyzed with the focus of making life easier for Library patrons. For example, chat with a Librarian has just been added to the Library website, and could be upgraded within the application.

Vice Chair Amir asked what the Agency should be approving now. Mr. Silva said that the website upgrade could be approved now, and the application could be approved later.

Motion to approve the website development portion of the Project 6 proposal dated June 10, 2020 for \$77,000 made by Treasurer Slavitz, seconded by Trustee Johnson. Roll Call Vote: Ayes: Vice Chair Amir, Treasurer Slavitz, Trustee Cromwell, Trustee Weil, Trustee Johnson, Trustee Drew, Chair Smith. Noes: none. Absent: none, Motion passed.

COMMUNICATIONS & ANNOUNCEMENTS

10. Schedule of 2020 Meeting Dates

The next meeting is scheduled for Monday, November 16, 2020.

A December meeting is not normally scheduled, but may be held for a construction update.

Chair Smith adjourned the meeting at 7:33 pm

Respectfully Submitted,

Kristin M. Johnson, Clerk of the Belvedere-Tiburon Library Agency Board