

MARIN COUNTY FREE LIBRARY

Wednesday, November 13, 2013
Novato Library

- - PROPOSED MINUTES - -

- (1) **CALL TO ORDER**
President Howard requested that newly appointed Commissioners Bradley and Jacobs introduce themselves. Due to a lack of quorum at 7:00pm, it was decided to have item #7 Technical Services Report first on meeting agenda to allow time for other Commissioners to arrive and have a quorum. Meeting called to order at 7:21 p.m.
- (2) **ROLL CALL/INTRODUCTION OF NEW COMMISSIONERS**
Present

Bill Crandall	Barbara Schoen	Alison Howard
Loretta Farley	Joel Fugazzotto	Cal Kurzman
Albert Brewster	Clifford Jacobs	Arthur Whitman-Bradley

Absent with Notification

Martin Perlmutter	David Fickbohm	Jennifer Wallace
Gloria Neumeier	Yun Hwan Cha	

Also Present
 Sara Jones – Director of County Library Services
 Scott Bauer, Deputy Director of County Library Services
 Edna Guadiana, Senior Secretary
 Damon Hill, Library Services Manager
 Jim Stephens, Supervising Technology Systems Specialist
 Janet Doerge, Branch Manager, Novato Libraries
 MaryJean Boyden, Member of Marin County Grand Jury
- (3) **ADOPTION OF AGENDA**
M/S/C – Jacobs/Schoen-Agenda approved as submitted.
- (4) **APPROVAL OF THE MINUTES**
M/S/C–Schoen/Fugazzotto- Minutes approved as submitted, but, due to a question regarding “Robert’s Rules”, will be brought back for approval at next month’s meeting as well.

- (5) OPEN TIME FOR PUBLIC EXPRESSION
MaryJean Boyden, member of the Grand Jury commented that she was happy to be here.
- (6) READING AND CORRESPONDENCE FILE
Reading Folder circulated for all to read
- (7) TECHNICAL SUPPORT SERVICES REPORT
Jim Stephens, Supervising Technology Systems Specialist gave a brief update on Technology Support for the Marin County Free Library. The Technology Support team consists of 3 staff. Together, they support all of the Marin County Free Library computers and computer related technology. We will just touch on 4 projects today that are representative of what the Technology Support team does. These 4 projects are:
- Wi-Fi Replacement Evaluation
 - Public Computing Changes
 - Remodels
 - Helpdesk System for Tech Support

Wi-Fi Replacement Evaluation

The current wireless access points (WAPs) are made by Meraki. They were a huge improvement over older WAPs being replaced at the time they were installed in the fall 2010. The Meraki WAPs offered the following improvements over the older WAPs:

- Management of all WAPs via a single web management service
- Reporting of wireless networking usage by library and system wide
- A captive web portal that displayed the library Internet Usage Policy and patrons could only use the wireless network if they acknowledged the Internet Usage Policy
- The ability to walk from one side of a library to the other and not lose wireless networking connections when moving out of range of one WAP and into range of another WAP
- The Meraki WAPs are fairly simple to configure and deploy

The Meraki WAPs have some issues as well.

- Several WAPs have failed in past 6 months and it is extremely difficult to find a replacement WAPs of the same model, since Meraki no longer makes the ones that we have in use.
- The captive portal web page doesn't always work like it should and is hosted on Meraki.com, so if the Meraki.com website is slow, our patrons have a difficult time gaining access to the wireless network
- The newer Meraki WAPs are extremely expensive and come with a very high annual maintenance per WAP
- Meraki's customer support hasn't been very responsive

As a result of failing WAPs, other non-managed WAPs have been put into service as temporary replacements. This creates further challenges in a library with more than one WAP like is the case at the Corte Madera Library. There were 3 Meraki WAPs in use at the Corte Madera Library. When one failed, we had to take a working Meraki from the South Novato Library and repurpose it at the Corte Madera Library. This was so the 3 WAPs at the Corte Madera Library could work together and allow a seamless transfer of wireless users no matter where the user was located in the library. This is done by allowing the “Library” Service Set Identifier (SSID) to be accessible on all 3 WAPs.

The South Novato Library only has 1 WAP and it was easier to put a temporary replacement at the South Novato Library.

The Meraki WAPs communicate to wireless clients using an older Institute of Electrical and Electronics Engineers (IEEE) 802.11g standard. This standard allows for maximum data rates of up to 54 megabits per second (Mbit/s) and operates in a pretty crowded 2.4 GHz frequency. The newer IEEE 802.11n standard allows for a maximum data rate of up to 600 Mbit/s. The “n” device can also operate in the 5 GHz.

Ok, so if not Meraki devices, then which ones should we use? The Tech Support staff made a list of potential replacement vendors that we have talked with including Meru, HP and Aerohive. The Meru products were not as highly rated as HP and Aerohive. HP is very pricey and won't have a web managed solution until perhaps Q1 of 2014. Aerohive seemed to our needs in that they have:

- A centralized web managed solution
- Are highly rated among other similar wireless solutions and were recommended by the Peninsula Library System
- Less expensive than the other vendors
- Have a captive web portal where the web page is stored on each WAP so there is no single point of failure as was experienced with Meraki

As such, a trial period with Aerohive was entered into beginning in September at the Novato Library. Aerohive technical support has been extremely responsive thus far and we have had regular evaluation meetings with them over the past 2 months. The trial was further expanded to include the South Novato Library in October and at the Marin City Library also in October.

Below is a sample dashboard view from the Aerohive web management interface. This particular view was setup to show percentages of users by operating systems (upper left), network usage by location (upper right), network usage over time at all locations combined (lower left) and wireless clients counts by location (lower right). The time frame for this information was the week beginning on October 27th and ending on November 2nd.

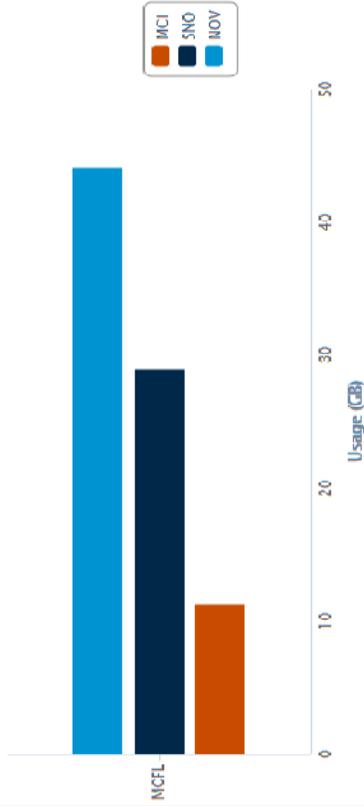
Time Duration: 1 Hour 24 Hours 7 Days **Custom**

Active Clients by Client OS



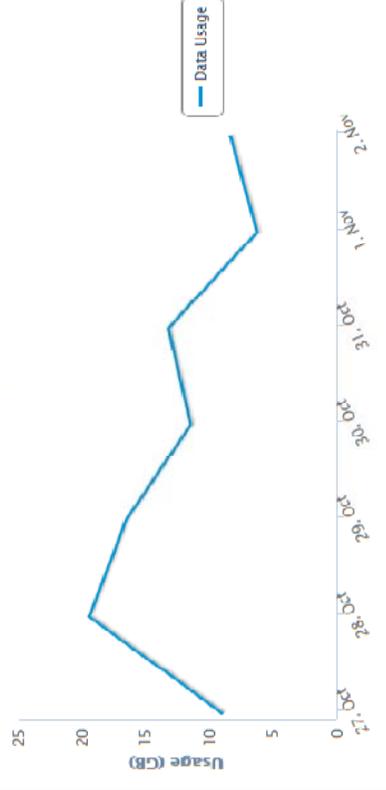
Usage by Location

Report Period: Oct 27, 2013, 12:00AM - Nov 2, 2013, 11:00PM



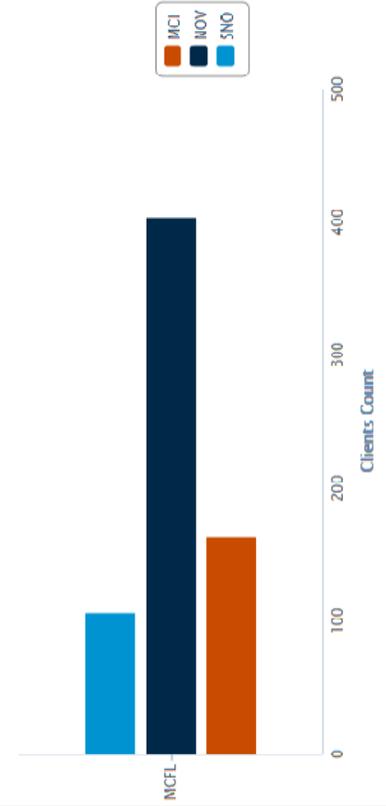
Network Data Usage over Time

Report Period: Oct 27, 2013, 12:00AM - Nov 2, 2013, 11:00PM



Unique Wi-Fi Clients by Location

Report Period: Oct 27, 2013, 12:00AM - Nov 2, 2013, 11:00PM



We are currently in the process of negotiating on pricing with Aerohive to further pursue their wireless network management solution in all of the MCFL locations.

Public Computing Changes

5 Free Black and White Printed Pages

As of November 1st, MCFL has allowed patrons up to 5 black and white pages at no cost. This started as a request from staff to help simplify printing for the simple printing needs that most patrons may have. This frees some of the library staff time that they would have otherwise spent explaining to patrons how to deposit money into the coin box so it could be used to release print jobs. It also improves the overall computing experience for the patron as well.

The process is automated in libraries using Envisionware to manage printing for the patrons. An allocation account was established for every patron and is populated with \$0.75 each day at approximately 12:00 AM. It does not matter if some, all or none of the \$0.75 in the allocation account is used in a day by a patron. Each patron's allocation account will be reset to \$0.75 again at approximately 12:00 AM of the next day.

A patron must have a library card in order for this to work. This gives staff another benefit to let patrons know about when asking patrons to register for a library card. We are in the process of changing the wording on the login instructions screen of Envisionware to mention the 5 free black and white printed pages and also directing patrons to library staff if they do not have a library card. For the MCFL libraries not currently using Envisionware to manage printing, the 5 free black and white printed pages are being manually accounted for by library staff. Those locations are the Bolinas Library, the Inverness Library and the Stinson Beach Library.

Firefox and Chrome Browsers for Public Use

Tech Support is in the process of updating public PCs at all MCFL locations so that patrons can use Firefox and Chrome browsers in addition to the Public Web Browser (PWB). In the past, only PWB and a PWB equivalent version of Chrome called Chrome Moly were available for the public to use for web browsing. Both PWB and Chrome Moly are made by Team Software Solutions. PWB and Chrome Moly are designed with public use in mind. They both are good at locking down the browsers so that the public doesn't accidentally, install add-ons, leave behind personal information for the next person to find or make changes that could be disruptive to others when they later try to use the same public computer.

The problem with using just PWB and Chrome Moly has to do with the version of the browsers that they are based upon. PWB is based upon Internet Explorer. The newest version of Internet Explorer available on the public accessible PCs is version 8. That is not currently supported by some online services including Gmail or Yahoo Mail. As a result, patrons have a difficult time in accessing email using PWB. Chrome Moly utilizes a version Google Chrome that is many years old and no longer supported by even Google.

Tech Support staff are installing both Firefox and Chrome in a private browsing mode. By default, the browsers will not retain cookies or history. This is in an effort to help protect patron information. As a further protection of patron information and

system integrity, the public PCs are automatically rebooted after each use if they PCs are controlled by Envisionware. The installation of Solid State Drives (SSDs) has made the rebooting process much faster than it would have been. Systems now reboot in less than 1 minute. The reboot process will restore the PC settings utilizing Deep Freeze by Faronics. Systems not controlled by Envisionware will need to be manually rebooted by library staff.

Remodels

Tech Support has been working closely with Damon Hill on the various library related remodel projects. New workstations typically equal new data and power locations as well. Each library remodel has had unique sets of challenges and requires a little creative thinking and a lot of discussion with branch managers and other key library staff.

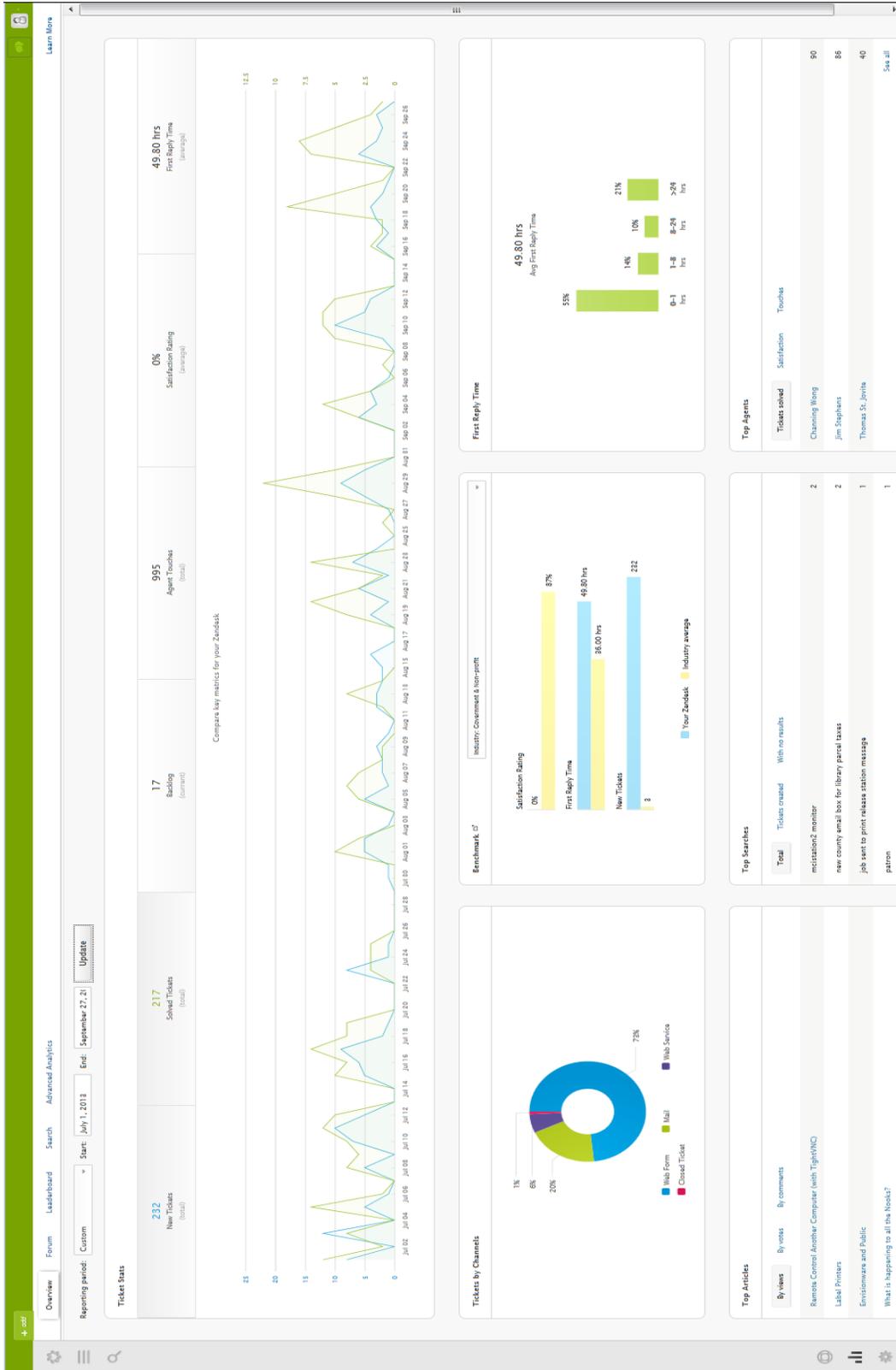
The library remodel projects have provided an opportunity to correct many “Band-Aid” fixes that were put in place over the years. An example of this was the extension cord that used to hang down at the reference area at the Novato Library. The extension cord was the only means of providing power to all of the equipment, PCs monitors and printers at that location. Now that are is the Information Desk and data and power has been routed via conduit in the concrete to the new desk.

A common theme found at most remodel location thus far has been the over sharing of network connections. Some locations have had over 20 devices sharing one network connection. This in turn causes slow network performance and in turn creates unhappy staff and patrons alike. These situations are being corrected with new data cabling. In the case of the Marin City Library, the data cables were in terrible shape and we were able to have all of the public data cables replaced as part of the remodel.

Helpdesk System for Tech Support

There has never been an actual help desk system in use for the Tech Support team. Issues and requests in that past have been reported primarily via email, phone calls and in person. Keeping track of everything was getting to be difficult and it was pretty easy to miss/lose a request.

Beginning in June, the Zendesk help desk system was tested as a possible help desk system for Tech Support. It proved to be fairly easy to use. You can use it from anywhere, since it is a cloud based system and just requires using a browser to access it. There are apps for Android and IOS devices like iPhones and iPads. Zendesk is used by over 30,000 organizations worldwide such as Groupon, Disney, Xerox and Sony Music. Below is a sample benchmark screen showing a nearly month window in time where there were 232 tickets opened, 217 solved, 17 tickets backlogged, 995 agent touches (Tech Support staff) and various other items.



President Howard thanked Jim for his presentation.

- (8) REPORTS OF COMMITTEE CHAIRS/OTHER LIAISONS -- NONE
- (9) NEW BUSINESS -- NONE
- (10) OLD BUSINESS -- NONE
- (11) PRESIDENT'S REPORT FOR SEPTEMBER -- NONE
- (12) DIRECTOR OF COUNTY LIBRARY SERVICES REPORT FOR OCTOBER
Director Jones reported on the following:
- ✓ She would be bringing the "Libraries Change Lives" petition for everyone to sign at the December meeting
 - ✓ Survey about library services and input is underway as we speak – it is an 18 minute, 400 sample size survey. We expect to see results sometime in early December. Director Jones included a synopsis of the Press Release for this.
 - ✓ Next steps in Strategic Planning process – staff completed an evaluation at the September 27th All Staff day, and most evaluations were very positive. Staff unable to attend actual staff day, attended a make-up day on October 25.
 - ✓ MCFL has a RFP out for a needs assessment – Director Jones invited library commissioners to sit on panel to choose consultant. Sara requested that anyone interested notify her by phone or via email.
 - ✓ Attended the NUSD visioning plan meeting earlier today to discuss use of Parcel 1A & 1B in Hamilton Field. There was discussion of an educational campus with a library as a component of this being a possibility. Two plans were reviewed today, with one of them indicating a 40,000 square foot library. The next step is for the 2 versions to be taken to the next school board meeting trustees for approval, and then seek some funding for the project. Director Jones requested that library commissioners attempt to attend the next scheduled meeting which will be in December or January – she will provide information as it becomes available.
 - ✓ Attended the Friends of Marin County Library meeting 10/12. Took a great tour of the Book Place on 10/11. Had wonderful activities to honor all of our Friends groups and the Library Foundation for the National Friends of the Library week October 20-26. Attached to the report is the resolution adopted at the October 22, 2013 BOS meeting. Sara also attended the Marin City Friends and Tomales Bay Library Association meetings.
 - ✓ The Library Foundation is down to just a few members but they have been meeting regularly with the Marin County Friends group. They were honored for their \$40,000 donation to the FLAGship and they assisted with funds for the community survey.
- (13) ANNOUNCEMENTS
- Commissioner Farley announced that TBLA is selling canvas bags for \$20; she has a couple on hand, if anyone is interested in purchasing one.
 - President Howard reminded everyone that there will be a discussion on the Board Book at the December meeting. She requested that everyone bring 1 item from the book to discuss then. Anyone who still hasn't read the book can request one from Edna to read prior to then.
 - Director Jones distributed a copy of "Your County at Work" newsletter insert, for everyone to read. It will be included in IJ sometime this week.

8:20 p.m. M/S/C Kurzman/Schoen Adjourn as the Library Commission

8:20 p.m. Convene as the Measure A Advisory Committee

- (14) **MEASURE “A” PROGRESS REPORT**
Damon Hill, Library Services Manager, Public Services, who has been working for the past 2 years on library remodels, gave an update.

Measure A Advisory Committee November 13, 2013 Library Remodels



Children’s Shelves at the Marin City library were funded by the Friend’s of the Marin City Library

Project Guidelines



- **Required Accessible Upgrades**

“The measure will fund ADA improvements to our buildings...”

- **Library Remodel**

“The funds will also be used to make physical improvements that will allow us to operate our branches more effectively and efficiently.”

- **Total Budget \$2.5 Million – One Year of Measure A**

Yearly Capital Project Spending

Fiscal Year	Amounts
10 – 11	0 (Actual Cost)
11 – 12	\$161,707 (Actual Cost)
12 – 13	\$855,623
13 - 14	\$1,255,375 (Projected w/ 10% contingency)
14 - 15	\$220,000 (Projected w/ 10% contingency)
5 Year Total	\$2,492,575

	Total Spent Through FY 12-13	Total Projected through FY 14-15	Total Amount
Architect, Engineering & Consultants for all Lobby Projects	\$251,527	\$116,250	\$367,777
Civic Center	\$12,572	\$250,000	\$262,572
Corte Madera	\$6,339	\$400,000	\$406,339
Fairfax	\$6,830	\$420,000	\$426,830
Marin City	\$1,042	\$125,000	\$126,042
Novato	\$219,614	\$30,000	\$249,615
Contingency 10%	0	\$114,125	\$114,125
Total	497,924	\$1,475,375	\$1,973,299

Marin City Library

- **New carpet and paint**
- **New Checkouts**
 - Refinished Service Desk
- **New Shelving**

Still to come:
Children Seating
Collection Signage



Novato

- **First phase completed March 2013**
- **Service Desk evaluation**
- **Repurposed desk and chairs to Children's**



Novato Feedback

- **Larger desk**
- **Lower and attractive shelving**
- **Comfortable Seating and Tables**
- **New Checkouts**
- **Staff stations for welcoming and busy periods**
- **Slatwall**
- **Electronic Sign**

Civic Center Library

- **Phase 2 – Circulation Room**
 - Ergonomic and Efficient
- **Phase 3 – Lobby**
 - Computer and Microfilm Tables
 - Shelving and Checkouts
 - Comfortable Seating
 - Refinishing FLW furniture
 - Signage at later date



Fairfax

- **Phase 2 – New Staff Lounge**
- **Phase 3 – Circulation Room**
 - Efficient and Ergonomic
- **Phase 4 – Lobby**
 - Computer Tables
 - Shelving and Checkouts
 - Comfortable Seating
 - Children’s Furniture
 - Signage



Corte Madera

- **Upgrade “Computer Alley”**
- **Improve shelving and checkouts**
- **Service Desk and Materials Return**



Commissioner Kurzman requested an update on how the Information Desk at the Novato library is working out along with where the Measure A money is being spent (quarterly update), for the next Library Commission meeting in December.

After a brief question and answer period, President Howard thanked Damon, for his presentation.

8:20 p.m. M/S/C Fugazzotto/Schoen - Adjourn as the Measure A Advisory Committee

(15) ADJOURNMENT – M/S/C Schoen/Kurzman - Meeting adjourned @ 8:50

President Howard reminded everyone that next month's meeting will be on Thursday, instead of Wednesday night, and part of the meeting will be held in 410B and the California Room.