

MARIN COUNTY FREE LIBRARY

Wednesday, February 8, 2012
South Novato Library

- - PROPOSED MINUTES - -

- (1) CALL TO ORDER
Meeting called to order at 7:04 p.m.
- (2) ROLL CALL/INTRODUCTION OF NEW COMMISSIONERS

Present

Bill Crandall	Cal Kurzman
Lori O'Connor	David Fickbohm
Alison D. Howard	Leslie Plant
Judy Anderson	Max Norman
Martin Perlmutter	

Absent with Notification

Joel S. Fugazzotto	Barbara Schoen
Meredith Parnell	Jennifer Wallace

Also Present

Gail Haar, Director of County Library Services
Scott Bauer, Deputy Director of County Library Services
Edna Guadiana, Sr. Secretary
Andrew Yon, Administrative Services Officer
James Stephens, Supervising Technology Systems Specialist

- (3) ADOPTION OF AGENDA
M/S/C Plant/ Perlmutter - Agenda approved as submitted.
- (4) APPROVAL OF THE MINUTES
M/S/C Fickbohm/Kurzman – Minutes approved as submitted
- (5) OPEN TIME FOR PUBLIC EXPRESSION
NONE

(6) READING AND CORRESPONDENCE FILES

Reading folder routed for all to read

(7) REPORTS OF COMMITTEE CHAIRS OTHER COMMITTEE LIAISONS
NONE

(8) TECHNICAL SERVICES SUPPORT REPORT

President O'Connor requested that everyone introduce themselves to Jim Stephens who then gave a Technical Services Support Report to the Library Commission. The Technology Support team consists of 3 staff. Together, they support all of the Marin County Free Library computers and computer related technology. This is broken down into the following 5 broad categories:

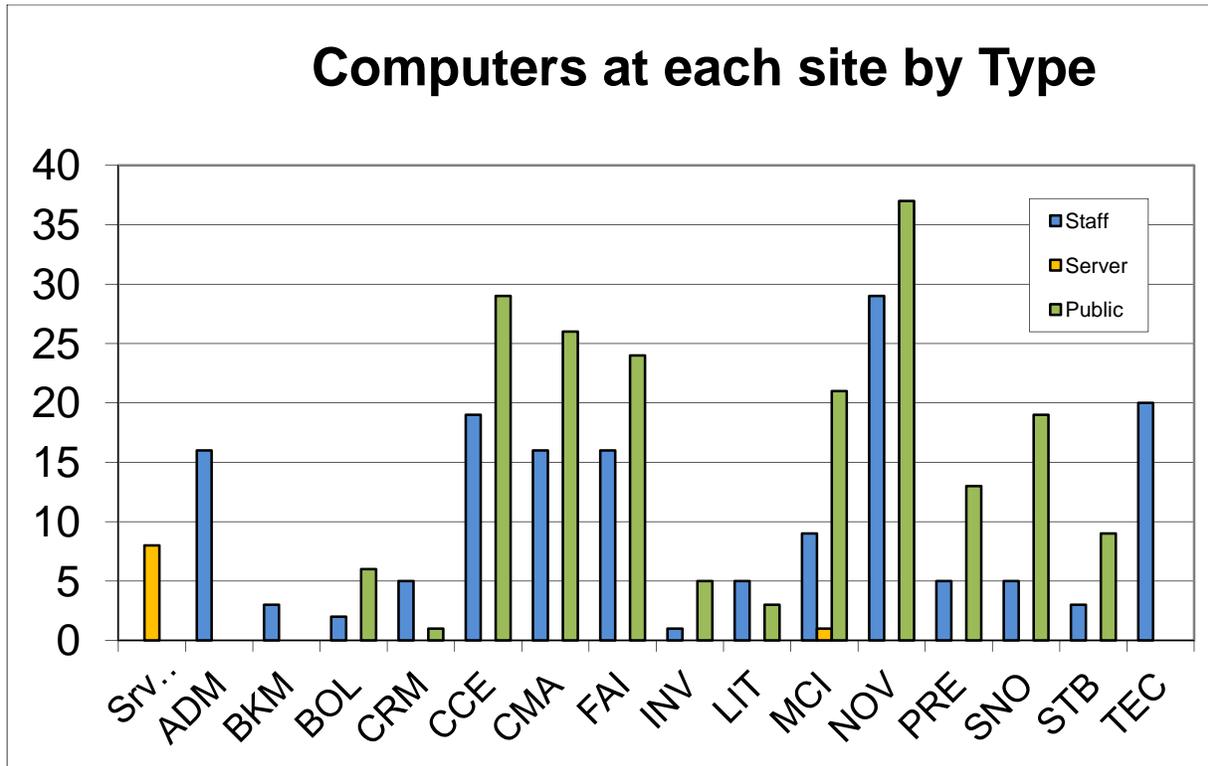
- 1) Desktops – More below
- 2) Wired and Wireless Networking – More below
- 3) Servers – Windows and Linux based systems for staff support, www.marinlibrary.org (coming soon), Faronics Anti-Virus and Deep-Freeze, AVG Anti-Virus, LiteracyPro, LibOnline Print Release Servers, California Room file servers and California Room ContentDM.
- 4) Printers and Other Devices – There are 107 printers to support, various barcode scanners, image scanners, Kindles, iPads and other tablet or e-book devices.
- 5) Staff Training – One on one in person or via phone, at Marin County Technology User Group meetings, at Public Computing Advisory Board meetings and where ever else needed.

Desktop:

- Specifying appropriate desktop PCs and laptops to purchase
 - For Fiscal Year 2011-2012, this includes 64 PCs and 3 laptops
 - The PC hardware configuration 64 GB SSD, 4GB Ram, Windows 7 64-bit Professional (staff only right now), AMD A8 3850 integrated processor and graphics for higher performance for under \$700 per system. For more information about the AMD processors, visit: <http://www.amd.com/us/products/desktop/apu/mainstream/Pages/mainstream.aspx#1>
- Installing and maintaining all of the software needed for staff computers and public accessible computers
 - The Technology Support Team visits each site to perform maintenance. Each computer is touched at least twice a year. This includes cleaning the internal components as well as updating the software.
 - Staff systems – Currently include updated versions of Internet Explorer, FireFox, Chrome, Microsoft Office 2007, Adobe Reader X, Millennium Circulation, Millennium Offline Circulation, Adobe Flash, Java, Picasa 3, AVG Anti-Virus Business Edition 2011, VLC, Windows Media Player and TightVNC (remote support)

- Public Internet systems – Currently include Public Web Browser, Chrome (Chrome Moly) Microsoft Office 2007 (Word, Excel, PowerPoint, Picture Manager and Publisher), Adobe Reader X, Adobe Flash, Java, Picasa 3, VLC, Windows Media Player, TightVNC (remote support), LibOnline Client, Faronics Deep Freeze and Faronics Anti-Virus.
- Adaptive Public Internet system – These systems have the same software as the Public Internet system plus Dragon Naturally Speaking and Zoom Text. Currently, there are 6 MCFL libraries with Adaptive Public Internet systems. We are in the process of converting a Public Internet system to an Adaptive Public Internet system at the South Novato Library and there are plans to do the same at both the Stinson Beach Library and the Bolinas Library.
- Catalog (WebPAC) systems – Have TightVNC and Public Web Browser limited to just certain URLs on WebPAC pages
- Kids systems – There are currently many variations on these systems. The main theme is to have software that encourages reading and educational games along with TightVNC for remote trouble-shooting. The Early Literacy Stations (ELS) from Advanced Workstations in Education (AWE) provides a consistent product geared towards promoting literacy for younger children and has been successfully deployed at the Novato Library and the South Novato Library. These are the types of systems that may be put into use at the other MCFL libraries.
- Other – These are more unique solutions such as the ScanPro 2000 system at the Civic Center Library used to review various forms of image archived material.
- Making standard images of the various types of systems
 - Images are clean installations of a type of system that can be quickly loaded on a computer that include the operating system, customized settings and all software.
 - Mentioned above are the various types of system, but that's not the whole picture. There are various models of computers that those types had to be customized to work with and include the hardware drivers. For example, the Public Internet system type is currently deployed on 5 different models of computers. That means there are 5 distinct images needed to support that one type of system.
- Setting up security utilizing Faronics Deep Freeze and Faronics Anti-Virus for public Internet accessible systems
- Using remote access software like TightVNC to remotely support systems
- Making sure that all systems are secure

Below is a graph showing how many staff, public and server types of systems are at each location that the Technology Support group supports.



The numbers behind the above graph are listed the chart below:

Location	All	Staff	Server	Public
SrvRm	8		8	-
ADM	16	16	-	-
BKM	3	3		-
BOL	8	2		6
CRM	6	5		1
CCE	48	19		29
CMA	42	16		26
FAI	40	16		24
INV	6	1		5
LIT	8	5		3
MCI	31	9	1	21
NOV	65	28	-	37
PRE	18	5		13
SNO	24	5		19
STB	12	3		9
TEC	20	20	-	-
Total	355	153	9	193

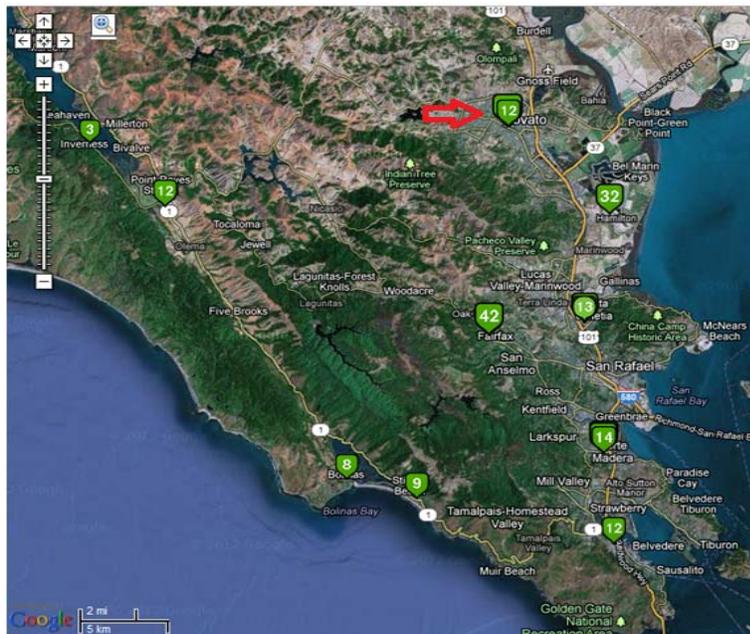
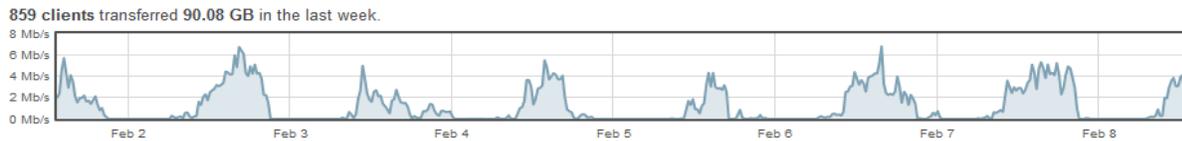
In addition to the 355 systems shown above, there are an additional 30 systems in the Technology Support Office that will be either used at emergency loaner systems or as replacement systems to older catalog computers. These 30 systems have been pulled out of service and replaced with newer systems either this fiscal year or the prior fiscal year. They are the best of older systems. The remainder of the systems taken out of service is added to surplus with the County. The best of those are reused in other areas of the County or donated qualifying organizations. The worst of the older systems will be treated as electronic waste (e-waste) and are recycled appropriately by the County.

Wired and Wireless Networking:

- Installing, testing and replacing network switches and cables where needed
- Working with County IST and vendors to gain access to needed county systems
- Configuring and deploying Wireless Access Points (WAPs)

In September 2010, Technology Support began replace the older WAPs. There were various types in use and they routinely had to be reset by staff to coax them into working. The new WAPs are made by Meraki. Wireless network computing reliability has been excellent since the project was completed early in October 2010.

Below are two views of a Meraki generated map showing some information about the MCFL Wireless Network. This map along basic weekly usage information can be viewed by anyone using this link: <http://p8.meraki.com/network/MCFL>.

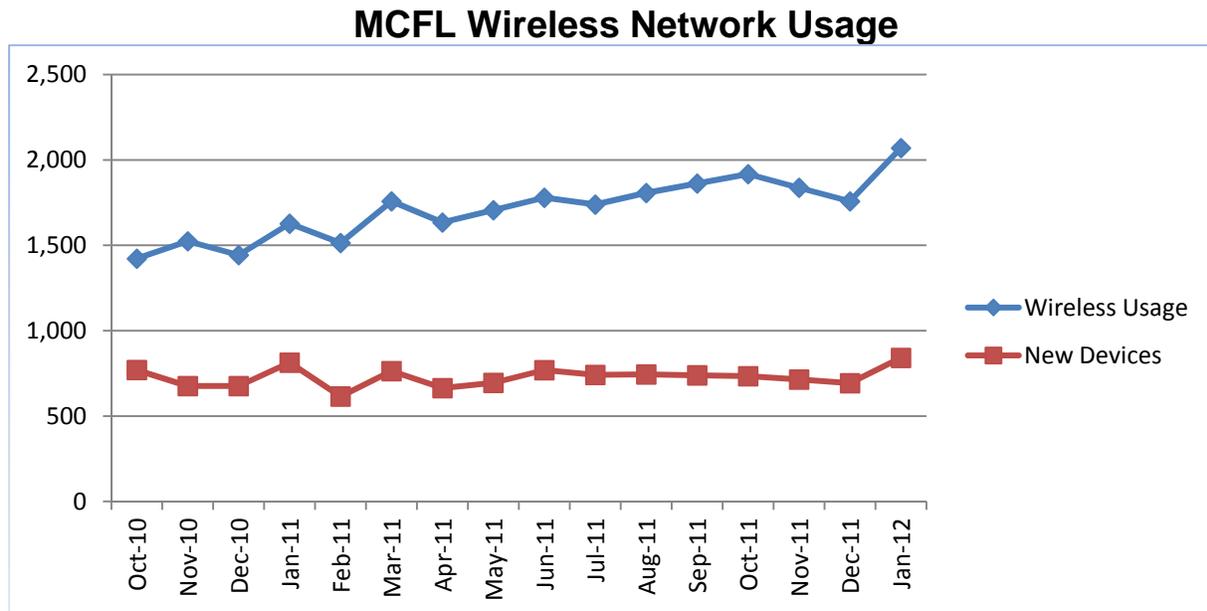


Map of all MCFL Wireless Locations



WAPs at Novato Library

The Meraki wireless solution also provides basic usage statistics. We have been tracking usage monthly. Since September 2010 was when we started deploying the new WAPs, it wasn't a complete month and it isn't reflected below in the MCFL Wireless Network Usage graph below. The graph shows a fairly steady increase in wireless usage from 1,422 unique wireless devices in October 2010 to 2,070 unique wireless devices in January 2012. On average, 42.5% of the wireless devices are new to the MCFL Wireless Network.



After a brief question and answer period, President O'Connor thanked James for his presentation.

(9) NEW BUSINESS

- a. Draft Budget 2012/13: Andrew Yon, Administrative Services Manager gave a brief overview on the 2012/13 draft budget. After a brief discussion, President O'Connor recommended approval of the draft budget 2012/13 as it was presented to the Library Budget Committee and Commission by staff. Commissioner Fickbohm moved, Commissioner Kurzman seconded, and the commission voted unanimously to approve the proposed draft budget FY2012/13 to the Board of Supervisors. President O'Connor thanked the Library Commission Budget Committee and staff, who had met, for a job well done

(10) OLD BUSINESS

- a. Commission Annual Report 2012/13: After a brief review of goals and accomplishments by President O'Connor, Commissioner Plant moved adoption of this item; Commissioner Fickbohm seconded the motion, and all Commissioners voted unanimously to approve the Library Commission Annual Report for 2012/13.

(11) PRESIDENT'S REPORT FOR JANUARY 2012
NONE

(12) DIRECTOR OF COUNTY LIBRARY SERVICES REPORT FOR JANUARY, 2012
Director Haar gave the following updates:

- **Remodeling**

- Priorities:

- A great first impression – welcoming for people and books; intuitive wayfinding
- A single point of service for our patrons
- Only public service in public areas. No “back room” work at the service desk.
- Use staff for “thinking” not “routine” tasks; make self-service easy
- Consistency of look and branding, with controlled variations for individual branch needs
- Flexibility – good into the future
- Improve material handling flow.

- What will the process look like?

- Remember that we are looking at really two processes that will happen in parallel – designing the new space and designing a new way to deliver service. Group 4 will be doing the physical design and Liz Paris will be working with staff on designing the changed service delivery.
- Group 4 is meeting on Friday with the branch managers to talk about scheduling, what decisions they need when. They are deliberately keeping the schedule flexible – there are points that staff may need more time and others when G4 might. However, the goal is to bring some concepts to the Commission and to an All Staff meeting in April and we don't want that piece to slide. After that, we'll need to hone in on a single concept, go out to bid, and that will take a while. Construction hopefully will start late next fall, if all goes well.

- **Personnel**

- We had two important changes at the Library in January. Lynn Fabian was promoted from Library Assistant 2 to Library Desk Supervisor in Corte Madera. This was an open recruitment and Lynn rose to the top over several excellent out-of-system candidates. Congratulations Lynn! I am also very pleased to announce that Liz Paris is going to be working with us as a Human Resources specialist for the next year. Liz is on loan from our Human Resources department and is going to be helping us manage the many changes that we are facing as we look towards retooling for flexibility and efficiency. Liz is well known to our staff from training and support work she has done over the years so she brings a wonderful combination of organizational knowledge and fresh eyes to her new role.
- We are working with HR to do a recruitment for a teen librarian in Novato – that should open in a few weeks. And we are also doing a Community Library Specialist recruitment – for the new hours in Bolinas and Stinson

Beach and also to bring the FLAGship employees on board permanently (although tied to their First Five funding.) Next after that is Library Branch Aide I & II, who do shelving and check-in in the branches and a half-time cataloguer.

- **Long Term Restructuring**

- We've been asked by the CAO to prepare some "policy" options for long-term restructuring and budget management. They are due Monday and when I have them finalized I'll share them with you. We just found out about this a couple of weeks ago and so things have been hectic. The Board will do a workshop in April to discuss them and I don't expect much excitement around ours. One change we are requesting is that we are planning to take until 2015 to balance our budget – the other departments have a two year framework.

- **Employee Of The Year**

- Bookmobilit Terry Jones was named Marin County Employee of the Year – articles coming in the IJ and the Patch

(13) ANNOUNCEMENTS

Director Haar announced that:

- The Fairfax Library hosted a tea on February 4 for newly appointed District 2 Supervisor, Katie Rice.
- This Saturday, February 11, Marin City is celebrating its 15 year anniversary. Supervisor Kate Sears will speak at noon and there will be festivities all afternoon.
- Director Haar handed out a bookmark and pamphlet to the Commission. These were handed out at the One Book One Marin Kickoff on February 2.
- Any Commissioners interested in the 2nd book that is now available from our Seniors book club please let Gail know.

(14) ADJOURNMENT – M/S/C Kurzman/Plant - Meeting adjourned @ 8:27