

THE ONTARIO CITY LIBRARY BOARD OF TRUSTEES
REGULAR MEETING MINUTES
OVITT FAMILY COMMUNITY LIBRARY
215 East C Street
August 13, 2024
(Subject to Board approval)

CALL TO ORDER This meeting was called to order by Board Vice President Crisol Mena at 6:00 p.m.

PLEDGE OF ALLEGIANCE Led by Board Secretary Felicia Chien

MEMBERS PRESENT Board member Aaron Bratton, Board member Devlin Smith

MEMBERS ABSENT Board President Elisabeth Armijo

ALSO, PRESENT Library Director, Shawn Thrasher, Library Services Manager, Daisy Flores and Library Services Manager, Kelly Zackmann

INTRODUCTIONS None

PUBLIC COMMENTS

Katherine Diaz from Girl Scout Troop 5714 of Ontario and Montclair came to introduce herself and the Troop and would like to donate a bat box to Ontario City Library because the library's mascot is Charlie the Bat.

CITY COUNCIL REPRESENTATIVE: Mayor Pro Tem Debra Porada

CONSENT CALENDAR

Motion: Moved by Board Secretary Chien and seconded by Board member Smith and unanimously carried to approve the Consent Calendar for August 2024.

DIRECTOR'S REPORT

Library Director Thrasher spoke about the following items:

- Model Colony is hosting "Oranges and Engines" discussion with Ben Jenkins on August 15 at 6:30 pm at Ovitt Family Community Library, sponsored by Friends of Ontario City Library.
- 5th Veterans Job & Resource Fair on August 16 at 10:00 am in the Ovitt Breezeway.
- The CLA Conference will be held in Pasadena on October 17 through 19. All current board members are invited to attend and become CLA members.

No Board comments or questions.

STAFF REPORT

Teen Library Volunteers

Librarians, Erica Cordts and Sara LeBlanc presented.

Background:

Research published in JAMA Network Open and Children and Youth Services Review show that volunteering helps teens develop stronger self-esteem, feelings of self-worth, improved school

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performance, more positive relationships with family and peers along with a decrease in risky behaviors and depressive symptoms in adulthood. Volunteering also teaches teens skills such as time-management, interpersonal communication and resource management, improving their future employability.

The Ontario City Library's youth volunteer programs engage teens in the aforementioned opportunities for personal, professional and social growth within the local community through utilizing teen volunteers to assist in various programs and maintenance of library spaces. There are three categories of volunteers with varying levels of commitment and responsibilities. These volunteer types are short-term, long-term and the Library Advisory Board (LAB). Potential volunteers must be between 13 and 17 years of age and be an Ontario resident or attend an Ontario school. To be considered for a volunteer position, teens must complete an application packet and an orientation session with library staff. Additionally, those who apply to be LAB members are subject to a brief interview with a teen librarian to ensure they are prepared for the commitment level required. The creation of a three-pronged teen volunteer program was implemented in the 2023-24 fiscal year. Ontario City Library saw an increase in teen volunteer interest and dedication.

(A copy of this presentation is available upon request from the Library Director)

Board Vice President Mena presented Volunteer, Monserrat "Monse" Romero-Garcia, with a certificate of dedication from the City and City Council for their over 200 hours of volunteering at the Ontario City Library. Board Vice President Mena congratulated Monse and praised their passion for volunteering.

Board member Smith expressed her gratitude for the teen volunteer program at Ontario City Library and informed teen volunteers who are becoming adults that they would be a welcome addition to the Friends of Ontario City Library organization.

Board member Bratton inquired about Monse's career goals and expressed how they are an inspiration to the community. Monse replied that they would like to receive their MLIS and become a librarian at Ontario City Library.

Board Secretary Chien congratulated Monse and the rest of the teen volunteers.

STAFF REPORT

KinderGp

Librarian, Tabitha Buckner presented.

Background:

KinderGo is a literacy and library card awareness project that began in 2015. The target audience is kindergartners and their families. It is a city-wide program led by the library in which city staff visit kindergarten classrooms to read a picture book, share a message about the importance of literacy, introduce students to the city's libraries and share with them the value of the public library. In the 2023-

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24 school year, KinderGo 1,572 students benefited from the program, 57 classrooms were visited, and 55 city staff participated.

Every year city staff from all agencies and departments participate. They attend a training where library staff instruct city staff on how to interact with kindergartners, assist them with creating a personalized message about literacy and give them tips and tricks to providing an engaging read-aloud. During the classroom visits, students receive a KinderGo tote bag, wallet, and an invitation to KinderFair, the program's culminating event. Kinderfair is an exciting opportunity for students and their families to visit the library, experience library services and sign up for their own library cards to check out books.

(A copy of this presentation is available upon request from the Library Director)

Board member Bratton inquired if every classroom is covered multiple times. Librarian Buckner informed the Board that every classroom gets a special visit once a year. Board member Bratton mentioned in the presentation there were 55 City staff participants and asked how many classrooms there are in the program. Librarian Buckner explained that some staff members do multiple visits to ensure each classroom receives a special visit once a year.

STAFF REPORT

2024-25 Budget

Library Director, Shawn Thrasher presented.

Background:

When preparing the annual budget, library staff take into account City Council goals. The City Council goals for 2024-25 are:

- Maintain the current level of public safety.
- Operate in a business-like manner.
- Pursue City's goals and objectives by working with other government agencies.
- Invest in City's infrastructure (water, streets, sewers, parks, storm drains and public facilities).
- Encourage, provide and support enhanced recreational, educational, cultural, and healthy city programs, policies, and activities.
- Ensure the development of a well-planned, balanced and self-sustaining community in Ontario Ranch.

The Ontario Plan

Library staff consider The Ontario Plan when making budget decisions. The plan outlines Ontario's long-term goals and principles for growth and development, guiding the City's use of physical, economic, environmental, and human resources. It serves as the City's General Plan, encompassing required elements such as land use, housing, and safety, and includes specific principles, goals, and policies. The plan has a specific section regarding library services. The Ontario Plan states:

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"City libraries that connect community members of all ages and abilities to a broad range of programs, communication, and informational resources.

"Information and knowledge resources are fundamental for the residents of Ontario to live healthy and prosperous lives. Ontario's libraries offer free access to collections of books and other media, computers and the Internet, and a range of programs and resources, making them key focal points in the community. Ontario has an ambitious, well-established, and functional library program that addresses a broad range of ages, abilities, interests, cultural backgrounds, and income levels."

The library falls under the Social Resources section of the Ontario Plan. The six policies outlined under the library's section are:

- Community Needs. We identify and monitor community needs for library services, technology, and facilities, and tailor them to effectively meet those needs.
- Interagency Coordination. We leverage relationships with outside agencies, educational institutions, and neighboring jurisdictions to share library resources to the benefit of Ontario residents.
- Library Outreach. We outreach to the community to increase the patronage of the library.
- Coordination with Other Community Services. We coordinate library programs with other recreational and community programs and facilities.
- Focal Points of the Community. We design and program Ontario's libraries as focal points of community engagement, including public outreach and community events.
- Robert E. Ellingwood Model Colony History Room. We work with the Ontario Museum of History and Art in order to collect, preserve, and display artifacts and images from Ontario's heritage and connect the City's past to the present through the History Room.

Agency Strategic Objectives (ASOs) are specific goals designed to help city agencies and departments achieve their mission, guide actions, and track progress over time. For 2024-25, the library's ASO will be "City of Readers," a comprehensive publicity and marketing initiative aimed at establishing Ontario as a community dedicated to literacy and reading, with the library positioned as the central hub of this vision.

A key performance indicator (KPI) is a measurable value that shows how effectively an organization is achieving its objectives. The library's KPIs for 2024-25 are:

- Track the number of library interactions at public desks, the number of patron questions answered by staff.
- Track the number of library programs and attendees at these programs.
- Track circulation of library materials.

Library staff created five year-plans for different units and areas of service. Library staff use these five-year plans when considering budget and budget allocations. The five-year plans include:

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- Expanding Library Services
- Enhancing city-wide literacy levels
- Expanding technological and digital services
- Developing services for special populations.
- Completing a comprehensive collection inventory of the Model Colony (MC) History Room collections; digitizing and incorporating MC Photograph Collection, MC Ephemera Collection, and MC Artifact Collection into Ontario Treasures database.
- Cleaning up library catalog records.
- Expand services to teenagers.

The total library budget for 2024-25 is \$7,155,039. This can be broken down into Collection (collections, collection development tools, processing), programs and services (supplies, performers and presenters, marketing and PR), salary and benefits, and other expenses (cost allocations from other city departments such as IT, Human Resources, Facilities, and Fleet, office supplies and other miscellaneous expenses).

Library Budget 2024-25

| | |
|---|-----------------|
| Collection, Collection Development, Processing, Databases | \$501,065 |
| Programs and Services | \$111,152 |
| Salaries & Benefits | \$4,525,969 |
| Other expenses | \$2,016,853 |
| Total library budget | \$7,155,039 |

(A copy of this presentation is available upon request from the Library Director)

Board Vice President Mena asked about the programs that are offered at Lewis and if they are the same as Ovitt. Director Thrasher informed the Board that although some of the programs are the same, due to the difference in audience at each location, some programs are unique to specific locations. Board Vice President Mena inquired if we are targeting the teen audience more at the Lewis branch. Director Thrasher explained that while Lewis does have a Teen Librarian and programs, they also offer programs to all ages.

Board member Bratton inquired how the library keeps track of the questions used in the KPIs. Director Thrasher informed the Board that each Library staff member at a public desk keeps a tally of all the questions they are asked and puts them into categories. Director Thrasher went on to explain that the most important statistic, in his opinion, is the patron interactions because it demonstrates how many people the library helps in the community.

Board member Smith asked if the library tracks the comments and feedback it receives. Director Thrasher explained that the library has comment card boxes that are reviewed monthly, and the library contacts each person who leaves their phone number or email.

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Mayor Pro Tem Porada asked if staff could write down those questions once a month. Director Thrasher expressed his excitement to bring those comments to the monthly Board meetings.

Board Secretary Chien asked if a comment card about how the library has helped them could be selected each month to be presented to the Board. Director Thrasher stated he would add that to his future Director's Reports.

Mayor Pro Tem Porada informed the Board that the City's budget documents are available for the public to see and review online at the City's website.

PUBLIC COMMENT

None

OLD BUSINESS

None

NEW BUSINESS

Senior Library Assistant, Miki Iannetta and Supervising Library Clerk, Arielle Au presented National Library Card Sign Up Month.

September is National Library Card Sign Up Month. Originally, the month was dedicated to emphasizing the importance of library cards to a child's education and to help with early learning and reading comprehension. It was first started in 1987 as a response to the then Secretary of Education, William Bennett, who had once stated "Let's have a campaign... Every child should obtain a library card and use it." The American Library Association took William Bennett seriously after he said this and decided to team up with the National Commission on Libraries and Information Science to start the campaign. The first ever theme of National Library Card Sign Up Month was "The Best Gift You'll Ever Give Your Child... A Library Card". Afterwards, the following year, September was officially declared Library Card Sign Up Month and since then, thousands of public libraries and schools have participated every fall. The campaign now encompasses all ages.

Ontario City Library will be participating in National Library Card Sign Up Month in September 2024. Patrons will be encouraged to sign up for library cards. Staff will create awareness of library services and resources. Outreach events will be held at several locations in the city. Patrons who open a library account will receive bookmarks and keychains crafted in Lightspeed.

There are four main reasons why Ontario City Library participates in National Library Card Sign Up Month. The library hopes to:

- Promote the importance of libraries within the community;
- Encourage everyone in the community to obtain a library card;
- Highlight how library cards support personal development at all life stages, especially in children; and

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- Emphasize that library cards provide access to thousands of books, resources, programs, and more.

To encourage former users to return to the library, staff request that the library board authorize waiving the fee for replacement cards during September. Patrons who have lost their cards are typically charged \$1.00.

(A copy of this presentation is available upon request from the Library Director)

Board Vice President Mena asked if there are differences in the capabilities of library cards for kids, adults, and KinderGo. Senior Library Assistant Iannetta informed the Board that some cards have different capabilities, such as the educator card, which can check out more materials at one time, while adult cards can check out items that are not available to children. Board Vice President Mena inquired what items are needed to obtain a library card. Senior Library Assistant Iannetta explained a government identification is required to obtain an adult library card with proof of address on either the identification or physical or electronic. She went on to explain that children will need to have a parent or legal guardian present a government identification with proof of address, if necessary, along with completing an internet permissions form.

Board member Bratton inquired how much the initial library card charge is. Senior Library Assistant Iannetta explained that the first library is no charge and replacements thereafter are charged \$1 each time. Board member Bratton asked for clarification if the motion is to waive the replacement card fee of \$1 for the month of September, to which Senior Library Assistant Iannetta replied yes.

Motion: Moved by Board member Bratton and seconded by Board Vice President Mena and unanimously carried to approve the motion to waive library card replacement fees in the month of September 2024.

BOARD MEMBER COMMENTS

Mayor Pro Tem Porada informed the Board that a lot of good things are happening. The Sports Park is moving forward, and she hopes everyone is enjoying the Mule Car Smokehouse and Unique Café in downtown Ontario. She expressed her gratitude for the community approving Measure Q, and although it is generating about 2/3 of the expected revenue, the City is able to do great things that are helping the community, including the new Housing Access Center, which is moving along nicely.

Board member Smith informed the Board of the upcoming Friends of Ontario City Library events. Friends will have a bag sale on August 24 from 10 am to 2 pm at Ovitt, where the public can pay \$5 for all the items they can fit in a bag. Members will be able to get in early, from 10 am to 10:30 am. Please spread the word via CLC and FOCL social media. At Ovitt, there is a glass case with collectible books, and online sales are made possible via AbeBooks.com. Board member Smith reminded everyone that all the proceeds go back to support the Ontario City Library. Friends will be participating in the upcoming Veterans Job & Resource Fair and the KinderGo program.

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Board Secretary Chien thanked the presenters, wished the teen volunteers luck in their future endeavors, and expressed how much fun the concert in the park on August 8 at Celebration Park North was.

Board member Bratton expressed his gratitude to the presenters and gave a special shout out to Monse for their achievement of over 200 hours volunteered. He also mentioned that some people are still surprised at all the library has to offer, from the Veterans Resource Center to Lightspeed and arts and crafts. Board member Bratton stated how grateful he is that the library is able to offer so much to the community, including Lunch at the Library and the programs, while expressing how superior Ontario City Library is compared to other libraries in the area.

Board Vice President Mena thanked the staff for their reports and the teen volunteers for their work. She also welcomed all the students back to school and wished them a happy school year. Board Vice President Mena expressed her joy that the City of Ontario's library services provide to our community and the surrounding school districts.

FUTURE AGENDA ITEMS

Disaster Recovery and Emergency Preparedness
Special Events Code of Conduct
Electronic Use Policy
One Book, One Ontario
Services to Spanish Speakers

ADJOURNMENT

Board Vice President Mena adjourned the meeting at 7:08 p.m.

SUBMITTED:



Charlotte Marteney, Administrative Assistant

APPROVED:



Elisabeth Armijo, Board President