

Library Tax Advisory Committee Special Meeting Agenda

Thursday, February 4, 2021; 3:00 p.m.

Please note that this meeting is being agendized to allow Committee Members, Staff, and the public to participate in this meeting via ZOOM, pursuant to the Governor's Executive Order N-29-20. Members of the public may remotely listen to and participate in the meeting via the information below:

Please click the link below to join the meeting:

<https://us02web.zoom.us/j/87882954530>

Meeting ID: 878 8295 4530

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“Our mission is to maintain the character of our “small town” community while striking an appropriate balance between economic development and preservation of our quality of life. We help create a dynamic and vital City by providing quality, cost-effective municipal services and by forming partnerships with residents and organizations in the constant pursuit of excellence.”

Page	Item
	1. Call to Order and Roll Call
	2. Consent Agenda: Approval of Minutes: December 17, 2020 Special Meeting
	<p>3. Discussion and Possible Action: Review proposals for library services for recommendation to City Council</p> <p>The committee will review proposals received and discuss; determine a recommendation to make for City Council approval.</p>
	<p>4. Adjourn: The next regular meeting is scheduled for April 15, 2021</p> <p>Availability of Public Records: All public records related to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at City Hall located at 305 North Mt. Shasta Blvd., Mt. Shasta, CA at the same time the public records are distributed or made available to the members of the legislative body. Agenda related writings or documents provided to a majority of the legislative body after distribution of the Agenda packet will be available for public review within a separate binder at City Hall at the same time as they are made available to the members of the legislative body.</p> <p>The City of Mt. Shasta does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or provision of services. In compliance with the Americans with Disabilities Act, persons requiring accommodations for a disability at a public meeting should notify the City Clerk or Deputy City Clerk at least 48 hours prior to the meeting at (530) 926-7510 in order to allow the City sufficient time to make reasonable arrangements to accommodate participation in this meeting</p>

**MT. SHASTA LIBRARY TAX ADVISORY COMMITTEE
DRAFT MINUTES SPECIAL MEETING
MT. SHASTA LIBRARY
515 East Alma Street
Wednesday, December 17, 2020 Special Meeting
The meeting was conducted via Zoom**

The purpose of the Committee is to review and make recommendations to the City Council of the City of Mt. Shasta on the expenditure, investment, or encumbrance of revenues raised from the Library Transactions and Use Tax. The Committee will also review and make recommendations to the City Council on the operations of the Library as they may relate to the expenditure of those revenues. The Committee will serve as a forum for the free exchange of information and ideas relating to Library issues.

1. Call to Order

This special meeting was called to order by Chairman Dennis Johnson at 2:30 PM

2. Roll Call:

Present: Chairman Dennis Johnson, Vice-Chairman Merle Anderson, Betty Kreeger, Ray Nobriga, Ted Marconi.

Also Present: Courtney Laverty, Executive Director, Community Staffing Solutions, LLC; Muriel Howarth Terrell, City Finance Director; Cheryl Bauer, Friends of the Library Committee

3. Public Comment:

Barbara Wagner asked regarding the RFP if the person is a subcontractor or a City employee? Do we want the new person to be able to write grants, fundraise?

Courtney responded: The RFP specifically states the person cannot be a City employee.

Dennis responded: We don't want the librarian writing grants or fundraising. The basic responsibility is City's and LTAC supplements with help working with community contacts.

4. Consent Agenda: Approval of Minutes:

The minutes of the June 17, 2020 Regular meeting and September 24, 2020 Special meeting were approved on a motion by Ray Nobriga, seconded by Ted Marconi. The vote was 4-yes, 0- no. Merle Anderson was absent at that time and joined a few minutes later.

5. Executive Director's Report:

Courtney Laverty reported on the Mt. Shasta Library curbside delivery system. In November 1,243 items were loaned. As of yesterday, 940 items were loaned. September and October also were busy. She also has been printing for people, helping with community block development grant, helping people who reach out on Facebook, and helping school kids get material. She is pleased it is working out very well.

Dennis asked what is happening with other libraries. Courtney reported they have library council meetings every other Thursday. Dunsmuir and Yreka had opened, but as things got worse they've both closed again which was anticipated. That is why she didn't want to

reopen because all that effort would be wasted. McCloud is open – short hours. Montague is open, but only letting in a small number. Given the amount of business Mt. Shasta Library is doing curbside it is the safer option. Yreka is doing curbside 3 hours a week. Mt. Shasta is doing the most curbside 12-5 PM Monday through Saturday.

She submitted something to the newspaper two weeks ago and they haven't put it on so using Facebook to get the information out about hours. She anticipates it is going to get busier as more people find out. She is also working on the website and will need to hire someone to assist with that.

6. Discussion Regarding the Request for Proposal (RFP) for Library Director

Discussion regarding Library Director and LTAC attending City Council meetings. It was agreed that making it mandatory is not a necessary part of the RFP since LTAC members and Library Director attend as a matter of course when library item is on the agenda.

Qualifications of RFP applicants. It was agreed that no education requirement is necessary because a person can have the necessary skills and experience without having a degree or certification in library assistant or technician or MLS. Courtney pointed out that the degree is MLS, but even in the library community it is agreed that should not be a requirement anymore. It was agreed to leave qualifications as currently stated. Juliana suggested in comments to give candidates an opportunity to provide a cover letter explaining how their education and experience suits them for this position.

Regarding the term of the contract, it is not just for the next five months but for the long-term so we don't have to go through this process again. The short-term is for emergency operations until we get back to full operation. The contract shall be renewable every year or possibly every two years. Courtney's current contract is renewable month to month.

The RFP will be prepared next week and be advertised for 30 days through Mt. Shasta City website, local papers and Michael Perry County Librarian. Muriel is checking with Kathy Joyce regarding other possibilities. The short-term contract will be from March 1 through June 30. LTAC would need to make a recommendation to the City Council no later than February 4th for their February 8, 2021 meeting. If LTAC receives several qualified applicants we may have to schedule another meeting for interviews, otherwise it can all be done at our next meeting in January. We will need to be flexible depending on the number of qualified candidates we receive.

Agenda notification requirements per Brown Act:

- Regular meetings 72 hours
 - Special meetings 24 hours
-

7. Library Budget Update:

We have over \$500,000 in the bank. Sales taxes are coming in higher this year than they were in the previous year by about \$20,000 just in the first quarter. With people staying home and ordering online the sales tax for goods delivered within the City limits, we get that tax. And that is happening more than ever before. What were losing in gas tax, we're making up in sales tax. ToT tax is down, but not by the amount expected.

8. Library Expansion Update by City Planner, Juliana:

Building plans have been concluded. Waiting on CEQA documentation and implementation. Due to Covid, our CEQA contractor had to take care of her child and she is back on the project now and completed the necessary documents. The admin project description has been approved. They sent out a letter for tribal consultation about a month ago and they need 30 days to decide to consult with us. Once that is complete, they will do an administrative draft and the IS/MND for the project. Hoping to have that for public review mid-January, and that is required to be available for review for at least 30 days. Then the City will respond to comments. If there are no issues with the CEQA document it will go to Planning Commission for approval in March or April. Once the CEQA documentation is done Nick Riddle will prepare the final estimated cost to implement.

There are some sensitive species identified in the wetland area adjacent to the project so there might be some Dept. of Fish & Wildlife (DF&W) coordination for that. They've also been discussing the reroute of the Rotary trail and how that might look. There is no definitive proposal for how to reroute that yet. The Active Transportation Committee and Planning Commission looked at some proposals prior to Covid.

There is a draft easement to install more parking between the existing library building and the School District Administrative building. The School Board seems amenable to the easement. The only cost associated with the easement is the cost to put that together. No rent is associated with the easement. The building plans application was submitted before the new building codes were established. They are completed with the review.

CEQA is part of the review for the Architectural Design Application. That still must go to the Planning Commission and be finalized. That will happen post-CEQA public hearing. They did a Change Order for NEPA in case we would like to apply for Federal funding. The CEQA process is CEQA plus NEPA because it has much lower thresholds in terms of noticing and requirements. A NEPA categorical exclusion was filed in mid-2018. They're also talking to USDA as part of the funding. The only thing left regarding Mt. Shasta Engineering is the cost estimate, and that cannot be done until we have all the required environmental permitting for construction.

The City is completing the CEQA documents now. Part of the mitigations are to ensure any action we take is less than significant environmentally. We may have to apply for additional permitting. That could be stream alteration permits with the DF&W, or sensitive species permitting. We won't know that final amount until we have final CEQA document. Therefore, that cannot be factored into the cost estimate at this time. The final cost proposal will include any environment permitting before doing construction.

Dennis asked why we don't have a permit since we've paid Mt. Shasta Engineering the entire amount of \$215,000. Juliana checked and said we do have everything done for the building permit application and could start construction. However, we just to wait for the CEQA to be satisfactorily completed. We're just waiting on the environmental piece.

Dennis asked if anyone is looking for grant money. Do we want to use the building fund to get someone with expertise to do this? Juliana said Bruce was looking for funding. Juliana has contacted Kevin DeMers at USDA to see what their requirements would be for environmental review to qualify for funding.

9. Adjourn: The next special meeting is scheduled for January 28, 2021

The meeting was adjourned at 3:39 PM by Chairman Johnson.

Submitted by: Betty Kreeger, Secretary.

Community Staffing Solutions, LLC
930 A Davis Place Road
Mt. Shasta, CA 96067
973-417-4583
communitystaffingsolutionsllc@gmail.com

January 27, 2021

Mr. Bruce Pope, City Manager
City of Mt. Shasta
305 North Mt. Shasta Blvd
Mt. Shasta, CA 96067

Dear Mr. Pope,

Please accept my response to the Proposal for Library Services for the City of Mt. Shasta. It has been a pleasure serving the community as the executive director of the library for the past 4 ½ years. I hope to have the privilege of continuing on in that capacity. It's been a strange year for all of us, but I'm hoping we can move forward with optimism and wisdom gained from the experience.

Warm regards,

Courtney Laverty

Proposal
For
Operation/Management
Of Mt. Shasta Branch Library

Submitted by
Courtney Laverty
Community Staffing Solutions, LLC
930 A Davis Place Rd.
Mount Shasta, CA 96067

General Statement:

Community Staffing Solutions, LLC was formed in 2016 for the express purpose of submitting a proposal to manage and operate the Mt. Shasta Branch Library. As the current library executive director, I look forward to continuing to provide and enhance these services throughout the course of this contract.

Libraries are my passion! I have been a life-long library patron, both as an individual and as a parent. Having lived in many locations (both rural and suburban) throughout my adult life, I have had the pleasure of regularly using several libraries, including 2 county systems as well as a consortium of 77 municipal libraries. My library career began in 2001, as a circulation assistant in a small public library located in Midland Park, NJ (pop. 6914). Over the course of 11 years in Midland Park, I worked in circulation, technical services and children's services as the children's librarian. As a result of my interaction with a variety of people and organizations, I bring a dedication to customer service and strong people skills. Mt. Shasta has been my home since 2012 and I have developed relationships with many residents during this time. Having served as the library executive director for the past several years, I am extremely familiar with all aspects of operating and managing this branch. Additionally, I have been working towards my MLIS at San Jose State University.

Management and Oversight:

Community Staffing Solutions, LLC, as an independent contractor, will provide complete staffing and administration of the day to day operations of the Mt. Shasta Branch Library. Providing excellent customer service is a top priority. Because of the pandemic, the format and delivery of library services has changed. Currently, the library is offering curbside service, remote printing, as well as phone and curbside reference. The digital collection is also available to patrons. I intend to expand services to include remote story time and other virtual offerings in response to community interest. There are many innovative ways that libraries are handling the change in services. I am evaluating the ways in which some of these ideas can be implemented at the Mt. Shasta Branch. When the library is able to resume in-person services, Songs & Stories and other programs will be restarted.

For the past 5 ½ years, I have worked collaboratively with the staff of multiple city departments including management, finance, public works, and planning. During this time, I have contributed to the formulation of the library operational budget, coordinated repairs at the library and participated in the design of the library expansion. I am excited about the prospect of following through on the library expansion project in order to better meet the needs (both present and future) of patrons.

Working with Michael Perry, the County Librarian, I am doing an inventory, weeding and updating the collection so that it meets the needs our patrons. We are meeting monthly by phone for branch and county updates.

Reaching out to the community and communicating the value of our resources is vital. We have been using the Facebook page that I created 5 years ago to connect with our patrons. An updated website is in the works. Because the library has been closed for 10 months, there will be a need to survey the community to see what services they would like to see in the future.

In order to document these and other successes, I will continue to prepare statistical summaries and reports both internally and in conjunction with the County Librarian. I will continue to attend various meetings (LTAC, Friends of the Mt. Shasta Library, Library Council, etc). Current hours of operation will initially be maintained. Additional hours may be added/changed upon approval from LTAC.

Staffing:

As the executive director, I will be present at the library M-F. I will be supervising the staff and volunteers, assisting patrons as needed, and completing administrative tasks.

At this time, staffing consists of 1 full-time executive director and 2 part time circulation assistants. Community Staffing Solutions, LLC will continue to employ current staff members. As we move towards reopening at a full-service capacity, I will offer laid off staff the option to return to their jobs. In the event that they are unable to do so, I will recruit qualified candidates to fill those positions. Please see Appendix A for job description.

My customer service philosophy is “service with a smile and send them home happy!” The community has generously agreed to support the library through the library tax and deserves a significant return on investment. It is my intention to offer the best possible library service by building on the current strengths of our library staff, through staff training and other professional development opportunities, such as webinars, offered through the American Library Association (<http://www.ala.org/offices/library-support-staff-education-and-training>) and InfoPeople (<https://infopeople.org/>).

My management style is predicated on the belief that leading by example and empowering employees with opportunities to enhance their skills is the path to success. I am dedicated to the success of my staff members in service to the community.

Planning:

The pandemic has provided an opportunity to re-evaluate library offerings. Mt. Shasta is a community that values its library resources. The response to curbside pick-up has been very positive. As we navigate

through these uncertain times, it is important to be responsive to patron’s service requests and ideas. I will create a survey to determine what those needs might be and then create a plan to implement them. It’s very important to respond to “bottom up” patron requests as opposed to implementing “top down” programming. Staff have been refining our processes over the past several months to meet the needs of as many patrons as possible.

The library expansion project is of significant importance, as well. Having a larger facility would make adjusting to unforeseen circumstances, like the pandemic, easier to handle. Social distancing and other proactive measures are difficult to implement in the current building. This time of closure has provided an opportunity to step outside the previous mode of operation to see places for improvement. The loss of the library as a physical “community center” with the free exchange of ideas, opportunities for socializing, and the safety net for community members is a challenge to be overcome. A few years ago, I surveyed the community using the Public Library Association Services Responses (<https://www.alastore.ala.org/content/strategic-planning-results>) and plan to do so again.

General Costs Proposal:

Community Staffing Solutions proposes the following professional services budget for the rest of the fiscal year 2020-2021:

Salaries and Wages	\$32,361.30
Administrative Fee (2.5%)	\$809.03
Health Insurance Stipend	\$3,333.33
Total	\$36,503.66

Costs are payable in monthly installments of \$9125.92 due on the 10th day of the month, with the first installment due on March 10, 2021.

Projected monthly payroll expense for remainder of Fiscal Year 2020-2021:

Payroll	March	April	May	June
Gross Pay	7400.00	7400.00	7415.00	7400.00
Employer Taxes	686.10	686.10	688.00	686.10
Total	8086.10	8086.10	8103.00	8086.10

Monthly financial statements including general ledger are to be supplied by the City of Mt. Shasta Finance Department to allow for accurate monitoring of expenses. Projected budget for FY 21-22 will be prepared with LTAC in April.

Appendix A: Job Description

Circulation Assistant

Reports to: Executive Director

Job Description: Under the general direction and supervision of the Executive Director, the Circulation Assistant performs a wide variety of complex customer service and library duties in a public library setting; assists Library guests in making effective use of the Library's resources, collections and programs; provides technical training to guests and staff as needed; and performs related duties as assigned. Must be able to work flexible hours, including evenings and weekends.

Essential Functions: Functions may include, but are not limited to, the following:

- Greet patrons and provide directional assistance;
- Explain library circulation policies and procedures to patrons, and assist them with check out, computer, printer, or other equipment problems;
- Check patron status to verify registration information; issue library cards; collect charges for lost or damaged books or audio/visual materials;
- Contact patrons regarding overdue items and holds received; respond to patrons request for information and materials;
- Assist patrons with basic reference questions as needed; refer more difficult reference to executive director;
- Assist patrons with utilizing public access computers effectively including registering, reserving, printing, and accessing data and office applications;
- Check library books and materials in and out using a computerized on-line system; assist and advise patrons in the use of library equipment and resources;
- Set up circulation desk for daily activities; prepare cash drawer and desk supplies;
- Maintain records and files related to library service activities and projects; prepare a variety of periodic and special library processing and statistical reports;
- Receive, verify and release materials for on-line reserve requests; unpack, check, and sort book shipments and distribute as indicated; receive returned books and materials, review due dates and examine items for damages; sort returned materials for return to local shelves or for shipment to other library locations
- Operate standard office equipment and perform general clerical and typing work;
- Perform reader's advisory assistance to guests using local materials, online resources, and other appropriate tools;
- Review materials and recommend additions and deletions to collections, withdraw materials as needed per established guidelines;
- Organize work, set priorities, and follow up to ensure coordination and completion of assigned work;
- Refer difficult or unusual problems to executive director;
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer services;
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES / PHYSICAL DEMANDS AND WORKING CONDITIONS

Knowledge of:

- General municipal library services, organization and functions, including Dewey decimal system;
- Basic public desk etiquette and methods of providing information;
- Modern office practices and procedures; computer equipment and software applications related to assignment; basic arithmetic;
- English usage, spelling, grammar, and punctuation;
- Public library operations and automated systems, policies, and procedures;
- Standard terminology and practices related to paraprofessional library support work;
- Library technical resources and troubleshooting of library equipment;
- Customer service and conflict resolution techniques.

Ability to:

- Perform a variety of customer service functions in a public library setting. Communicate clearly and concisely, both orally and in writing;
- Interpret and explain library policy and procedures;
- Train library aides, volunteers, and less experienced staff as needed; assign and review the work of others, including volunteers, and provide training; establish and maintain effective working relationships with those contacted in the course of work; Communicate using the telephone and via face-to-face interaction;
- Perform paraprofessional library work involving the use of computers and software programs, and trouble-shooting library equipment; operate standard office equipment, computer equipment and software applications related to assignment;
- Prioritize and coordinate several work activities; make sound judgments and decisions within established guidelines; use initiative and sound independent judgment within established guidelines.

Physical Demands and Working Conditions:

- On a continuous basis, sit at desk, stand, or walk for long periods of time. Intermittently twist and reach office equipment; bend, stoop, crouch, kneel, stand, and sit for prolonged periods of time at a desk or computer workstation; extend arms above the shoulder to reach and retrieve books and materials from shelves; grasp books and materials; lift materials and supplies which may weigh up to 25 pounds.
- Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

References:

Michael Perry, Director
Siskiyou County Library
530-842-8805

Michael Murray
Former LTAC Chairperson
530-859-3719

Courtney A. Lavery

930 A Davis Place Road - Mount Shasta, CA 96067 – (973)-417-4583
communitystaffingsolutionsllc@gmail.com

QUALIFICATIONS SUMMARY

19 years of excellence in patron service, program development and implementation, staff development and training, fiscal management, strategic planning, and community engagement. Highly organized, responsible, and results oriented. Dedicated to providing the best in library service to all.

RELATED EXPERIENCE

2016-Present

Mt. Shasta Library, Mount Shasta, CA
Executive Director
and

2015-2016

Mt. Shasta Library, Mount Shasta, CA
Library Operations Manager

Responsible for the administration and supervision of the day to day operations of a small public library;

- Personnel management of 7 staff members including scheduling, training, supervising, and evaluating for excellence in patron services.
- Provide fiscal oversight, including payroll, monitoring expenditures, reconciling credit card statements, and communicating with City Finance Department.
- Coordinate with City Department of Public Works and contract with service providers for snow plowing, cleaning, wireless, and other services as needed.
- Collection management including weeding, coordinating book purchases with County Librarian, and purchasing materials for in-library use.
- Engage in community outreach, manage website, and social media.
- Assist patrons with reference and computer questions.
- Serve as Children's Librarian, planning and presenting weekly storytimes, and Summer Reading Program.

2007-2012

Midland Park Memorial Library, Midland Park, NJ
Children's Librarian

Provided excellent library service to children and their families;

- Developed Children's book and media collection to reflect the community.
- Planned and presented three weekly developmentally appropriate story times for children ranging from 2 to 6 years of age.
- Developed and implemented seasonal activities for preschool through grade school children.
- Designed and implemented Library's summer reading program for children ages 2-12.
- Facilitated community outreach programs including "Read to a Dog" with Therapy Dogs International as well as maintained the Facebook page for the Children's Room.
- Supervised 3 student pages and 1 Children's Room assistant.

2001-2007

**Midland Park Memorial Library, Midland Park, NJ
Circulation & Technical Services Library Assistant
and**

2004-2007

**Glen Rock Public Library, Glen Rock, NJ
Library Assistant – Part time**

- Cataloged and prepared all materials for circulation.
- Performed circulation desk tasks including assisting patrons, processing interlibrary loans, and Reader's Advisory.
- Assisted with Children's story time, seasonal craft activities, and Summer Reading programs.
- Assisted with shelving and shelf reading tasks.

PROJECTS

- **Libraries Lead the Way:** Participated in a community engagement and facilitation skills training. Conducted a community conversation with 12 community libraries to discuss issues in current service offerings and determined next steps to resolve issues and improve patron satisfaction.
- **Library Expansion Project:** Prepared needs assessment; prepared RFP for architectural services in collaboration with city planner; reviewed RFP responses, and selected candidate; worked with Mt. Shasta Engineering to design library expansion.

SKILLS

Microsoft Office Suite, WordPress, Blackboard Collaborate, IT Troubleshooting

EDUCATION

Candidate for Master of Library and Information Science (MLIS), San José State University, San José, CA, (Expected graduation: May 2022)

B.A., Psychology, Providence College, Providence, RI

CERTIFICATIONS

Standard Certificate – Elementary School Teacher

PROFESSIONAL AFFILIATIONS

Member, American Library Association
Member, Library Leadership and Management Association
Member, Public Library Association
Member, Association for Library Service to Children
Member, Association of Small and Rural Libraries
Member, California Library Association