



**LOMPOC PUBLIC LIBRARY SYSTEM  
LIBRARY COMMISSION  
REGULAR MEETING AGENDA**  
TUESDAY, APRIL 11, 2017, 10:00 AM  
501 E. NORTH AVE., LOMPOC, CA  
PRESIDING: ANN RUHGE, CHAIRPERSON

**1. CALL TO ORDER**

**2. ADOPTION OF AGENDA**

**3. APPROVAL OF MINUTES**

Minutes of the March 14, 2017 regular meeting

**4. PRESENTATIONS**

None

**5. PUBLIC COMMENT**

The public comment period is reserved for comment on matters within the subject matter jurisdiction of the Commission. Comments related to non-agenda items are appropriate at this time. Public comment on agenda items will be invited by the Chair as they are introduced. Each person may address the Board for up to 3 minutes.

**6. LIBRARY SUPPORT ACTIVITIES**

- A. Friends of the Library
- B. Library Foundation

**7. CORRESPONDENCE**

None

**8. BUSINESS**

**A. Strategic Planning**

A staff report is included in the Commission packet, along with survey samples.

**B. CIPA Compliance Discussion**

A staff report is included in the Commission packet.

**9. LIBRARY DIRECTOR'S MARCH 2017 REPORT**

**10. ROUNDTABLE**

Remarks by Commissioners and Staff

**11. ADJOURNMENT**

The next regular meeting will be held on Tuesday, May 9, 2017 at the Lompoc Public Library, 501 E. North Ave., Lompoc, at 10:00 AM.

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Any documents produced by staff and distributed to the Commissioners regarding any item on the Agenda will be made available for public inspection in the lobby of Lompoc City Hall at 100 Civic Center Plaza between 9 AM and 5 PM. Monday through Friday, and the Lompoc Library Patron Services Desk at 501 E. North Avenue between 10:00 AM and 7:00 PM Monday through Thursday, and 1:00 PM and 5:00 PM Friday and Saturday. The agenda and related staff reports are available on the City's website: [www.cityoflompop.com](http://www.cityoflompop.com) the Friday before the Library Commission meetings between the hours of 9:00 AM and 5:00 PM.

**Lompoc Library Commission  
Lompoc Public Library  
501 E. North Ave., Lompoc, CA 93436  
Tuesday, March 14, 2017, 10:00 AM  
Regular Meeting Minutes**

**1. Call to Order**

Chairperson Ruhge called the meeting of the Lompoc Library Commission to order at 10:00 AM.

Commissioners Present: Molly Gerald, Luella Knowles, Chairperson Ann Ruhge, Ron Stassi

Commissioners Absent: None

Staff Present: Library Director Sarah Bleyl, Library Administrative Aide Lee Edie

Others Present: County Library Advisory Committee (LAC) Dst. 4 representative Barbara Raggio and Dst. 3 representative Judith Dale

**2. Adoption of Agenda**

ACTION: Motion/Second: Stassi/Gerald. By a 4-0 vote, Commission approved discussion of agenda items in order as presented.

**3. Approval of Minutes**

ACTION: Motion/Second: Knowles/Gerald. By a 4-0 vote Commission approved the minutes of the February 14, 2017 regular meeting.

**4. Presentations**

None.

**5. Public Comment**

None.

**6. Library Support Activities**

**A. Friends of the Lompoc Public Library System**

No report was submitted.

**B. Library District Libraries Foundation**

No report was submitted. The Library Director advised that work continues on the Lunch with the Authors fundraiser and that the Foundation's monthly board meeting was rescheduled from March 9, 2017 to this afternoon (March 14, 2017).

**7. Correspondence**

None.

**8. Business**

**A. Strategic Planning**

The Library Director presented the staff report and asked for feedback. She advised that she plans to conduct a public survey as part of the final phase Measures and Outcomes. Commissioner Knowles asked for survey examples to get a feel for the type of questions that will be proposed. Commissioner Stassi was pleased that the budget presentation included programs external of the building. Commissioner Ruhge suggested the Library's Strategic Plan be presented as part of the budget hearing. The Library Director sees the Plan as a living document that will always be adjusted as needed.

## **B. FY17/19 Budget Update**

The Library Director reported that she met with the City Manager and reviewed details of the FY17/19 budget requests.

Related to items utilizing the library reserves, she shared that due to the high use of the Grossman Gallery, that space will be re-carpeted separate of the entire library as adequate funds are not available at this time for carpeting of the entire library.

It was previously reported that an architect had been hired for the park restrooms and the library's adult restroom projects. The architect was on site at the library yesterday to evaluate the facility. The allocation of library reserves for this project is not adequate and CDBG funds may be available to augment the budget until future years. Staff will need to make a choice if library reserves are to be used or wait for CDBG funds. After some discussion related to frequent maintenance issues with the current facilities, commissioners support use of reserves but to continue pursuit of CDBG funds.

Discussion continued related to maintenance issues with the library's landscaping adjacent to the parking lot and the overgrown weeds in both patios, and that it is an embarrassment for a public building to be in such a state. It was commented that it's been proven that the library is the most used city building and it's not ok that all is being ignored.

The idea of inviting city council members to tour library facilities to see the operation during busy times and the condition of facilities has merit and might change their perception of why the library is valuable.

## **C. Library Art Advisory Committee**

The Library Director presented the staff report. Commissioner Stassi asked for background information on each member of the committee which was provided by Library Administrative Aide Lee Edie.

ACTION: Motion/Second: Stassi/Knowles. By a 4-0 vote Commission approved the reappointment of Vicki Andersen, Sherrie Chavez, Pat Saul, Carol Oliveira, and Al Thompson to the Art Advisory Committee for three year terms, to end in January 2020.

## **9. Library Director's December report and updates**

The Library Director presented the staff report. She advised that she will be attending the County Library Advisory Committee meeting tomorrow where the County will talk about preliminary budgets to include a probable 5% allocation cut in the upcoming 3 years.

## **10. Roundtable**

Commissioner Gerald advised that she will be attending the California Public Library Advocates workshop in Tulare, CA on April 29, 2017.

Commissioner Knowles asked for an update on the bookmobile wrap and Ms. Bleyl advised that she had not heard anything. She will send an email asking for an update.

## **11. Adjournment**

The meeting was adjourned by Chairperson Ruhge at 10:51 AM. The next Regular meeting will be held on Tuesday, April 11, 2017 at 10:00 AM at the Lompoc Public Library, 501 E. North Ave., Lompoc.

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Secretary by  
Lee Edie, Library Administrative Aide

## 8A. STRATEGIC PLANNING

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### BACKGROUND

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A strategic plan is a management tool used to set priorities, focus staff time and effort, and ensure that the library team as a whole is working toward common goals that benefit the community. This plan will spell out where the library system is headed for the next few years, how staff plans to accomplish those goals, and how success will be measured.

### DISCUSSION

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Per the October Commission meeting, a timeline for the strategic plan is as follows:

	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017	April 2017
Mission Statement	X	X	Completed				
Values and Guiding Principles	X	X	Completed				
Vision Statement		X	X	Completed			
Goals			X	X	Completed		
Objectives				X	X	Completed	
Measures and Outcomes					X	X	X
Strategic Plan Complete							X

Following the February 2017 meeting, suggestions made by the commission were incorporated into the strategic plan. A draft of the document up to this point is included here:

#### **Mission Statement**

The Lompoc Public Library System engages, empowers, and enriches our community.

#### **Values and Guiding Principles**

We Value:

- Access and Accessibility – the library is for everyone and is ADA compliant. Our website, digital collection, and bookdrops are available 24/7. Computers and wifi are available in our libraries.
- Diversity – everyone is welcome in the library, where they will find a diverse collection of materials to use in the library and to check out to take home. We recognize and value that members in our community have different needs and interests and we strive to meet those varying needs and interests.

- Good Customer Service – we are friendly, caring, and approachable, both to library patrons and to our own staff. We make our best efforts to ensure that all of our community members receive prompt and reliable service from our staff. Some of the services we provide include evaluating information sources and assisting technology instruction.
- Intellectual Freedom – it is the right of every individual to have materials available in the library that support different points of view. When we purchase books, movies, and other materials, we attempt to purchase high quality items that present many perspectives.
- Lifelong Learning – learning throughout life across all subjects is a benefit to our community. The materials in our physical and digital collections provide access to information in subject matters that are of interest to our community. As new information is requested by our users, we try to purchase those items in a prompt manner.
- Inclusivity – the library will be intentional in its offering of materials and programs to make an effort to include all people in our community. We want all residents to feel welcomed, valued, and included.
- Innovation – as new ideas and technologies develop, the library will continue to present and provide programs and materials to acquaint our patrons with the world of knowledge as it continues to evolve. We are open to ideas from the community and are aware of innovations taking place in other libraries throughout the country.
- Equity/Equality – we believe that equality enables us to create a fairer community where everyone has the opportunity to reach their full potential and that equity means providing what our community needs to be successful in those endeavors.

## **Vision Statement**

The Lompoc Public Library System strives to be the cornerstone of our community by providing a safe space to gather, materials and programs to nurture creativity, and access to resources that encourage our patrons to live an enriched life.

## **Goals and Objectives**

### Engage

Goal 1: The Lompoc Public Library System is a welcoming, friendly place in our community. Library staff are a caring and approachable source for information to the public.

Objective 1.1: To provide excellent customer service, staff will attend at least two trainings per year related to: a) customer service skills, b) working with underserved populations (teens, seniors, etc.), or c) any other subject pertaining to their position as approved by their supervisor (technology instruction, government documents, etc.). When funds are available, one staff person will attend Leadership Lompoc Valley to increase their knowledge of the Lompoc Valley community and services.

Objective 1.2: To reach as many non-library users as possible, staff will provide outreach to local community groups, schools, or service organizations at a rate of 4 hours a month. Staff will also maintain an active social media presence, updating Facebook, Instagram, Twitter, and the library's blog no less than one time a week.

Objective 1.3: To promote inclusivity, the collection development policy will be revised and updated to guide staff in the selection, acquisition, evaluation and maintenance of information resources in electronic, print and non-print forms, which support the library's function as a major information source for the needs of the community.

Objective 1.4: As good customer service includes good internal customer service, staff will make every effort to network and collaborate with other city departments and staff in order to build positive reciprocal relationships.

### Empower

Goal 2: The Lompoc Public Library System provides library collections that introduce ideas, promote learning, inspire creativity, and support democracy.

Objective 2.1: To encourage lifelong learning, the library will provide: a homework club for elementary students at least once per week during the school year, year-round literacy services either through contract or by library staff, and technology coaching to library users at least once a week.

Objective 2.2: To provide the best possible access and accessibility, library staff will continue to establish community partnerships with at least one new outside group per fiscal year. With the assistance of volunteers, the library will provide homebound service. Working with both city Information Systems staff and the Black Gold Cooperative Library System Network Administrator, the library will provide computers, internet, and wifi and will perform a yearly analysis to ensure all hardware, software, and technology is up-to-date and meets the current needs of the community.

Objective 2.3: To ensure the intellectual freedom of library patrons, patron records and computer usage will remain confidential, library collections will include a variety of subject matters, with different points of view, and deselection of the collections will be done on an annual and ongoing basis.

Objective 2.4: To promote equity and equality, everyone is invited to visit the library, as long as they follow the library's code of conduct. Programs and services, such as storytimes, bilingual storytimes, STEM programs, movie screenings, book clubs, craft clubs, homebound services, annual Summer Reading Programs, and bookmobile visits are provided to meet different learning and entertainment needs. Library staff will purchase a diverse selection of materials based on the collection development policy and the needs and interests of the community. Materials the library will provide include databases to learn new languages and digital eBooks and audiobooks.

### Enrich

Goal 3: The Lompoc Public Library System seeks to enhance the quality of life for our community by providing technology and a safe place for individuals to meet, learn, and have fun.

Objective 3.1: To promote innovation the library will offer up-to-date technology. With assistance from city staff in Information Systems, the library will write up a plan for replacing public computers. Librarians will keep current with trends and professional development by attending state and national conferences yearly to learn about new programs and services being offered elsewhere.

Objective 3.2: To embrace diversity, library staff will create monthly displays and programs, including guest speakers and partnerships within the community, and perform monthly outreach to underserved populations, utilizing the bookmobile where beneficial.

Objective 3.3: To ensure programming needs are met, the library will present various programs for all ages, measure attendance, add at least one new program for each age group per year, and evaluate ongoing programs yearly to determine their relevance to community needs.

The final portion of the document is on Measures and Outcomes. As stated before, measures are quantitative data: numbers of cardholders, programs, attendance, and circulation, for example. Outcomes

are benefits to people, actual achievements or changes in skill, knowledge, attitudes, behaviors, condition or life status. At the February commission meeting, an annual survey was mentioned. As an annual report is completed for the California State Library on a yearly basis, statistics are already being kept by the library.

#### STAFF RECOMMENDATION

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This report is provided as an update for the library commission. Suggestions on statistics that should be measured and areas of questions that should be included on an annual survey are appreciated.

**Your Organization's Info HERE**

Please take a moment to answer this anonymous survey about the library. All questions are optional.

**Section 1: Please check one answer for each of the following:**

1. How would you rate each of the following library services?

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection (books, DVDs, music, newspapers, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs (classes, storytimes, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online services (website, catalog, research databases, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ILL (Inter-library loan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers and printers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how would you rate the library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section 2: We value your opinions. Please answer the following questions:**

2. What do you value most about the library?

3. How could the library or its services be improved, if at all?

Thank you for your time! If you have questions about this survey or about the library, please contact us at [yourcontactinfo@yourlibrary.com](mailto:yourcontactinfo@yourlibrary.com).



**Your Organization's Info HERE**

Please take a moment to answer this anonymous survey about the library. All questions are optional.

**Section 1: Please check one answer for each of the following:**

1. Do you have a library card?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

2. On average, how often do you visit the library?

Daily	Weekly	Monthly	Less than once a month	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How would you rate each of the following library services?

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection (books, DVDs, music, newspapers, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs (classes, storytimes, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online services (website, catalog, research databases, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ILL (Inter-library loan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers and printers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how would you rate the library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Your Organization's Info HERE**

4. How important is each of the following library services to you?

	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Borrowing materials (books, DVDs, music, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference (research assistance from librarians)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs (classes, storytimes, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers and printers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help using computers, printers, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study rooms/reading areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community meeting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ILL (Inter-library loan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online services (website, catalog, research databases, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photocopier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newspapers and magazines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bookmobile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homebound services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how important is the library to you and your family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Your Organization's Info HERE****Section 2: We value your opinions. Please answer the following questions:**

5. What do you value most about the library?

6. How could the library or its services be improved, if at all?

7. How does the library benefit you or the community?

Thank you for your time! If you have questions about this survey or about the library, please contact us at [yourcontactinfo@yourlibrary.com](mailto:yourcontactinfo@yourlibrary.com).

**General Questions**

How often do you visit the library?

- A. At least once a week
- B. Once every three weeks
- C. Once a month
- D. Once every six months
- E. Once a year
- F. Never

If you have not visited the Public Library in the last year, which of the following reasons describes why?

- A. I didn't have time
- B. The library hours were not convenient
- C. I buy books and read them at home
- D. I get all the information I need elsewhere
- E. I get the information I need from the Internet
- F. The library is too far
- G. The library is only for children
- H. In the past I didn't find what I needed
- I. The library would not have what I needed
- J. I don't know where the library is
- K. I don't need a library
- L. It's too difficult for me to get to the library
- M. I don't feel welcome at the library
- N. The service at the library isn't very good
- O. The library is not handicap accessible

What are your main reasons for using the Library (check all that apply)

- A. To borrow best sellers
- B. To borrow other fiction
- C. To borrow non-fiction books
- D. For reference/research
- E. To use the children's library
- F. To use the young adult area
- G. To borrow videos, CD's or audio tapes
- H. To use the copy machine
- I. To read magazines
- J. To read newspapers
- K. To use the Internet
- L. To get information for a school project
- M. To use government publications
- N. To attend storyhour or children's programs
- O. To use the computers (non-Internet)
- P. To get information for home/car repairs
- Q. To get income tax forms
- R. To study/work

On your last visit did you find what you were looking for?

- A. Yes
- B. No
- C. Partly

Do you usually find the books and other materials that you are looking for in the library?

- A. Always find
- B. Sometimes find
- C. Rarely find
- D. Never find

Mark the reasons that explain why you did not get what you were looking for on your last visit.

- A. Item was checked out
- B. Library had no material on the subject
- C. I could not find the material
- D. Staff could not find the material
- E. The computers were down
- F. The computers were all in use
- G. I do not know how to use the computers
- H. Staff requested material from another library

Mark all the items that describe the service you received

- A. Staff was helpful and pleasant
- B. Staff was too busy to help me
- C. I did not ask for help
- D. Staff did not have the knowledge to help me

How do you find out about what is happening at the library?

- A. Friend
- B. Teacher
- C. Library publications
- D. Library staff members
- E. Local publications
- F. Library web site

Overall, how satisfied are you with library services?

- A. Very dissatisfied
- B. Dissatisfied
- C. Slightly dissatisfied
- D. Slightly satisfied
- E. Satisfied
- F. Very satisfied

Please give us your thoughts on the following areas of service:

Reference Desk

- A. Excellent
- B. Good
- C. Just OK
- D. Poor
- E. Don't use

Check-out Desk

- A. Excellent
- B. Good
- C. Just OK
- D. Poor
- E. Don't use

## **Technology**

Mark all areas in which you would like to see technology improved

- A. More computers to access the collection
- B. More Internet access
- C. More CD-ROM workstations
- D. Improved access from home computers
- E. Word processing and spreadsheet capability
- F. More on-line databases

Please give us your thoughts on the following areas of service:

Availability of Internet Computers

- A. Excellent
- B. Good
- C. Just OK
- D. Poor
- E. Don't use

How long have you been using the library's online services?

- A. Once
- B. Less than once a month
- C. 1-6 Months
- D. 7-12 Months
- E. 1-2 Years
- F. 3-4 Years
- G. More than 4 years

How frequently do you visit the library's website?

- A. This is my first visit
- B. Daily
- C. Several times a week
- D. Several times a month
- E. About once a month

## **Community Assessment**

In your opinion, which of the following community services is most beneficial to the community (rank from 1 (the highest) to 6 (lowest))

- A. Swimming Pools
- B. Parks
- C. Arenas
- D. Libraries
- E. Sports Fields
- F. Art galleries/museums

How important is the library as a community service

- A. Very important
- B. Important
- C. Somewhat important
- D. Not important

Would you be willing to pay more taxes than you currently do for library services to ensure that library services are maintained and improved?

- A. Yes
- B. No

What is the best time for you to use the library?

School-year: Mon Tues Wed Thurs Fri Sat

Morning (9-noon) Afternoon (noon-5pm) Evening (5pm-7pm)

Summer: Mon Tues Wed Thurs Fri Sat

Morning (9-noon) Afternoon (noon-5pm) Evening (5pm-7pm)

### **New Building/Building Additions**

Mark all the areas in which you think the library can improve

- A. More study room
- B. More study tables
- C. More study carrels
- D. More meeting rooms
- E. More story hour/ craft space
- F. Larger Building

In a new library, which of the following services would you like to see expanded to better serve the needs of our growing community?

- A. Quiet reading space
- B. Computer/Internet stations
- C. Community meeting space
- D. Book selection
- E. Children & Teen activities
- F. Audio-Visual material

### **Collection Development**

Mark all area in which you would like to see the collection improved

- A. General non-fiction
- B. Religion/Philosophy
- C. History
- D. Science/Technology
- E. Health/Medical
- F. General Fiction
- G. Mystery
- H. Science Fiction
- I. Romance
- J. Western
- K. Travel
- L. Self Help
- M. Biography
- N. Arts/Culture
- O. Large Print
- P. Audio/Video
- Q. Magazines/Newspapers
- R. Children's materials

Why do you read books?

- A. Pleasure
- B. Business
- C. School
- D. Personal research
- E. Self-improvement
- F. Other

Are current materials useful, up-to-date, and are services satisfactory

- A. Poor
- B. Fair
- C. Average
- D. Good
- E. Excellent

What types of fiction do you like to read?

- A. Action/adventure/westerns
- B. Classics
- C. Children's literature
- D. Young adult fiction
- E. Fantasy/science fiction
- F. Science
- G. Health
- H. Sports
- I. Hobbies
- J. Art

What types of magazines do you like to read?

- A. News/Media
- B. Sports
- C. Hobbies
- D. Science
- E. Health
- F. Children's subjects
- G. Young adult subjects
- H. Women's subjects
- I. Men's subjects

What types of newspapers do you like to read?

- A. Local news
- B. National news
- C. Business news
- D. Foreign news
- E. Sports news

Do you have access to the Internet at home?

- A. Yes
- B. No

Do you have children in your household?

- A. Under the age of 12
- B. Between the ages of 13-19
- C. No children living at home



**Open Ended Questions**

Open ended questions should generally be limited, but if you would like to gather community input from a wide range of experiences you may want to consider asking an open ended question at the conclusion of your survey.

Other Comments:

Please list any additions you feel the library could make to its collection of materials and services.

Please report any changes you feel the library should make in its service to the community.

How does the library not meet your expectations?

What do you like best about the library?

## **8B. CIPA COMPLIANCE DISCUSSION**

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### **BACKGROUND**

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In order to receive certain grant funding and to apply for eligible discounts through the federal E-Rate program, the Lompoc Public Library System is required to be CIPA compliant.

The Children's Internet Protection Act, commonly called CIPA, requires that the library certify that there is an internet safety policy in place that includes technology measures. The protection measures on all computers must block or filter internet access to pictures that are: (a) obscene; (b) child pornography; or (c) harmful to minors. Currently, only the youth and teen computers have these protections.

### **DISCUSSION**

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It is the library's intent to become CIPA compliant by June 30, 2017. Part of this process requires introduction of this policy at a public meeting, following normal public notice. The Library Commission meeting is considered a public meeting which followed normal public notice when the agenda was published 72 hours prior to the meeting.

### **STAFF RECOMMENDATION**

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Staff request feedback of the included Internet Safety Policy.

## **Lompoc Public Library System**

### **Internet and Computer Use Policy**

These guidelines apply to all users of the Lompoc Public Library System computers or wireless networks. If you have any questions about these guidelines or what they mean, please contact library staff for more information.

#### **Introduction**

To fulfill our mission to engage, empower and enrich our community, the Lompoc Public Library System provides access to a broad range of information resources, including those available through the internet. It is the policy of the Lompoc Public Library System to: (a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications; (b) prevent unauthorized access and other unlawful online activity; (c) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and (d) comply with the Children's Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)].

#### **Access to Inappropriate Material**

All computer stations at Lompoc Public Library System locations offer only filter access to library customers of all ages. The Children's Internet Protection Act (CIPA) requires libraries which receive discounts on internet connections and service to block or filter for all users visual depictions that are obscene or child pornography, and to filter, for minors, depictions which are harmful to minors.

- Internet users are entitled to privacy. As with other library materials, library staff does not monitor what any user views or reads over the internet. If the nature of the content being viewed on the library computer workstation disturbs other library users, the viewer will be asked to cease.
- Internet users of all ages may ask library staff to evaluate sites they believe are inappropriately blocked by the filter or have been rated incorrectly.
- Parents or legal guardians are responsible for their minor children's use of the internet. Parents should let their children know if there are materials that they do not want them to view and should supervise their children's internet sessions.
- The internet is a global entity with a highly diverse user population and information content. The library cannot protect users from materials they may find offensive. However, in order to prohibit minors from having access to pornography, filtering software has been installed and is available on all internet computers at all library locations.

#### **Inappropriate Network Usage**

Internet users may not:

1. Install or run software not already on the computer.
2. Modify, unplug, or remove equipment.
3. Reconfigure systems or software, or in any way interfere with current system setup.

4. Reboot or turn off equipment.
5. Use any library workstation for any illegal or criminal purpose.
6. Violate copyright laws or software licensing agreements in their use of library workstations.

Violations may result in loss of access. Unlawful activities will be dealt with in a serious and appropriate manner.

### **Choosing and Evaluating Resources**

The internet offers access to many valuable local, national and international sources of information. However, not all sources on the internet provide accurate, complete, or current information. A good information consumer evaluates the validity of information found as with other library materials.

### **Copyright**

U.S. Copyright Law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use." Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without the explicit permission of the copyright holder. Responsibility for any consequences of copyright infringement lies with the user; the library expressly disclaims any liability or responsibility resulting from such use.

### **Adoption**

This Internet and Computer Use Policy was adopted by the Lompoc Public Library System after a public meeting, following normal public notice on April 11, 2017.

**Note: The library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.**

**LOMPOC PUBLIC LIBRARY SYSTEM  
MARCH 2017 STAFF REPORT**

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**BLACK GOLD COOPERATIVE LIBRARY SYSTEM**

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Black Gold Cooperative Library System meetings attended by staff are listed below:

<b>Date</b>	<b>Black Gold Committee</b>	<b>Attended By</b>
3/10/17	Administration Council	Sarah Bleyl

**COUNTY OF SANTA BARBARA LIBRARY SERVICES**

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The Library Advisory Committee met on March 15, 2017. The discussion centered on how each zone uses the county funds to administer the county branches. George Chapjian, Community Services Director, indicated that according to the contract, the library directors are the ones to decide how that money is used. The fact that each zone uses the money differently is not an issue. All zones indicated that at least some subsidizing of the county branches has taken place in the past. It has been proposed that an outside consultant be hired by the county to evaluate the county library funding process to see if there are other ways or recommendations to make it easier. Going forward, there are going to be cuts in the county budget, approximately 5% a year for at least the next three years. Mr. Chapjian said he will recommend that the library per capita remain \$7.80.

The new county supervisor over the LAC is Das Williams. There was a long conversation about how the different zones split up the money. One representative wanted to have the board of supervisors dictate how zones split and use the money but Mr. William's comment was that the county doesn't want to make resolutions that would start a fight with the cities, that the county has limited power because they are giving cities the money and the cities hold the power to administer the money, meaning the cities have more control. George added that the library directors are the experts and the county relies on the directors to make the choices of how the money is spent. Some of the representatives wanted to form a subcommittee to explore other funding options. Several even wrote a letter to Mr. Williams, asking that the cities of Lompoc, Santa Barbara, and Santa Maria be taken out of the mix (and receive no county funding), while the county takes over the branches and the county hire library staff (the letter was not discussed but may be brought up in a future meeting). Mary Housel, Library Director, City of Santa Maria, said that the problem really is lack of funds to adequately run the county branches and the committee is still talking about the same inadequate pot of money and fighting over how to split it up. She also admitted that Santa Maria probably isn't charging their county branches enough. The discussion will continue at the next meeting, as nothing was decided.

**LIBRARY OPERATIONS – LOMPOC, VILLAGE AND CHARLOTTE'S WEB**

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*General Staff Update*

Library Manager Sara Bankston, led an all staff meeting on March 3.

The director attended a Leadership Lompoc Valley meeting on Friday, March 17.

The library is participating in In-n-Out's "Cover to Cover Club," a reading incentive program for children ages 4-12. If children read five books, they receive a coupon for a free hamburger or cheeseburger from In-n-Out. More than 250 children have signed up for this program.

Food for Fines will take place during National Library Week, April 10-15. For every non-perishable, non-expired canned or boxed food item donated, \$1 in fines will be waived from a patron's account. The food collected will go to the Lompoc Food Pantry.

Four staff members attended the *Touchpoints in Libraries* training, held in Atascadero from March 15-17. This training is specifically for staff who work with children ages 0-8 and their caregivers and was paid for by a grant from the California State Library.

### *Lompoc Library*

The Adult Fiction collection is in the process of being weeded due to lack of shelf space.

While waiting for the new computers, tables, and chairs in the Youth Department, purchased through the donation to Robby's Learning Lab, the AWE stations and catalog computer have been moved to a separate area, giving more space to children who use these stations with their parents.

Staff interviewed a candidate from the JOB\$ program with Santa Barbara County. The program pays the salary and the library receives 20 hours a week of Library Page duties.

The compilation of old computers and equipment in the basement was removed to the City's electronic waste collection resulting in a less cluttered, cleaner, more professional-looking space.

### *Village Library*

The new part-time Library Assistant started on March 29 and will be training at both the Lompoc and Village libraries.

### *Charlotte's Web*

Over 676 children and families visited the bookmobile in March.

The wrap issues are in the process of being resolved. LDV, the vendor contracted to build the vehicle, contracted another company to wrap it. It was wrapped with 3M products. A 3M representative inspected the wrap and determined that it had failed. The contracted wrap company has been in contact with the city's fleet department and told staff that a claim has been filed with 3M over the product failure. The wrap contractor also indicated that they use 3M products frequently and this is the first time they've had an issue. The bookmobile will be getting an entirely new wrap. The work will be done at the city's fleet department sometime at the end of April/beginning of May and will take approximately 3-5 days. The wrap contractor said that either 3M will pay for all or part and that his company would pay the difference. As the wrap is under warranty, the city will not have to pay anything. (A new wrap usually costs between \$12,000 and \$15,000.)

The new bookmobile staff member started in March and is being trained in circulation duties as well as driving and maintaining the vehicle.

The bookmobile will now include an audio-visual Spanish language section. New materials are being purchased, as the bookmobile already carries books in Spanish but doesn't currently have any movies or books on CD in Spanish.

## **PROGRAMMING AND OUTREACH SERVICES**

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In March, nine adult programs were held with a total of 75 attendees and forty-six programs were held for children and teens, with a total attendance of 839. Approximately 40 teens attended Teen Tech Week this month.

Xochitl Rocha, Youth Services Manager, attended two outreach events at local elementary schools for Read Across America Day, reading stories to 110 youth.

Courtney Rogness, Bookmobile Manager, continues to visit community groups to discuss the bookmobile's summer schedule.

As requested by the Library Commission, the monthly statistics report now includes last year's statistics for comparison purposes.

Lompoc Public Library System  
FY2016/17 Reference and Program Statistics

LOMPOC LIBRARY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Year Total	Previous Year Total																			
	2016						2017																										
Adult Reference Questions	662	611	476	504	482	465	437	428	596				4,661	8,567																			
Adult Computer Questions	522	550	463	640	582	532	474	459	450				4,672	5,386																			
Youth Services Questions	1,545	1,496	1,106	1,315	997	1,210	1,127	952	1,489				11,237	9,271																			
WiFi Users	716	865	1,164	1,239	1,194	1,158	1,277	1,305	1,294				10,212	7,984																			
Computer Sessions	4,441	4,974	4,050	4,196	3,744	3,828	3,749	3,282	4,135				36,399	46,641																			
Adult Volunteer Hours	119	149.75	140.25	186.5	174.25	150	162	174.5	189				1,445	1,784																			
Youth Volunteer Hours	122.5	74.25	23	38.5	20.5	30	25	20.5	25				379	802																			
Total Circ	24,555	23,233	21,784	23,117	21,616	20,532	22,715	20,953	TBD				178,505	265,124																			
ILL - In	0	0	0	0	2	1	1	0	3				7	1																			
ILL - Out	1	0	0	0	0	0	2	0	0				3	1																			
GG (Grossman Gallery): Rentals	2	3	8	7	11	8	4	8	9				60	39																			
GG: Library mtgs & progrms	59	38	20	32	18	25	25	26	27				270	257																			
People Counter	17,031	18,436	19,203	16,809	14,177	14,189	14,183	13,874	TBD				127,902	196,522																			
<b>Programs: # of &amp; attendance</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attendance</b>	<b>#</b>	<b>Attendance</b>																	
Adult	1	8	6	79	6	67	7	61	8	59	6	38	4	27	7	65	8	62							53	466	32	433					
Young Adult	4	51	3	34	2	17	4	38	1	4	1	19	2	13	2	33	4	38										23	247	27	241		
School	48	1321	16	797	15	91	24	492	19	141	18	383	19	214	21	162	25	353											205	3,954	134	3188	
Preschool	7	201	7	132	15	370	20	513	17	518	12	355	15	307	16	430	17	448											126	3,274	159	4111	
Youth Outreach	1	10	1	148	0	0	0	0	0	0	0	0	0	0	1	10	2	110												5	278	13	352
<b>VILLAGE LIBRARY</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Current Year Total</b>	<b>Previous Year Total</b>																			
	2016						2017																										
Adult Reference Questions	208	153	163	176	146	154	226	186	157				1,569	2,025																			
Adult Computer Questions	72	39	37	43	29	39	78	41	49				427	612																			
WiFi Users	59	47	52	57	69	49	50	65	76				524	632																			
Computer Sessions	350	270	313	310	279	238	291	276	339				2,666	3,857																			
Adult Volunteer Hours	61.25	53.5	32.75	29	33.25	29	46.25	42.5	50				378	767																			
Youth Volunteer Hours	38.8	12.5	4.5	0	0	0	6	1.5	0				63	145																			
Total Circ	4,096	3,856	3,595	3,889	3,802	3,775	3,531	3,630	TBD				30,174	42,494																			
People Counter	2,976	2,222	2,398	2,447	2,497	1,866	1,831	1,927	2,442				20,606	26,896																			
<b>Programs: # of &amp; attendance</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attendance</b>	<b>#</b>	<b>Attendance</b>											
Adult	1	11	1	13	1	10	2	17	1	9	1	11	1	15	1	13	1	13											10	112	5	37	
Young Adult	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0	0	0
School	4	107	1	28	0	0	0	0	0	0	0	0	1	14	0	0	0	0												6	149	8	556
Preschool	4	87	5	72	4	44	4	54	5	61	4	37	4	67	4	65	4	65												38	552	49	847
<b>CHARLOTTE'S WEB LIBRARY</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Current Year Total</b>	<b>Previous Year Total</b>																			
	2016						2017																										
Reference Questions	270	35	103	172	47	97	115	176	242				1,257	569																			
Volunteer Hours	0	0	0	0	0	0	0	0	0				0	0																			
Total Circ	1,039	575	561	486	482	396	450	650	TBD				4,639	1,528																			
People Counter	1,886	272	776	1,280	418	456	484	707	676				6,955	3,009																			
<b>Programs: # of &amp; attendance</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attnd</b>	<b>#</b>	<b>Attendance</b>	<b>#</b>	<b>Attendance</b>											
Adult (outreach)	0	0	0	0	1	12	1	30	0	0	0	0	0	0	0	0	1	3												2	45	0	0
Young Adult	1	8	0	0	1	23	0	0	0	0	0	0	0	0	0	0	0	0												2	31	0	0
School	1	22	1	114	0	0	2	83	2	122	0	0	1	17	1	31	3	53												11	442	9	172
Preschool	0	0	0	0	1	18	1	27	1	44	2	32	1	15	1	16	0	0												7	152	1	30