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3 **Sonoma County Library**  
4 **Minutes of the Library Commission**  
5 **Special Commission Workshop**  
6

7 **September 15, 2006**  
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9 **Note: M/S/C = Moved/Seconded/Carried**

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11 **CALL TO ORDER**  
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13 The Sonoma County Library Commission met in special session. Commissioner  
14 Murphy called the meeting to order at 12:20 p.m. in the Forum Room of the  
15 Rohnert Park/Cotati Library in Rohnert Park, CA.  
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17 Commissioners present: Bennett, Bertucci, Calsy, Hintereder, Kunde, Lynch and  
18 Murphy.  
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20 Also present: Director Sandy Cooper; Public Services Manager Kiyo Okazaki;  
21 Human Resources Manager Sally Brian; Manager System and Technical Services  
22 Jim Rosaschi; Coordinator of Children's Services Susan Coffman; Coordinator of  
23 Adult Services Barbara O'Hara; Manager of Acquisitions and Cataloging Jaime  
24 Anderson; Administrative Services Manager Elissa Alfano; Consultant Jeanne  
25 Goodrich; Consultants Kathy Page and Bev Moris; SEIU Local 707  
26 Representative Bill Steck and Administrative Aide Pat Cheek.  
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29 **ANNOUNCEMENTS AND INTRODUCTIONS**  
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31 Director Cooper introduced and welcomed the Director's Administrative Council,  
32 SEIU Local 707 Representative Bill Steck to the Commission along with  
33 Consultants Jeanne Goodrich, Kathy Page and Bev Moris.  
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35 Director Cooper announced that the Service Awards Ceremony would be held at  
36 6:30 p.m. on October 4, 2006, in the Forum Room. Following the ceremony, the  
37 regular Board meeting will convene in the Board Room.  
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39 Director Cooper reported that she had received a letter from Santa Rosa City  
40 Manager Jeff Kolin inviting the Library to participate in the Feasibility Study for  
41 the proposed Downtown Civic Center and Performing Arts Center.  
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43 **PUBLIC APPEARANCE**  
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45 There were no public appearances.  
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## Minutes of the Library Commission – September 15, 2006

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### WORKSHOP SESSION

#### 4.1 Organizational Assessment Project – Jeanne Goodrich Consulting

Consultant Jeanne Goodrich introduced herself to the Sonoma County Library Commission and thanked them for the opportunity to discuss her observations from the first and second site visits and her recommendations for the next steps.

Ms. Goodrich addressed the many actions that have already taken place over the past few months, specifically the organizational restructuring. Primary issues that she has focused on are staffing sufficiency, allocation, and composition along with safety, security, substitutes and the analysis of work processes and workload to maximize efficiency, which are all part of the broad topic of staffing. Ms. Goodrich states she would concentrate the majority of her time on these issues. She proceeded to talk about her recommendations and answered questions from the Commission.

#### 4.2 Branch Facilities Improvement Project – Consultants Kathy Page and Bev Moris

Consultant Kathy Page reported on her firm’s evaluation of the Sonoma County’s Libraries. She reported that Libraries are busy and getting busier – circulation has increased 38% over the past six years. Current seating is inadequate; computers are in constant demand and libraries are providing service in facilities that were designed to serve a much smaller population. Ever-increasing usage levels are wearing down Library facilities, Library staff and diminishing the quality of service for all Library customers.

Page & Moris Consulting discussed the issues, which are comprised of three broad categories: Health and Safety; Productivity and Service Delivery; and Aesthetic.

Ms. Page talked about Health and Safety issues in the branches, which include service desks, furnishing, equipment, and operations that require staff to serve the public and perform repetitive tasks under ergonomically stressful conditions and handle large amounts of materials in congested and confused work situations. She also discussed Productivity and Service Delivery which includes building layouts which prevent utilization of powerful new tools, such as self-checkout technology that would streamline basic services and allow the Library to redirect financial and human resources elsewhere.

Consultant Bev Moris talked about the Aesthetic issues in the branches. She explained that this category includes building finishes, flooring, window treatments, walls, and furniture that detract from the overall quality of each Library user’s experience. Not only does this experience affect patrons, but also staff members who are severely affected by the space layout, clutter, confusion and lack of visual harmony in the branches.

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Ms. Page and Ms Moris continued to make recommendations and answer questions from the Commissioners and staff.

4.3 Communications Planning Project – The Summary of Findings

Item W-3 was included in the Workshop packet for information. Peggy Barber and Linda Wallace submitted - The Summary of Finds – Research for Developing a Communication Plan for the Sonoma County Library.

**DATE AND TIME OF NEXT MEETING**

Regular Meeting	
Date:	Wednesday, October 4, 2006
Time:	6:30 p.m. Awards Ceremony - Commission meeting following the ceremony
Location:	Central Santa Rosa Board Room

**ADJOURNMENT**

The meeting adjourned at approximately 2:50 p.m. by acclamation.

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Clerk