CITY OF CARMEL-BY-THE-SEA

HARRISON MEMORIAL LIBRARY BOARD OF TRUSTEES

REGULAR MEETING
4/26/2017
9:00 a.m.

CALL TO ORDER AND ROLL CALL

PLEDGE OF ALLEGIANCE

PUBLIC APPEARANCES Members of the public are entitled to speak on matters of municipal concern not on the agenda during Public Appearances. Each person's comments shall be limited to 3 minutes, or as otherwise established by the Trustees. Matters not appearing on Trustees' agenda will not receive action at this meeting but may be referred to staff for a future meeting. Persons are not required to give their names, but it is helpful for speakers to state their names in order they may be identified in the minutes of the meeting.

ANNOUNCEMENTS

A. Announcements from President and Trustees

CONSENT AGENDA Items on the consent agenda are routine in nature and do not require discussion or independent action. Members of the Commission or the public may ask that any items be considered individually for purposes of Commission discussion and/ or for public comment. Unless that is done, one motion may be used to adopt all recommended actions.

1. Approval of the minutes for the 3/22/2017 meeting.

ORDERS OF BUSINESS Orders of Business are agenda items that require Commission discussion, debate, direction to staff, and/or action.

2. Receive report from the Carmel Public Library Foundation regarding CPLF activities.

3. Approve a request from the Carmel Public Library Foundation to hold the Sterling Circle event at the Main Library if the Park Branch Library is still closed for renovation. (p. 3)

4. Accept a proposal from the Carmel Public Library Foundation to renovate the Park Branch Library and make a recommendation to the City Council. (p. 4)

5. Approve proposed amendments to the Harrison Memorial Library Reference Policy. (pp. 5 – 17)

6. Receive report from Local History Librarian Katie O'Connell outlining how the library's Oral History program will go forward.

7. Demonstration of the library's online databases by Head Reference Librarian Jean Chapin.

8. Receive the Librarian's Report
   A. review of monthly statistics
   B. Park Branch Library renovation update

FUTURE AGENDA ITEMS

ADJOURNMENT

This agenda was posted at City Hall located on Monte Verde Street between Ocean and 7th Avenues, Harrison Memorial Library located on the NE corner of Ocean Avenue and Lincoln Street, and the Carmel-by-the-Sea Post Office located on 5th Avenue between Dolores Street and San Carlos Street, and the City's webpage http://www.ci.carmel.ca.us/carmel/ on 4/20/2017 in accordance with the applicable legal requirements.

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Carolina Lopez, Administrative Assistant

March 22, 2017

CALL TO ORDER AND ROLL CALL

The regular meeting of the Harrison Memorial Library Board of Trustees was held on the above date at 9:00 a.m. President TWOMEY called the meeting to order.

PRESENT:	BLOMGREN, FLOWER, GODWIN, TWOMEY
ABSENT:	REIMERS
STAFF PRESENT:	Janet Bombard, Library Director
	Lori Aiello, Community Activities Assistant

PLEDGE OF ALLEGIANCE
Members of the community joined the Board in the Pledge of Allegiance.

PUBLIC APPEARANCES
CPLF Executive Director Alex Fallon thanked the board for attending the Donor Salute. Fallon announced that the Carmel Rotary gave CPLF a grant for the renovation of the Park Branch lobby. Chef John Pisto's program was a great success. The annual fundraiser will be held May 17.

ANNOUNCEMENTS
No announcements.

CONSENT AGENDA
1. Approval of the minutes for the 2/22/2017 meeting.

   Board Member Blomgren moved to <u>approve the Minutes of the February 22, 2017 Regular Meeting,</u> seconded by Board Member Flower and carried by the following roll call vote:

AYES:	BLOMGREN, FLOWER, GODWIN, TWOMEY
NOES:	NONE
ABSENT:	REIMERS
ABSTAIN:	NONE

2. Receive report on the Other Professional Services budget line item.

   Library Director Janet Bombard clarified the expenditures for the Other Professional Services budget line item.

ORDERS OF BUSINESS

3. Receive a report from Board Treasurer regarding Fiscal Year 2014/15 audit and provide direction.

   Treasurer Blomgren reported that he found the Fiscal Year 2014/15 audit satisfactory for both the Library Board and Carmel Public Library Foundation's purposes.

4. Receive and discuss oral report on the Group 4 Architects presentation to the City Council.

   The Board discussed the report.

5. Provide clarification on requested historical statistical trends report.

   Board engaged in discussion as to whether or not it was necessary to undertake such a report. Board member Godwin volunteered to compile the report.

6. Librarian's Report

   a. Library Director Janet Bombard reviewed the monthly statistics with the Board and answered questions.
   b. Bombard gave a recruitment update on the Sunday hours for the 3 library positions.
   c. The City Council has awarded a contract for carpeting the Park Branch. The City Council will award a painting contract at its next meeting.

7. Treasurers Report

   Treasurer Blomgren reviewed the financial statements and check register with the Board. There were no extraordinary expenses that needed special attention from the Board.

   Board Member Flower moved to accept the February Financial Statement and Check Register, seconded by Board Member GODWIN and carried by the following roll call vote:

AYES:	BLOMGREN, FLOWER, GODWIN, TWOMEY
NOES:	NONE
ABSENT:	REIMERS
ABSTAIN:	NONE

FUTURE AGENDA ITEMS

No items discussed.

ADJOURNMENT

There being no further business to come before the Board, President Twomey declared the meeting adjourned at 10:11 am. The next regular meeting is scheduled for April 26, 2017.

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Respectfully submitted,
Carolina Lopez, Administrative Assistant

Approved by:

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Tara Twomey, President, Library Board of Trustees

CITY OF CARMEL-BY-THE-SEA
Harrison Memorial Library Board of Trustees
Staff Report

April 26, 2017
Orders

TO: Harrison Memorial Library Board of Trustees
FROM: Janet Bombard, Library Director
SUBJECT: Approve a request from the Carmel Public Library Foundation to hold the Sterling Circle event at the Main Library if the Park Branch Library is still closed for renovation.

RECOMMENDATION

Approve the Carmel Public Library Foundation request to hold the Sterling Circle event at the Main Library if the Park Branch Library is still closed for renovation.

BACKGROUND / SUMMARY

At its February 22, 2017 meeting the Board of Trustees approved a request from the Carmel Public Library Foundation to hold its annual Sterling Circle event on Sunday, June 11, 2017 at the Park Branch Library.

Should the Park Branch Library still be closed for renovation at that time, the Carmel Public Library Foundation is requesting approval from the Library Board of Trustees to hold the Sterling Circle event at the Main Library instead.

CITY OF CARMEL-BY-THE-SEA
Harrison Memorial Library Board of Trustees
Staff Report

TO: Harrison Memorial Library Board of Trustees

FROM: Janet Bombard, Library Director

SUBJECT: Accept a proposal from the Carmel Public Library Foundation to renovate the Park Branch Library lobby and make a recommendation to the City Council.

RECOMMENDATION

Accept the proposal from the Carmel Public Library Foundation (CPLF) to renovate the Park Branch Library lobby and recommend to the City Council that it accept CPLF's proposal.

BACKGROUND / SUMMARY

The Carmel Public Library Foundation (CPLF) has set aside monies for an Innovation Fund to update the library. As part of this initiative, the Carmel Public Library Foundation wishes to renovate the Park Branch Library lobby. When the project is finished the lobby will become the entrance to the Youth Services department.

CPLF has received a grant in the amount of $40,000 from the Carmel Rotary Club to help fund the project.

CPLF is working with Group 4 Architects on the project. The proposed renovation will update the library's services to children and families.

The proposed scope of work consists of the following:
- modifying the display cabinets in the lobby
- modifying and enlarging the current entryway to the Youth Services department
- adding electrical outlets to the lobby
- installing an interactive display wall
- new furniture
- new interior and exterior signage (any exterior signage will be approved by the City and in compliance with City sign regulations)

Because this work is being done on a City building, the City Council will have to accept and approve the project; therefore, staff recommends that the Library Board of Trustees approves the project and makes a recommendation to the City Council that it accept the renovation of the Park Branch Library.

CITY OF CARMEL-BY-THE-SEA
Harrison Memorial Library Board of Trustees
Staff Report

April 26, 2017
Orders

TO:	Harrison Memorial Library Board of Trustees
FROM:	Janet Bombard, Library Director
SUBJECT:	Approve proposed amendments to the Harrison Memorial Library Reference Policy

RECOMMENDATION

Approve proposed amendments to the Harrison Memorial Library Reference Policy.

BACKGROUND / SUMMARY

The library's reference policies are designed to provide guidelines for the delivery of reference services to our library patrons.

From time to time the policies are reviewed and proposed updates and changes come before the Library Board for approval.

The reference staff have been asked recently by several library patrons to perform "personal interest searches" that are beyond the scope of services that the reference staff can provide. As an example, a library patron recently requested that the reference staff find him/her a new place to live.

Reference staff can act as consultants with regard to this type of question, assisting patrons in developing research strategies including identifying, selecting and using appropriate resources; however, the staff cannot conduct the actual search due to the time required, and the personal and subjective nature of such a search.

The recommended policy wording regarding personal interest searches can be found on page 6 (page 11 in the agenda packet) of the attached policy. The proposed additional wording has been highlighted.

ATTACHMENTS

1. Proposed amended Harrison Memorial Library Reference Policies

Harrison Memorial Library
Reference Policies

Introduction

Purpose of Policy Statement

The purpose of this policy is to present written guidelines for the provision of reference service at the Harrison Memorial Library, in order to ensure a uniform standard of reference service of the highest possible quality consistent with available resources.

Nature of Reference Service

Reference services are a part of the Library's commitment to serving the community of Carmel-by-the-Sea and the surrounding region. The goal of the Library's Reference Department is to respond to the information needs of the community as accurately and completely as possible. The staff does this by identifying, through reference and interpersonal skills, each person's real information need and responding to it professionally, impartially, courteously, and in a timely manner.

The Harrison Memorial Library and its staff regard all requests for information as valid. Within the limitations defined in this document, all questions will be given equal consideration and no question will be considered unanswerable.

Our primary objective is to give as much assistance as is practicable, drawing on the staff and collection, as well as the expertise of others and the resources of such cooperative library agencies as MOBAC and the California State Library when necessary.

Statement of Objectives

The primary goals of the Reference Department are:

1. To provide direct personal assistance to persons seeking information.
2. To provide consistently excellent reference service as indicated by:
   a. Making available a professionally trained and competent staff;
   b. Answering questions correctly and completely;
   c. Giving such service that each library user is satisfied.
3. To develop and maintain an adequate, suitable and up-to-date reference collection, both in print and online, which meets the need of library users and prospective users.
4. To help patrons with the use of technology and resources available through the library.

Types of Service

The Reference Department's function may be described as personalized assistance or guidance provided to persons in the pursuit of information. Its aim is optimum access to and use of existing resources within and beyond the library.

The assistance provided may take a variety of forms depending upon the particular needs of the individual inquirer. Among these are: location of specific facts; reading guidance or selection of materials to meet a particular interest or need; aid in identifying the best sources of information for a given purpose; bibliographic verification; instruction in the use of the library or a particular resource, including library technology and digital resources; development of bibliographies, indexes and other aids promoting access to information; seeking an answer from or referral to other agencies or information sources outside the library.

The assistance provided may be done in person, over the telephone, by correspondence, email, or online.

Reference Desk Service Polices

General Guidelines

The following general rules are to be followed by all members of the reference staff:

- When staffing the reference desk, service to the public takes precedence over any other activity. Other work or conversations of a personal nature are to be avoided. Personal phone calls, or telephone calls related to non-desk assignments, are to be kept to a minimum.
- Polite, courteous, friendly service cannot be overemphasized. If for any reason this is not possible, it is best to have another staff member cover the desk or assist a "difficult" patron.
- The reference staff provides verified information. A complete answer includes a citation to a source. Opinions are kept to oneself. (If an opinion is requested, clarify the statement, e.g., "My personal opinion is…" or "This does not reflect the opinion of Harrison Memorial Library").
- The confidentiality of the origin of questions is respected and discussion with others is restricted to seeking assistance in finding the desired information.
- Reference staff is to encourage library users to return to the reference desk if they need or want further assistance.
- All reference questions must be answered or referred to the appropriate library/agency. An unqualified "No, we do not have that information/material' is not an acceptable response to a question.

Priority of Assistance

Direct personal assistance to library users is given top priority by the reference department. Supporting activities, although essential to maintain the quality of those services, takes second place. (Desk projects are to be promptly stopped when a person is waiting for assistance.)

Priorities for reference assistance, from highest to lowest are as follows:

1. Persons who are physically present in the library are served on a first-come, first served basis.
2. Telephone inquiries.
3. Help with library technology.
4. Library orientation and bibliographic instruction.
5. Help with using digital resources- e.g. eBooks and eReaders.
6. E-mail/social media inquiries
7. Pending reference inquiries, i.e., inquiries not answered when they were first taken, for whatever reason.
8. Mail reference

Public Service Awareness

Since many people are reluctant to ask for help, it is the reference librarian's responsibility to anticipate public needs and offer service when it appears needed. (Judgment is necessary here; some people like to browse and do not want to be interrupted or bothered).

It is important to keep in mind that people may be new to the library or are not skillful at using it. Give active assistance.

- Show where materials are. Avoid pointing.
- When possible explain in lay, not library terms.
- Before referring a patron to the online catalog, determine if the patron will need assistance in using it. Offer as much assistance as needed and possible.
- Provide instruction in use of tools and resources as needed.
- See that no patron is referred more than once. Telephone ahead when possible to make sure the department/person has the required material/information.
- Follow-up to make sure the patron is getting what he or she needs.

Guidelines for Handling General Inquiries

Reference Interview. Determine exactly what the patron wants to know before starting the search. In many cases the original question is too general and must be refined by additional questioning of the patron. Restate the question in your own words to encourage the patron to

supply any additional pertinent information or clarify the original question. Find out the depth of the information needed as well as the patron's time frame. Find out if the information needs to be in print or electronic format. Sometimes students need a mixture.

Reference Search. If necessary up to one hour may ordinarily be spent on a reference question. The search is to be pursued when there is the opportunity to work on pending reference inquiries, i.e., when other people are not waiting for assistance. If the situation warrants, more time may be spent on a question when time is available.

Assisting More Than One Person. Oftentimes it is necessary to help several users concurrently. During such times the following guidelines are followed:

- If the telephone rings during a reference or service encounter, excuse yourself from the patron, respond to the caller by sharing you are helping a patron and ask if he/she would like to be called back or wait (if you know it will only be a short time).
- If a patron appears while you are engaged in a telephone conversation, acknowledge his or her presence with a nod or hand signal. End the phone conversation as quickly as you can, if necessary inform the caller you will return his or her call.
- If you are assisting a person who has a complex question and other persons are waiting, help the first patron begin his or her searches, assist other waiting patrons, then return to the first patron. (Note: No person can expect to monopolize a staff member's time. If you are busy with one person and others are waiting, acknowledge their presence and ask them to wait a few moments. Frequently it is helpful to get the first person started, then get the second person started, return to the first person, return to the second person, etc.)

Interpretive Questions

The reference staff assists people in making use of library resources dealing with medical, legal, statistical and other information that, to be useful, frequently requires interpretation of facts as well as the facts themselves. Due to the danger of giving misleading or incomplete information in these areas, the staff does not interpret the information found for library users. In such circumstances the staff may indicate that they do not have the specialized knowledge to give positive or absolute answers, and will advise the library users to review the materials themselves. Referral suggestions may be made if assistance is needed in interpretation. Examples of these types of questions and guidelines for how they are handled are indicated below.

Medical Questions. The reference staff provides assistance in using basic medical reference sources. Questions that involve advice, interpretation and/or diagnosis cannot be answered.

Legal Questions. Citations from codes can be given and other legal resources may be suggested. Questions that involve legal advice, recommendations and/or explanations cannot be answered. People are reminded that only qualified attorneys can give advice and consultation. When appropriate, people are referred to legal information services.

Identification and Appraisal of Art, Antiques, Books and Collectibles. The reference staff assists people in locating auction records, price guides, and other sources which indicate the general value or background information on art objects. For estimations of value or verification of authenticity, people are referred to reputable appraisal services or experts in the field.

Original Translations. Short phrases may be translated depending upon the resources of the library's collection and the staff. For longer translations, people will be referred to other community resources or a translator.

Original Research and Bibliographies. The reference staff does not do original research or compile information and bibliographies for people. They do assist library users in beginning their research by showing them pertinent resources and sharing search strategies. They may also help locate existing bibliographies and additional resources not available within the library. Original research would include any of the following in order to answer the question: Observation, interviewing, compiling statistics, field research, interpretation of data, surveys or charting trends.

Consumer Evaluations. The reference staff provides published material on consumer products and/or assists people in finding information. Recommendation and/or value judgments are not made for any item.

Mathematical Calculations and Formulae. Mathematical computations of any sort are not undertaken by the reference staff on behalf of library users. If a formula involves words or symbols which the reference staff does not understand and cannot readily define, the user will be advised to seek help from someone with expertise in that subject area.

Genealogical Questions. The reference staff guides people to published sources, within the library's collection or online, containing documents and biographical information of a genealogical nature. They do not research an individual's family or locate a particular family member or ancestor. Sources of genealogical information and/or individuals who may be of assistance will be recommended when possible.

Statistical Questions. The reference staff does search for published statistical information, however they do not compile extensive statistical information not do they interpret the statistical information for library users.

Patent and Trademark Questions. The reference staff can assist users in locating basic information about patents and trademarks. People needing extensive information or searches on patents and trademarks are referred to the Sunnyvale Patent Information Clearinghouse (or refer to their website).

Evaluations of Atlases, Dictionaries, Encyclopedias, etc. The reference staff does not recommend one atlas, dictionary or encyclopedia over another. People are encouraged to refer to reviewing sources and examine the various sources in the library's collection. In this way, they can ascertain which source will best meet their needs.

Critical Analysis. Personal critical analyses, interpretations or judgments of the merit of literary or other works are not done by the reference staff. The staff will assist people in locating published reviews and analyses, and reader's advisory service is offered.

Homework Assignments. The reference staff assists students in locating the information they need for their assignments. Emphasis is placed on helping students learn how to use the library and the available resources, and care is taken to demonstrate that there is almost always information available that will meet the students' needs. However, the reference staff will not "do" homework for students of any age, and will not pursue a search in which the student does not actively participate.

Personal Interest Searches. Social networking, shopping, job searches, housing searches, and other personal interest websites cannot be accessed by staff for detailed inquiries. In these cases, patrons will be given a brief introduction to the resources available so they are able to conduct their own research. (draft)

Telephone Reference Service

General Guidelines

Questions received by telephone are given the same weight as questions asked by people who are physically present in the library. All telephone inquiries are answered equally, regardless of geographic origin.

Ready reference telephone service involves supplying information that is readily available, does not require extensive searching, and may be accurately imparted over the telephone. These inquiries are generally answered during the initial telephone call. Up to 3 ready

reference items of information, e.g., addresses, titles, stock market readings, can be given over the telephone at a time. If more are given, the patron is to be informed that this is an exception. (Ready reference is defined as those questions that can be accurately answered in 1-5 minutes.)

Call-back telephone service is defined as an inquiry which can be appropriately answered over the telephone but requires more extensive searching. In this situation the reference librarian takes the caller's name, telephone number, and asks if there is a deadline. If there is not time to work on the inquiry immediately, it is treated as a pending reference inquiry. Only short answers are read over the telephone. Short = approximately 50-75 words. If time allows and more information is given, the caller is informed that this is an exception.

Inquiries involving prolonged use of indexes, periodicals, bibliographic or biographical sources are generally not accepted over the telephone. The caller is asked to come to the library where the reference staff will guide his or her research.

Public Service Awareness
When assisting people over the telephone the following guidelines are followed:

- Verify the question. Since visual clues are not available, verbal communication must be clear and concise.
- Do not leave the caller on hold for more than 1-2 minutes. If an answer has not been found after 2 minutes, return to the phone to give the caller a progress report. Always offer the caller the option to be called back.
- Always cite the source. The caller cannot see from which source the answer is being read.

Telephone Service Limitations
The same limitations noted under "Interpretive Questions" apply to telephone reference service. In addition, telephone reference service is limited to brief facts that require no interpretation or selection. Before supplying ratings, recommendations, evaluations or statistics, the explanations given in the sources are read in detail. If interpretation is required, callers are always encouraged to come to the library.

It is expected that patrons will make an effort to come to the library to pick up requested information; however, reference staff may occasionally mail information to patrons who are unable to get to the library. When you do so, please inform patrons that you are making an exception for them. In order to keep costs down, the information should be limited to what will fit in a legal sized envelope with one first-class stamp. Use the copyright stamp on anything mailed to patrons. If a patron repeatedly requests mail service, staff should ascertain whether he or she is physically unable to get to the library.

If such is the case, refer the patron to the Outreach Librarian. If they are in another library's district, refer them to their local library.

Articles found online or in a database can be emailed to the patron, or faxed to a local number. Use the copyright stamp on material to be faxed.

Homework Assignments. The reference staff does not "do" homework. Simple fact questions can be answered. More involved questions are responded to with the suggestion that callers come into the library where they will receive assistance in locating the information they need. In the latter case, the staff is to make a quick check to verify that adequate information is available on the requested topic. Students can be referred to any available online homework help service as well.

Test Questions. The reference staff does not answer test questions. If they have the feeling they are being asked a test question, they will ask the caller. If the caller says yes, he or she is told that it is not ethical for staff to answer such questions. If the caller comes into the library the staff will assist the patron to search for the desired information.

Medical Questions. Brief factual information can be provided. If several unfamiliar terms are included in the material or it is too lengthy to read over the phone (especially where an abridgement might lead to misinterpretation), the caller is asked to come into the library.

Legal Questions. Specific citations from codes or extracts from other legal resources can be read if the information is not too lengthy or complicated. Callers requiring legal research are asked to come into the library.

Art, Antique, and Book Appraisals. Callers are asked to come into the library where the reference staff will show them the available evaluative resources. Upon request, staff will provide brief general background information on objects.

Original Translations. Short phrases may be translated depending on the resources of the library's collection and staff. If the staff is unable to translate the phrase, callers are referred to other community resources or a translator.

Original Research and Bibliographies. Callers will be asked to come into the library where the reference staff will assist them in locating appropriate resources.

Consumer evaluations. The information usually cannot be read over the telephone due to length of articles and the number of statistics as well as the dangers of the interpretation of symbols. Callers are asked to come in to review the evaluations. Staff will check to verify the library does have evaluations available for review. If staff cites the source, the top three recommendations from a source such as Consumer Reports may be read over the phone.

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Mathematical Calculations and Formulae. Mathematical computations of any sort are not undertaken by the reference staff on behalf of library patrons. If a formula involves words or symbols which the librarian and/or caller cannot understand, the librarian will not go further with the question, but will ask the caller to come into the library to look at the material.

Digital Resources. If a patron needs help with using one of our digital resources, provide as much assistance as practicable over the phone. If the patron needs more help, encourage him or her to come into the library with their digital device and any account numbers they may need (e. g. Apple ID, Amazon account number).

Requests for Holds on Materials

Telephone requests for reserves on materials are accepted by the reference staff on the condition that the patron has a Harrison Memorial Library card. For on-hand items, verify that the item is on the shelf by checking yourself, or calling the branch for a shelf-check.

Ringing Circulation Phone Lines

There will be times at the reference desk when the circulation line rolls over to the reference line. The circulation desk staff is either busy or away from the desk. Answer it as you would the reference line. Reference staff can place holds and renew materials and library cards. If the question involves a complicated circulation inquiry, inform the patron that the checkout desk is busy but will get to them as soon as possible, and then let the circ desk know that they have a call. Take a message if the patron cannot wait.

Outgoing Calls

There are many times, in the course of doing reference work, that it is helpful to contact a person or organization outside of the Monterey area to get the information needed. The Library allows the reference staff to make long distance telephone calls for these purposes, with the following understanding:

1. Available library sources have been checked.
2. The inquiry by telephone will be ended if it is necessary to be on hold for an extended period of time or the call is redirected more than twice.
3. The reference staff may choose not to make long distance calls in the following circumstances:
   - A library user suggests or specifically asks us to make a call. In this case the person may be requested to make the call.
   - The result of a reference search is one or more phone numbers that are relatively certain to lead to the information needed. The number(s) are given to the patron for him or her to make the phone call(s), with the understanding that if the referrals do not answer the question, he or she should get back to us.

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- The question is such that it may not have a "cut and dried" answer, the answer may lead to additional questions, or the librarian feels that too much interpretation of the question and its subsequent answer is necessary. In these cases the patron will be given the numbers so that he or she can discuss the question first-hand with the informed party.

Mail and Email Reference Service

General Guidelines

It is the Reference Department's policy to respond to all reference inquiries received by mail or email. The department head is responsible for deciding what a reasonable amount of time is to be spent on each letter (generally a maximum of one hour). Inquiries are treated as pending reference inquiries, and as such, are worked on in chronological order of date received unless a deadline is noted.

The following limitations are placed on all mail reference services:
1. If it seems reasonably certain that the inquiry can be answered by the writer's local library, the writer is advised to contact that library.
2. Extensive searches through unindexed materials such as newspapers and periodicals are not provided.
3. Preparation of bibliographies is not done.
4. See also "Interpretive Questions"

Letters or emails containing questions which require answers from a different library department are routed to that department, which is then responsible for responding to the inquiry.

Reference Desk Service

Lending of Reference Materials

Reference materials may be lent to cardholders if the librarian judges that it is necessary. Material can go out for four hours during open hours, or overnight, and must be returned at opening on the next open day. Fill out the log at the reference desk for all such loans.

Items Held at the Reference Desk

The reference staff will hold materials that contain the answer to a patron's question at the reference

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desk for one week. If the patron has not picked the information up by then, put the materials away and file the information, with your initials, in the "Reference Questions Never Picked Up" file.

Photocopy Requests

The reference staff does not photocopy materials for library users. When asked to do so, staff will set aside materials so that the patron may come in and make photocopies himself or herself. If an exception is made and a librarian makes a photocopy for someone, that person will be charged the normal photocopy fee per page.

Printing Answers to Reference Queries

The first five pages that we print for patrons are free. After that, the charge is 20 cents per page. In order to reduce wasted paper, if the patron is not at the library, when printing pages that answer a patron's reference question, print the first page of each article/website only. Print the subsequent pages when the patron comes in for them.

Reader's Advisory Service

The reference staff will help patrons select popular interest materials using their own knowledge or various online or print finding aids in the library. If a staff member is not thoroughly familiar with the area of the inquirer's interest, he or she may consult other staff members.

Verification and Location of Materials

If a requested item is not available within the Harrison Memorial Library and the library user desires to locate it, an effort is made to verify and locate the item. If a patron with a valid library card wishes, an attempt can be made to borrow the material (see Interlibrary Loan).

Referrals

In the event that a question cannot be answered by the staff using the available resources, the question may be referred to another agency or organization. These referrals will be made based on the librarian's knowledge of community services, public and private organizations and associations, government offices, etc.

Requests for Supplies

The reference department does not provide office or stationery supplies for library users. People are expected to bring their own paper and writing implements, and other supplies. Scratch paper, golf

pencils, scissors, a stapler, tape, and a magnifying glass will be made available upon request. The use of other library supplies is discouraged.

Printing Policies

Printouts from public terminals are 20 cents per page for black and white and 50 cents per page for color. Patrons must pay for all pages printed out, regardless of whether they want what they printed; paper and toner cost the library money.

If a patron asks you to make printouts for him/her because he/she doesn't use a computer (or whatever reason), the patron pays 20 cents a page for all copies.

K-12 students may print homework reports and assignments for free.

Public Records Act inquiries

Send all reference inquiries that apply to City business to the library director. The director will let reference staff know whether to answer the question, or whether this falls under the guidelines of a Public Records Act Request, and should be referred to city Hall. This includes questions about:

- City art
- City council
- City council meetings or agenda items
- Press and media questions about the city

Approved by Library Board of Trustees 10/22/14

LIBRARIAN'S MONTHLY REPORT
March 31, 2017

CIRCULATION	YTD Percentage Change	This Month	Last Month	This YTD	Last YTD
Adult Circulation Transactions:					
Fiction	-6.17	2,122	2,126	20,727	22,089
Non-Fiction	-3.13	1,542	1,542	13,317	13,747
Magazines	-11.42	109	109	1,132	1,278
Audio/Video	3.17	2,474	2,474	23,925	23,190
ADULT CIRCULATION TOTAL:	-1.99	6,247	6,251	59,101	60,304
Juvenile Circulation Transactions:					
Fiction	5.50	1,311	1,308	18,247	17,296
Non-Fiction	-8.22	231	231	2,525	2,751
Magazines	-38.43	13	13	149	242
Audio/Video	-13.08	268	268	3,151	3,625
JUVENILE CIRCULATION TOTAL:	0.66	1,823	1,820	24,072	23,914
CIRCULATION TOTAL:	-1.24	8,070	8,071	83,173	84,218

OVERDRIVE					
Patron Registrations	0.00	12	13	107	107
Checkouts	15.91	155	149	1355	1169
OTHER DIGITAL RESOURCES					
Checkouts	7.05	627	535	4904	4581
Total electronic checkouts	-4.09	627	535	4904	5113
Reserve Requests:	-9.50	802	802	6,785	7,497

Patron Visit Count					
HML Building	1.05	5,766	5,802	50,347	49,824
Park Branch Building	-3.83	1,683	1,453	15,000	15,597
Local History	-14.66	29	23	326	382
Youth Services Dept.	-3.83	1,654	1,430	14,678	15,263
PATRON VISIT TOTAL:	-0.11	7,449	7,255	65,347	65,421

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LIBRARIAN'S MONTHLY REPORT

March 31, 2017

CIRCULATION BY BORROWERS	YTD Percentage Change	This Month	Last Month	This YTD	Last YTD
PLACE OF RESIDENCE					
Residents:					
Carmel-by-the-Sea	-12.46	2,105	2,105	20,231	23,110
Outreach	-28.66	38	38	234	328
RESIDENTS TOTAL:	**-12.68**	**2,143**	**2,143**	**20,465**	**23,438**
Non-Residents:					
Other Monterey County Cities	10.95	1,055	1,055	12,034	10,846
Unincorporated Monterey County	-12.87	4,427	4,427	40,805	46,832
Other Zip Codes	13.33	392	392	3,104	2,739
NON-RESIDENTS TOTAL:	**-7.41**	**5,874**	**5,874**	**55,943**	**60,417**
OUTREACH SERVICES:					
Visits	58.33	3	3	57	36
Circulation	-28.66	38	38	234	328
LOCAL HISTORY:					
Visitors	-28.80	29	23	272	382
Programs Attendance	#DIV/0!	102	146	448	0
TELEPHONE CALLS:					
Reference Desk	-12.14	260	245	2,207	2,512
Youth Services Desk	-21.22	46	44	427	542
Local History Desk	10.50	10	3	221	200
Circulation Desk	-20.00	801	788	7,557	9,446
TOTAL TELEPHONE CALLS:	**-18.02**	**1,117**	**1,080**	**10,412**	**12,700**

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LIBRARIAN'S MONTHLY REPORT

March 31, 2017

REFERENCE SERVICES	YTD Percentage Change	This Month	Last Month	This YTD	Last YTD
Reference Questions Answered:					
Reference Desk	-47.52	633	490	5154	4233
Youth Services Desk	-4.73	167	215	1976	2074
Local History Desk	-0.78	66	60	1275	1285
Circulation Desk	-14.13	755	739	6418	7474
TOTAL REFERENCE QUESTIONS:	**-1.61**	**1621**	**1504**	**14823**	**15066**
Information Questions Answered:					
Reference Desk	-85.14	8	110	243	1635
Youth Services Desk	9.56	149	132	1261	1151
Local History Desk	-31.48	29	22	209	305
Circulation Desk	-14.28	799	701	5769	6730
TOTAL INFORMATION QUESTIONS:	**-23.82**	**985**	**965**	**7482**	**9821**
TECHNOLOGY ASSISTANCE	#DIV/0!	100	76	964	
INTERLIBRARY LOAN:					
ILL to Other Libraries	0.00	24	26	230	230
ILL from Other Libraries	-5.22	14	7	127	134

PATRON REGISTRATION:	Patron Data Base Purge 08/16	This Month	Last Month	This YTD	Last YTD
Carmel by-the-Sea Residents	-23.29	16	16	112	146
Monterey County Cities Residents	21.74	15	15	140	115
Unincorp. Monterey Cty Residents	7.90	28	28	314	291
Visitor Cards	0.00	6	6	42	42
Other Borrowers	15.91	14	14	102	88
REGISTRATION TOTAL:	**4.11**	**79**	**79**	**710**	**682**
TOTAL # OF CARDHOLDERS:	**-24.54**			**8,941**	**11,849**

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LIBRARIAN'S MONTHLY REPORT

March 31, 2017

YOUTH SERVICES PROGRAMS	YTD Percentage Change	This Month	Last Month	This YTD	Last YTD
Storytime Programs:	-3.23	5	4	30	31
Summer Reading/Special Programs:	53.85	2	3	20	13
TOTAL PROGRAMS:	**13.64**	**7**	**7**	**50**	**44**
Attendance At Programs:					
Storytime-Children:	11.01	118	200	968	872
Summer Reading/Special-Children:	-10.24	29	33	342	381
TOTAL CHILDREN'S ATTENDANCE:	0.18	147	127	1,084	1,082
TOTAL ADULT ATTENDANCE:	-11.09	117	106	906	1,019
TOTAL YS PROGRAM ATTENDANCE :	**-5.28**	**264**	**233**	**1,990**	**2,101**
OFFSITE PROGRAMS	#DIV/0!	1	2	13	
TOTAL OFFSITE PROGRAM ATTENDANCE	#DIV/0!	102	280	1,226	
PRESCHOOL PROGRAMS	#DIV/0!	5	4	27	
TOTAL PRESCHOOL PROGRAM ATTENDANCE	#DIV/0!	222	180	1,168	
PROGRAMS FOR 9 - 12 YEAR OLDS:	12.50	1	1	9	8
TOTAL ATTENDANCE:	**-19.09**	**5**	**7**	**89**	**110**
SCHOOL AGE PROGRAMS	#DIV/0!	3	3	24	
TOTAL SCHOOL AGE PROGRAM ATTENDANCE	#DIV/0!	47	33	475	
ADULT PROGRAMS:	23.81	1	5	26	21
TOTAL ATTENDANCE:	**-7.84**	**102**	**299**	**1,246**	**1,352**
TEEN PROGRAMS:	50.00	0	1	9	6
TOTAL ATTENDANCE:	**-30.56**	**0**	**3**	**100**	**144**
CLASS VISITS					
Children's Visits: x Teen Visits: X					0
TOTAL CHILDREN'S ATTENDANCE	#DIV/0!	0	47	47	0
TOTAL TEEN ATTENDANCE	#DIV/0!	0	0	0	0
TOTAL ATTENDANCE		**0**	**47**	**47**	**0**

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LIBRARIAN'S MONTHLY REPORT

March 31, 2017

TECHNICAL SERVICES	DATA BASE MAINTENANCE	ITEMS ACQUIRED	TITLES ACQUIRED	YTD ITEMS	YTD TITLES
BOOKS CATALOGED:					
Adult		205	205	1289	1289
Leased		99	86	777	645
Reference		14	6	89	58
Youth Services		53	53	857	857
Audio		53	53	257	251
Video		60	60	373	373
TOTAL:		484	463	3,642	3,473
HOLDINGS TO DATE					
HML Main Library Building		49,082	63,814 titles		
Park Branch Library		20,067	held in both buildings		
TOTAL ITEMS HELD:		69,149			
TOTAL TITLES HELD:			**63,814**		
DATA BASE MAINTENANCE:					
Corrections Made to Bibliographic	7 this month, 18 YTD				
& Item Databases					
Titles Retrospectively Converted	7 this month, 18 YTD				
to Machine Readable Cataloging					

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LIBRARIAN'S MONTHLY REPORT

March 30, 2017

VOLUNTEER HOURS:	YTD Percentage Change	This Month	Last Month	This YTD	Last YTD
Circulation	-39.93	30.00	35.00	173.00	288.00
Local History	-14.88	21.00	25.00	103.00	121.00
Reference	-52.48	4.00	4.00	12.00	25.25
Technical Services	-37.80	16.00	16.00	79.00	127.00
Youth Services	-100.00	0.00	0.00	0.00	3.50
TOTALS:	-35.02	71.00	80.00	367.00	564.75
BRAINFUSE:	-36.36	11	0	28	44
SCIENCEFLIX	-321.43	1	0	14	59

SELF CHECK PATRONS :		This Month	Last Month	This YTD	Last YTD
Main Library	-50.59	365	370	1828	3700
Youth Services	-32.35	38	44	435	643
TOTAL:	-47.89	403	414	2263	4343

ELECTRONIC SEARCH ACTIVITY		This Month	Last Month	This YTD	Last YTD
Public in-Library Computer Use:	5.45	646	667	6423	6091
Electronic Search/Visits Total:	0.58	3,110	3,090	29,498	29,329
Public WiFi Use	33.51	473	465	4,100	3,071
Use of HML Web Page Averages:					
Number of Pages Viewed Per Day:	-5.51	175	179	1,698	1,797
Number of Pages Viewed Per Visit:		2	2		
Length of Visit		1.5 MIN	1.5 MIN		

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