

LIBRARY ADVISORY COMMITTEE

CITY OF PALM DESERT

MEETING AGENDA

Monday, April 28, 2025

1:00 p.m.

Administrative Conference Room, City Hall

73-510 Fred Waring Drive

Palm Desert, CA 92260

Pursuant to Assembly Bill 2449, this meeting will be conducted as a hybrid meeting and there will be in-person access to this location.

- To participate via Zoom, use the following link: <https://palmdesert.zoom.us/j/88579677455> or call (213) 338-8477, Zoom Meeting ID: 885 7967 7455
- Written public comment may also be submitted to cityclerk@palmdesert.gov. E-mails received by 8:00 a.m. prior to the meeting will be distributed to the Committee. Any correspondence received during or after the meeting will be distributed to the Committee as soon as practicable and retained for the official record. **Emails will not be read aloud** except as an ADA accommodation.

Pages

1. CALL TO ORDER

2. ROLL CALL

3. NON-AGENDA PUBLIC COMMENTS

This time has been set aside for the public to address the Library Advisory Committee on issues that are not on the agenda for up to three minutes. Because the Brown Act does not allow the Committee to act on items not listed on the agenda, members may briefly respond or refer the matter to staff for a report and recommendation at a future meeting.

4.	CONSENT CALENDAR	
	All matters listed on the Consent Calendar are considered routine and may be approved by one motion. The public may comment on any items on the Consent Agenda within the three-minute time limit. Individual items may be removed by the Library Advisory Committee for a separate discussion.	
	RECOMMENDATION: To approve the consent calendar as presented.	
4.a	APPROVAL OF MINUTES	5
	RECOMMENDATION: Approve the Minutes of March 24, 2025.	
5.	BUSINESS ITEMS	
	None.	
6.	INFORMATIONAL REPORTS	
6.a	CITY COUNCIL LIAISON	
	The liaison provides updates to facilitate communication between the City Council and the Committee. This is an informational item with no formal action.	
6.b	CITY STAFF	
	City staff will provide updates on relevant projects, activities, and other matters within the committee's scope. These are informational items with no formal action.	
6.b.1	UPDATES TO LIBRARY ADVISORY COMMITTEE MEMBERSHIP AND MEETING SCHEDULE	7
6.b.2	MARCH 2025 LIBRARY UPDATES	9
6.c	ATTENDANCE REPORT	27
7.	REQUESTS FOR ACTION	
	Committee members may propose future agenda items within the committee's scope. Items that receive support from at least one other member may be placed on a future agenda for discussion and possible action. No formal action will be taken at this time.	
8.	ADJOURNMENT	

9. **PUBLIC NOTICES**

Agenda Related Materials: Pursuant to Government Code §54957.5(b)(2) the designated office for inspection of records in connection with this meeting is the Office of the City Clerk, Palm Desert Civic Center, 73-510 Fred Waring Drive, Palm Desert. Staff reports for all agenda items considered in open session, and documents provided to a majority of the legislative bodies are available for public inspection at City Hall and on the City's website at www.palmdesert.gov.

Americans with Disabilities Act: It is the intention of the City of Palm Desert to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, or in meetings on a regular basis, you will need special assistance beyond what is normally provided, the City will attempt to accommodate you in every reasonable manner. Please contact the Office of the City Clerk, (760) 346-0611, at least 48 hours prior to the meeting to inform us of your needs and to determine if accommodation is feasible.

AFFIDAVIT OF POSTING

I hereby certify under penalty of perjury under the laws of the State of California that the foregoing agenda for the Library Advisory Committee was posted on the City Hall bulletin board and City website not less than 72 hours prior to the meeting.

/s/ Monique M. Lomeli, CMC
Recording Secretary

**LIBRARY ADVISORY COMMITTEE
CITY OF PALM DESERT
REGULAR MEETING MINUTES**

March 24, 2025, 1:00 p.m.

Present: Committee Member Jann Buller, Committee Member Matthew Johnson, Committee Member Risa Lumley, Committee Member Cathy Malone, Committee Member Paul Murphy (Alt.), Committee Member Ralph Perry (Alt.), and Chair Robin Stewart

Others Present: Director of Library Services Gary Shaffer, Library Manager Lauren Hancock, Library Manager Jose Garcia, Management Analyst Angelique Hodges, and Recording Secretary Monique Lomeli

1. CALL TO ORDER

A Regular Meeting of the Library Advisory Committee was called to order by Chair Stewart on Monday, March 24, 2025, at 1:00 p.m. in the Administrative Conference Room, City Hall, located at 73-510 Fred Waring Drive, Palm Desert, California.

2. ROLL CALL

3. NON--AGENDA PUBLIC COMMENTS

None.

4. PRESENTATIONS

None.

5. CONSENT CALENDAR

Motion by: Member Johnson

Seconded by: Member Malone

To approve the consent calendar as presented.

Motion Carried (5 to 0)

5.a APPROVAL OF MINUTES

Motion by: Member Johnson

Seconded by: Member Malone

Approve the Minutes of February 24, 2025.

Motion Carried

6. ACTION CALENDAR

None.

7. INFORMATIONAL REPORTS & COMMENTS

7.a LIBRARY ADVISORY COMMITTEE MEMBERS

Vice Chair Malone encouraged residents to obtain a library card.

7.b CITY COUNCIL LIAISON

City Council Liaison Trubee shared comments on recent articles concerning the library. No action was taken.

7.c CITY STAFF

7.c.1 FEBRUARY 2025 LIBRARY UPDATES

Director of Library Services Gary Schaffer and Library Managers Lauren Hancock and Jose Garcia narrated a PowerPoint presentation and responded to Committee Member inquiries.

Library Manager Lauren Hancock shared a video featured by NBC Palm Springs, highlighting library services and programs.

Management Analyst Angelique Hodges provided an update on the library budget for the month of February 2025 and responded to Committee Member inquiries.

7.d ATTENDANCE REPORT

Report provided; no action taken on this item.

8. ADJOURNMENT

The Library Advisory Committee adjourned at 1:47 p.m.

9. PUBLIC NOTICES

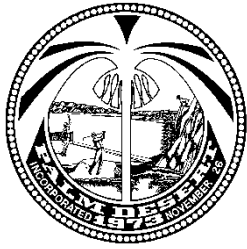
Monique M. Lomeli, Senior Deputy Clerk

Recording Secretary

Gary Shaffer, Director of Library Services

Secretary

DATE APPROVED BY LIBRARY ADVISORY COMMITTEE



CITY OF PALM DESERT

CITY CLERK'S OFFICE

MEMORANDUM

From: Anthony J. Mejia, City Clerk
To: Library Advisory Committee
Date: March 21, 2025
Subject: **Updates to Library Advisory Committee Membership and Meeting Schedule**

The City Council recently adopted updates to the Palm Desert Municipal Code affecting all boards, commissions, committees, and task forces, including the Library Advisory Committee (LAC). These changes were made to ensure that appointed bodies remain aligned with City priorities, operate efficiently, and serve their intended purpose effectively. If you have any questions or need further clarification, please do not hesitate to reach out.

Anthony J. Mejia, City Clerk
amejia@palmdesert.gov
Office: 760-776-6304

Changes to Committee Membership

To improve consistency across all appointed bodies, the Library Advisory Committee will now be composed of seven members. This is an increase from the previous structure of five members plus two alternates. The two current alternates will automatically be elevated to regular members.

Changes to Meeting Schedule

Previously, the LAC met monthly. Under the new ordinance, the committee will now meet quarterly. This change was implemented to ensure that meetings occur when necessary while maintaining transparency and community engagement.

Calling a Special Meeting

The City's standard practice is to provide approximately one week's advance notice for meetings to ensure members have sufficient time to plan for their participation and to provide the public with adequate notice. A special meeting may be called in one of two ways:

1. **By the Chairperson** – The chairperson may request a special meeting by contacting the staff liaison.
2. **By a Majority of Appointed Members** – A majority of the committee may request a special meeting, but members must do so individually and without discussing or coordinating their requests with each other.

To ensure compliance with the Ralph M. Brown Act, members may not discuss amongst themselves whether to call a special meeting. Additionally, members may not ask staff to poll other members or relay messages regarding their interest in holding a meeting.

Process for Requesting a Special Meeting:

- Members who believe a special meeting is needed must submit their request individually to the staff liaison.
- The staff liaison will not act on a request from a single member but will track requests.
- If requests from a majority of appointed members are received, the staff liaison will notify the chairperson and proceed with scheduling.
- The agenda will be set by the staff liaison in consultation with the chairperson and will be strictly limited to the topics requested.

Important Note: Special meetings will only be held when there is a clear and appropriate purpose that aligns with LAC's established mission and responsibilities. Requests for meetings that fall outside the committee's scope will not be accommodated. Meetings should occur only when City business warrants committee input—not for personal projects, advocacy, or general discussions.

**CITY OF PALM DESERT
LIBRARY ADVISORY COMMITTEE
STAFF REPORT**

MEETING DATE: April 28, 2025

PREPARED BY: José García, Library Manager, Community Partnerships & Engagement

SUBJECT: RECEIVE AND FILE MARCH 2025 LIBRARY UPDATES RELATED TO LIBRARY STATISTICS, CUSTOMER FEEDBACK, NATIONAL LIBRARY WEEK AND ONE BOOK/ONE PALM DESERT RECAP, FEATURED RESOURCE, THE LIBRARY IN ACTION, AND LIBRARY BUDGET.

RECOMMENDATION:

Receive and file March 2025 library updates related to library statistics, customer feedback, National Library Week & One Book/One Palm Desert recap, the library in action, and library budget.

BACKGROUND/ANALYSIS:

Staff updates on the following:

- Library statistics
- Customer feedback
- National Library Week & One Book/One Palm Desert recap
- Featured resource
- The Library in Action

ATTACHMENTS:

Staff report PowerPoint.

LIBRARY ADVISORY COMMITTEE

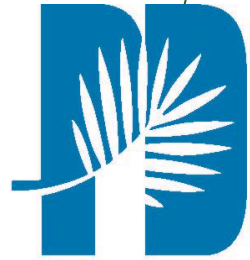
Gary Shaffer
Library Services
April 28, 2025



PALM DESERT



TODAY'S DISCUSSION



PALM DESERT
Library

- Library Statistics
- Customer Feedback
- National Library Week & 1-Book Re-Caps
- Featured Resource
- Library In Action

LIBRARY STATISTICS

JULY – MARCH 2024-2025

Metric	March	Fiscal YTD	Annual Goal	Notes
Library cards issued	917	10,582	15,000	Number of active customers to date
Checkouts	23,118	145,427	200,000	Physical and Digital checkouts
Link+	146	699	2,500	Link+ went live 10/31/24. Link+ #'s are included in overall checkouts
Visits	13,042	80,969	100,000	Number of library visitors
Study Room & Community Room bookings	195	1,406	2,000	Study Room and Community Room usage
Lap-top Checkouts	761	5,601	7,500	Number of laptop sessions
Online Help/Website visits	19,991	102,764	100,000	Visitors to the library's website to access info & resources

OUTREACH & VOLUNTEERS

JULY-MARCH 2024-2025

Type of Programs	By the Numbers March	By the Numbers FY to date	Annual Goal	Notes
Outreach Events	9	21	30*	
In-library Book Sales	\$1,982	\$16,849	\$22,500	
Volunteer Hours	278.5	1485.75	1,750	# of hours
Volunteers	15	15	36	# of library volunteers

LIBRARY PROGRAMS

JULY-MARCH

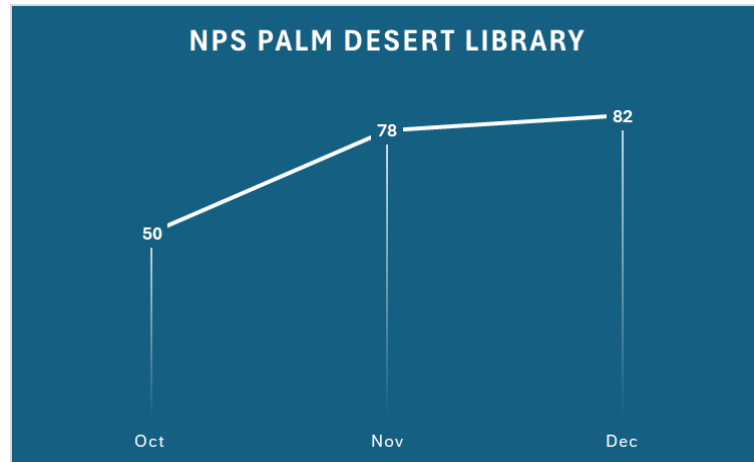
2024-2025

Type of Programs	Number of Programs to date	Attendees to date	Annual Attendee Goal	Examples
Early Learners and Family Programming	118	1,467	1,500	Storytimes and Little Learners Lounge
School Age Children	106	1,621	2,500	Afterschool Discovery and LEGO afternoons
Young Adult	63	755	1,000	Class Visits and Teenscape
Adult	138	3,390	4,000	Film Series, Learning In Retirement, Craft, Book Clubs, Grand Opening, and Mahjong
Virtual	27	1,159	2,000	Virtual Author Talks
YTD	452	8,392	11,000	*Does not include group meetings

RIVERSIDE COUNTY P.D. LIBRARY VS. MUNICIPAL MAR '23 – MAR '25

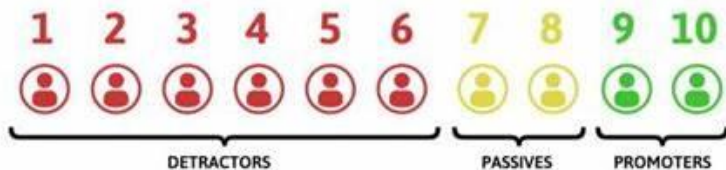
Statistics	RCLS-PD Branch Mar. '23	Palm Desert Library – Mar. '25	Notes
Library Visits	7,870	13,042	a.k.a. door-count
Meeting Room Use	?	66	Groups
Children's Programs	?, 280	31, 586	a.k.a. pre-school & school- aged
Teen Programs	?, 120	13, 70	a.k.a. young adult
Adult Programs	?, 495	32, 784	
Volunteer Hours	431	90	
Volunteers	29	5	
Circulation	?	14,184	a.k.a. checkouts

NET PROMOTER SCORE: 78



Weighted Avg.	
Oct	50
Nov	78
Dec	82
Jan	100
Feb	88
Mar	89

Net Promoter Score



$$\text{NPS} = \% \text{ (Green)} - \% \text{ (Red)}$$



The Net Promoter Score (NPS) is a metric used to gauge customer loyalty and satisfaction, calculated by asking customers: "On a scale of 0 to 10, how likely are you to recommend the Palm Desert Library to a friend or colleague?"

Customer Comment

“

I wanted to tell you how much I enjoy the digital content from the Palm Desert Library. I am not able to visit the physical library often, but feel so connected to it by your weekly updates and your online collection. Thank you. Libraries are so important/valuable in this era and I am very fortunate to have a Palm Desert Library card in my collection. My best to all of you.

”

CUSTOMER FEEDBACK: 41 TOTAL

March 2025

Positive Feedback (34):

- "I just wanted to thank you again for such a well organized and happy event. It's given me some much-needed encouragement to carry on with more events. Hopefully, they will be as great as yours." (presenter)
- I attended yoga today and the class was excellent. The instructor was very good!
- Pokémon: great program to get the community involved.
- This was a fantastic event. Meeting Gobi was the best part!
- Great event. Loved the speaker, the content, the location, lovely staff – nice work!

Negative Feedback (2):

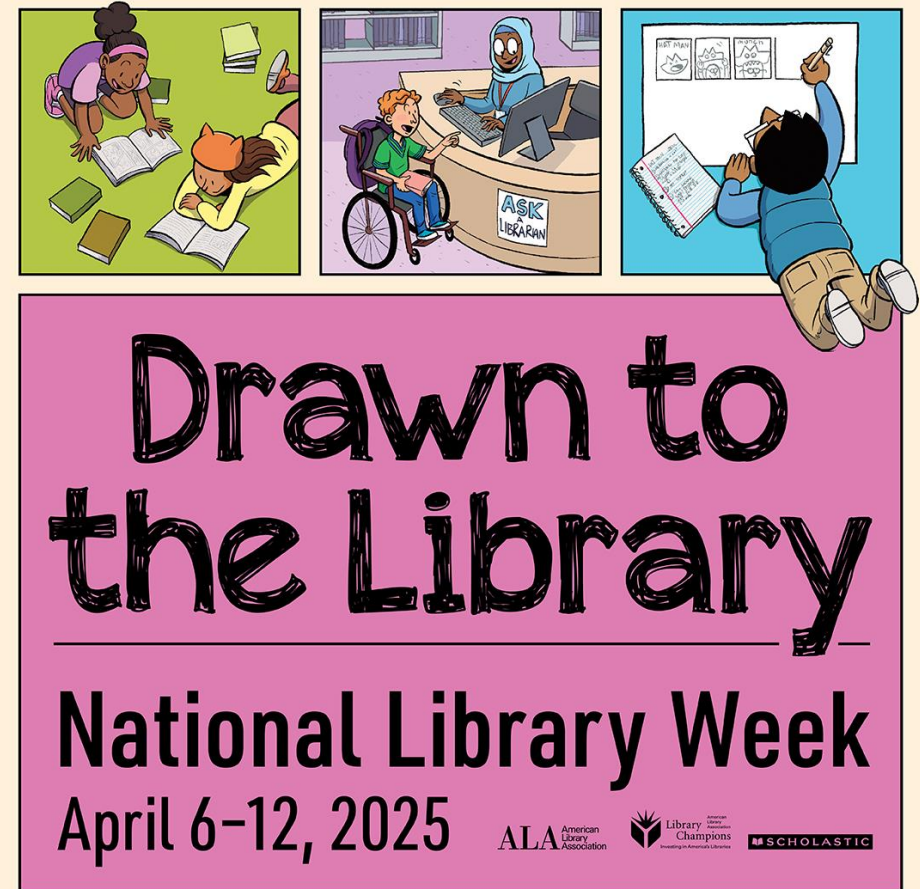
- There used to have sooo many books for sale, why is it so limited now? [We will suggest the Friends produce bookmarks advertising their online sales.](#)
- Please reconsider the piano in the lobby, it is distracting. [The piano has been relocated to the Community Room.](#)

Comments (5):

- A patron mentioned we should have intro to computer classes. [We conduct such training 1 to 1, via our volunteer tech tutors.](#)
- Another patron mentioned having more docking stations in the back by Non-Fiction. [We moved a docking station here.](#)

NATIONAL LIBRARY WEEK RECAP

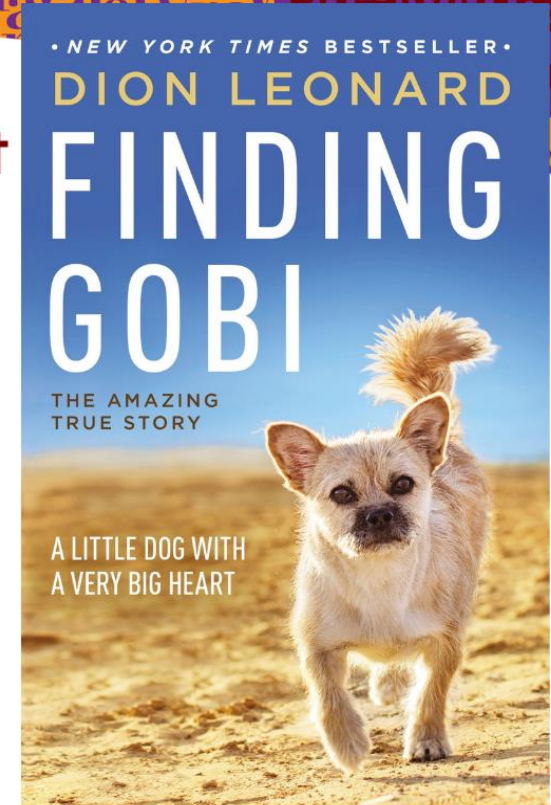
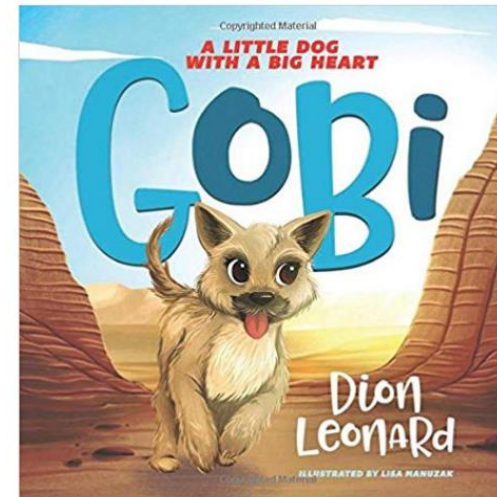
- Proclamation presented at City Council
- American Heart Assoc. presented staff with a bouquet of heart-shaped balloons
- A Big Thank You was provided to staff by the Friends of the Palm Desert Library
- Two media appearances



ONE BOOK - ONE PALM DESERT WRAP UP

Programs	10
Attendees	550
Outreach Attendees	155
Books distributed	150
Number of checkouts	145
Media Coverage Events	4

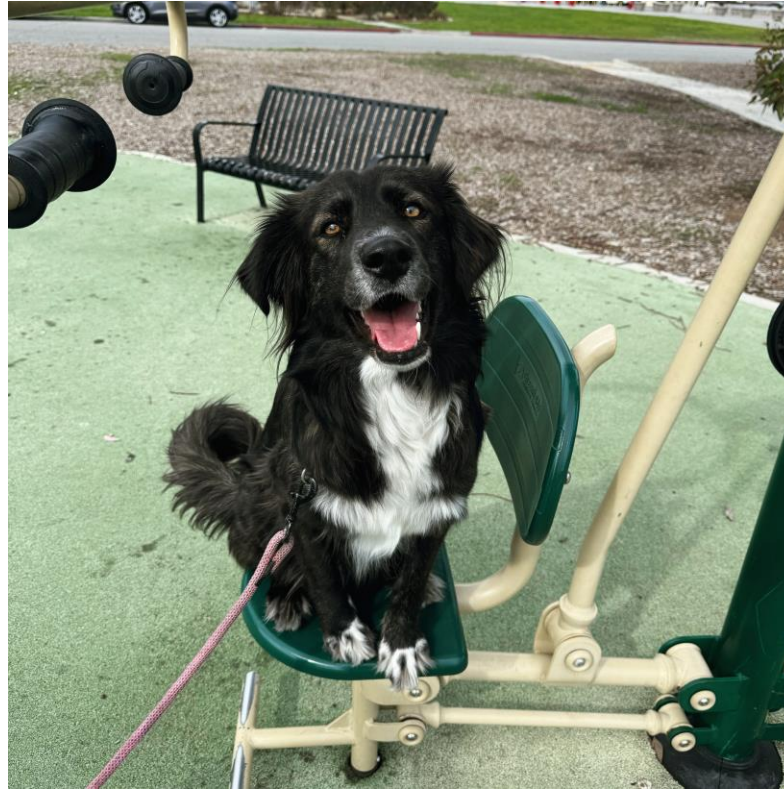
One Book One Palm Desert 2025



March 28th and 29th
www.PalmDesertReads.org



ONE BOOK – ONE PALM DESERT 2025



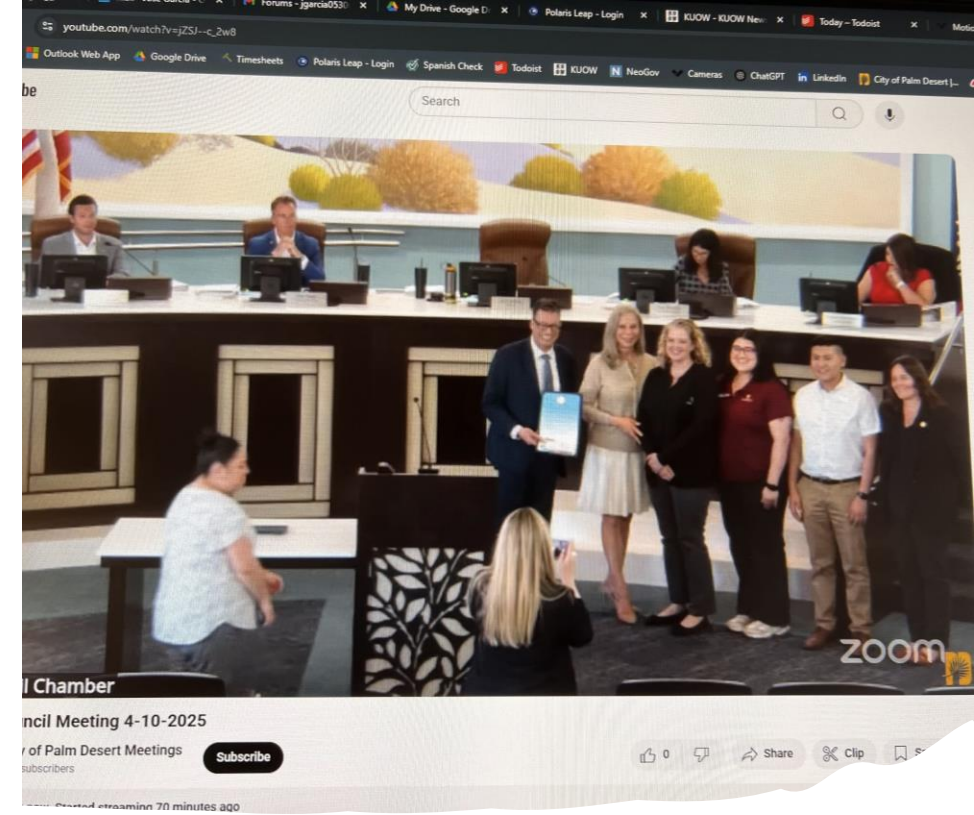
WINNERS !!!!

Dog Photo Contest

FEATURED RESOURCE:

- The most popular library e-book and eAudiobook platform.
- Read and listen to eBooks on the libby app or read them on your Kindle.
- Part of a consortium of over 12 libraries.
- eBooks available in English and Spanish.
- 8,763 checkouts July-March. 1,575 core users.





THE LIBRARY IN ACTION

THANK YOU

Gary Shaffer
gshaffer@palmdesert.gov
760.776.6460



PALM DESERT



CITY OF PALM DESERT ATTENDANCE REPORT

Advisory Body: Library Advisory Committee

Prepared By: Monique Lomeli

Year	2024	2024	2024	2024	2024	2024	2025	2025	2025	Total	Total
Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total	Unexcused
Date	22-Jul	26-Aug	23-Sep	28-Oct	7-Nov	9-Dec	27-Jan	24-Feb	24-Mar	Absences	Absences
Buller, Jann	E	P	P	-	P	P	P	P	P	1	0
Johnson, Matt	P	A	P	-	P	P	P	P	P	1	1
Lumley, Risa	P	P	P	-	P	P	P	P	P	0	0
Malone, Cathy	E	E	P	-	P	P	P	P	P	2	0
Murphy, Paul	P-Voting	P	P	-	E	E	P	P	P	2	0
Perry, Ralph	P	P-Voting	P	-	P	E	E	P	P	2	0
Stewart, Robin	P	P	P	-	P	P	P	P	P	0	0

Palm Desert Municipal Code 2.34.010:

Monthly- Three unexcused absences from regular meetings in any twelve-month period on appointed bodies that meet monthly.

- P Present
- A Absent
- E Excused
- No meeting