

THE ONTARIO CITY LIBRARY BOARD OF TRUSTEES
REGULAR MEETING MINUTES
OVITT FAMILY COMMUNITY LIBRARY
215 East C Street
September 10, 2024
(Subject to Board approval)

CALL TO ORDER This meeting was called to order by Board President Elisabeth Armijo at 6:00 p.m.

PLEDGE OF ALLEGIANCE	Led by Board member Aaron Bratton
MEMBERS PRESENT	Board Secretary Felicia Chien, Board member Devlin Smith
MEMBERS ABSENT	Board Vice President Crisol Mena
ALSO, PRESENT	Library Director, Shawn Thrasher, Library Services Manager, Daisy Flores and Library Services Manager, Kelly Zackmann
INTRODUCTIONS	None
PUBLIC COMMENTS	None

CITY COUNCIL REPRESENTATIVE: Mayor Pro Tem Debra Porada was absent.

CONSENT CALENDAR

Motion: Moved by Board member Smith and seconded by Board Secretary Chien and unanimously carried to approve the Consent Calendar for August 2024.

SPECIAL CEREMONY

Former board member was unable to attend, so this item will be tabled until the next meeting.

DIRECTOR'S REPORT

Library Director Thrasher spoke about the following items:

- Model Colony's "Oranges and Engines" discussion with Ben Jenkins on August 15 at 6:30 pm at Ovitt Family Community Library, sponsored by Friends of Ontario City Library drew in 33 attendees.
- One Book One Ontario author visit on September 25 from 6 to 8 pm in the Ovitt Meeting Room. Please share the word.
- KinderGo begins on September 16 and ends on September 27. KinderFair is Ovitt Family Community Library is on Saturday, September 28, from 1 to 3 p.m.
- As of September 9, we have 174 new library card signups for National Library Card Sign Up Month. Outreach events on September 12 at Rodeo X in Ontario Ranch and September 13 at Craft Collective to sign additional patrons up for library cards.
- Sad to announce the death of long-time library employee Joanne Boyajian. She started in the library in 1991 and retired in January 2020. She grew up in Ontario, attended Chaffey High School before going to UC Santa Barbara and then USC for her library degree. At Ontario, most of her career was spent in Adult Services, but spent her last few years before retiring as the

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supervising librarian for Support Services, which is cataloging and acquisitions. She was also a long-time member of the Chaffey Show Band, where she played the clarinet. Joanne knew almost everything about the library and was often a go-to for Ontario City Library history questions regarding library history and former library staff, even after she retired.

No Board comments or questions.

STAFF REPORT

Emergency Preparedness

Emergency Manager, Joseph Ramos presented.

Background:

In honor of September being National Preparedness Month (NPM), the Office of Emergency Management based within the Ontario Fire Department will be providing a presentation on the fundamentals to emergency preparedness. The goal of NPM is to build awareness and encourage the whole community to prepare for emergencies in their homes, businesses, schools, workplaces, and communities. NPM is managed and sponsored by FEMA's Ready Campaign. The Ready Campaign works closely with local government agencies to increase national readiness across the nation. During NPM, residents are encouraged to take three primary actions: 1) build a kit 2) make a plan and 3) be informed. All residents are encouraged to visit the www.ReadyOntario.com website to learn more and find resources to make these three actions simple and easy to do. During this month, residents and businesses are reminded to register their cell phones with AlertOntario, the City's emergency notification system, by texting "ONTARIO" to 888777 or by visiting the www.ReadyOntario.com website.

(A copy of this presentation is available upon request from the Library Director)

Board member Smith asked if Emergency Manager Ramos and his team had any recommendations on good public meeting spaces when families are making their emergency plans. Emergency Manager Ramos strongly recommended public spaces, such as parks and city facilities, where other people will be around for safety and where proper lighting is available.

Board Secretary Chien inquired about advice for families with elderly members. Emergency Manager Ramos responded that the information provided is very general but is also a whole community approach. He went on to explain that every family will be unique and can reach out directly to the team for more information and resources within the state and county for specific groups of people.

Board member Bratton inquired if the Emergency Operations Center (EOC) was essentially for Police, Fire, and Public Works to coordinate. Emergency Manager Ramos explained that is correct and that those are the main players, but that the majority of the city's agencies would be in the EOC as well supporting logistics, operations, and finance. Board member Bratton asked if it is easier to coordinate with city entities and asking about how they work with county sheriffs. Emergency Manager Ramos clarified that mainly Ontario Police Department use the EOC, but that if the situation requires county sheriffs, then that would be accommodated. Board member Bratton further asked if there are additional

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meeting centers such as the Toyota Arena, Ontario Convention Center, and the upcoming Sports Complex. Emergency Manager Ramos confirmed that there are multiple potential shelter locations including those that Board member Bratton mentioned as well as schools. He went on to explain that in those cases the City would announce the specific shelter locations for the event that is currently taking place to ensure the most ideal location. Board member Bratton asked if the Rancho Cucamonga Quakes stadium would be included in these potential shelter locations due to its size. Emergency Manager Ramos explained that the EOC is operated by the City and manages the events, but if the event is large or the City needs help they can reach out to county first or state second for additional resources for assistance. Board member Bratton requested a textbook scenario that would cause the activation of the EOC to which Emergency Manager Ramos replied, "wildfires." He went on to explain that during the Highland wildfire, which was currently occurring, the Highland city EOC was activated. The most recent time Ontario's EOC was activated was during the firework incident a couple of years ago to assist with long term housing and evacuations. The EOC can also be used for flooding, power outages, and planned events like the Route 66 event coming up to keep up with training. Board member Bratton asked about the switching of paramedic services for the county and if that has been implemented already. Emergency Manager Ramos explained that this is still a transition phase and it has not been fully implemented but that maybe by late October the full transition could be complete. Board member Bratton further questioned how that change would affect the EOC and emergency operations. Emergency Manager Ramos explained that that transition will mainly affect fire and emergency services, and it will bring quicker response times since the emergency response vehicles will be at the locations ready to be dispatched when needed.

Board President Armijo inquired if the EOC is tasked with helping other cities with their EOC operations, such as the fires and evacuations, or if cities have to go up their chain of command first. Emergency Manager Ramos explained that Ontario Fire currently has strike teams assisting with the fires, Ontario Police were helping with security for the Line fire, and a mutual aid funnel had been started. He further explained that the County made a request, and city staff were authorized to assist at the county-level EOC. Board President Armijo asked if the CORE and CERT trainings offered to the community are primarily responsive to the businesses and communities they serve or if they are available to help the rest of the City in the event of an emergency and can be called upon as volunteers or is that training more to help their own families. Emergency Manager Ramos replied that the CORE program is primarily for businesses to be able to bounce back if an emergency affects their business. He further explained that the CERT program is intended as a class for community members to learn their own personal preparedness, and they can register with the volunteer program to be a part of the City CERT team. In cases like the current fires, CERT volunteers helped with the donation management process. Board President Armijo asked how an individual or a business would go about signing up for these programs. Emergency Manager Ramos responded that the best place to go for these resources is readyontario.com and they can get in contact with the department from there.

STAFF REPORT

Disaster Recovery at Ontario City Library

Library Services Manager, Kelly Zackmann presented.

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Background:

The Ontario City Library has a written disaster recovery plan for library materials to help guide staff in salvaging library materials such as books, photographs, and documents after a disaster and to prioritize the materials that are salvaged. This plan includes key library staff who would help lead recovery efforts, a list of supplies held at the library locations, local and regional vendors and organizations that could assist if needed, and guidance and instructions on salvaging materials. The disaster recovery plan is intended primarily as a tool to guide staff in salvaging the library's irreplaceable materials such as the collections held by the Robert E. Ellingwood Model Colony History Room but can also be used to mitigate damage to the regular library collection caused smaller situations such as ceiling leaks, accidental spills, and damage to a contained section of the library.

A disaster recovery plan for libraries focuses on salvaging materials that are damaged by water. Dirt and debris can add to a situation causing materials to become muddy and dirty. Fire suppression systems, storm damage, broken water lines, and general flooding are examples of how water can damage library collections. Wet materials require an immediate response. Mold can begin to form in a very short period of time. Paper warps and sticks together as it dries. The Ontario City Library's disaster recovery plan provides general instructions on how to manage water damage to paper-based, media materials such as DVDs, and film.

In addition to the disaster recovery plan, the Ontario City Library maintains three disaster recovery barrels filled with supplies to assist in recovery and remediation efforts. There are two barrels at the Ovitt Family Community Library and one barrel at Lewis Family Branch. Some of the materials contained in the barrels include plastic sheeting, clothespins and clothesline for hanging items to dry, hand-held hair dryers for drying small materials, butcher paper for wrapping wet items in preparation for cold storage which preserves materials until they can be dried out, and personal protective equipment such as masks and gloves. The barrels are inventoried annually and supplies are replaced as needed.

Full-time library staff receive a pocket response plan to carry with them. The pocket response plan contains contact information for key library and city staff who can assist in the recovery effort, local and regional emergency and disaster organizations, vendors that manage the library's elevator and utility services, and some general guidelines on how to begin the recovery effort. The pocket response plan and the disaster recovery plan are updated annually. Library staff receive periodic training in disaster recovery.

There are several national organizations that offer training, guidance, and tools to assist libraries and other institutions in preparing for and recovering from a disaster including the Library of Congress, the National Park Service, Northeast Documents Conservation Center, and the Council of State Archivists. The Ontario City Library takes advantage of various trainings and tools offered by these organizations.

(A copy of this presentation is available upon request from the Library Director)

Board member Smith mentioned that she had just seen an Instagram post about a flooded New York library and how it reminded her of the great fire at the Los Angeles library. She went on to ask how the

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public could help the library in these circumstances. Library Services Manager Zackmann explained that the public would be most helpful by donating books to regrow the collection, donating historical items for the local history room, and volunteering with recovery efforts throughout the library.

Board member Bratton inquired if the Ontario City Library had ever experienced anything close to a disaster, including a flood or fire. Library Services Manager Zackmann replied that she is not aware of anything that has been destroyed but that there have been occasional leaks from storms, and some books have gotten wet and needed to be dried with fans in the conference rooms.

Board President Armijo commented that she was not aware that you could save some water-damaged items by freezing them to take care of later.

PUBLIC COMMENT

None

OLD BUSINESS

None

NEW BUSINESS

Library Services Manager, Daisy Flores presented a new Special Event Code of Conduct.

The Ontario City Library (Library) has a code of conduct that supports a safe and orderly environment by defining acceptable and unacceptable behavior in its library facilities. That code of conduct was adopted by the Library Board of Trustees in February 2022. The Library organizes, plans, and hosts several community programs and events in its facilities, making the code of conduct enforceable for managing patron behavior. The Library sometimes organizes, plans, and hosts community programs and events outside its facilities, including outdoors. The Library's code of conduct does not apply to events held outside a library facility.

Several City of Ontario departments also hold outdoor events. To support these events, departments have developed a code of conduct for outdoor or offsite events. The Library proposes adopting a Special Event Code of Conduct for Library Department events.

The purpose of the Special Event Code of Conduct is to promote a safe, secure, and enjoyable environment. The Special Event Code of Conduct includes applicable language from the code of conduct used in library facilities. In addition, it includes new language that applies to circumstances that may arise in an outdoor environment and/or event and programming space. Examples included as inappropriate conduct are having unleashed pets or pets on leashes that exceed six feet or bringing in barbeque or other cooking equipment unless approved by event officials.

The Special Event Code of Conduct also outlines the repercussions of violating the code of conduct. Violation may result in removal from the event area and even suspension from future events. It outlines the Library Director's authority to suspend an individual from future events and the appeal process with

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the Library Board of Trustees. The code of conduct also includes a media disclaimer notice that notifies attendees that authorized parties may photograph, videotape, or film them and that their attendance serves as permission to use these images by the City of Ontario.

Adopting a Special Event Code of Conduct allows library staff to define acceptable and unacceptable behavior, promote a safe and orderly environment, and provide a course of action for patrons who may violate the code of conduct during an event outside of a library facility. Doing so can assist in maintaining the quality that patrons are accustomed to receiving inside library facilities during programs and events.

(A copy of this presentation is available upon request from the Library Director)

Board Secretary Chien asked if someone was abusing the code of conduct if they could be suspended, and for how long. Library Services Manager Flores explained that that information is not included in this specific document, but that staff would use the same criteria for suspending someone from inside the library. Board Secretary Chien inquired if those that are suspended are able to appeal the decision. Library Services Manager Flores and Director Thrasher both clarified that the process would be similar to an appeal for a banned book and that all suspended patrons are informed via a banning letter. Board Secretary Chien then asked if someone was banned from outdoor events and how we would monitor those patrons. Director Thrasher explained that we have the same procedure if a patron is banned from the library itself, including informing staff and showing a picture of the banned patron.

Board President Armijo inquired if there is a list of suspended patrons. Director Thrasher responded that the library has four patrons who are currently banned for various spans all a year and under, and they inform staff and have a photo for reference. Staff are also advised to call Ontario Police if any currently banned patron enters the building. Board President Armijo questioned whether someone was being disruptive in the library and whether that would cause them to be suspended. Library Services Manager Flores clarified that in situations like the one referenced, the patron is spoken to numerous times by staff before escalating the issue to suspension. Director Thrasher added that staff complete incident reports on such behaviors and staff track those reports as well as to look for patterns.

Board member Bratton inquired if a banning from special events would also carry over to being banned from the library in general. Library Services Manager Flores explained that this policy does not outline that but that they would be treated differently. Board member Bratton questioned how staff know who a patron is if they do not have identification. Library Services Manager Flores replied that staff do not always know, but usually, staff know who the patron is by the time a suspension is warranted. Director Thrasher added that patrons who do not have a known address are still given a copy of their banning letter if they come into the library after the banning.

Board member Smith asked if a patron were to bring a weapon or firearm if they would also face legal penalties. Library Services Manager Flores explained that the Ontario Police Department would handle that part of the situation if the patron engages in illegal acts. Director Thrasher added that the police cannot trespass patrons inside the library because it is a public place.

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Motion: Moved by Board member Bratton and seconded by Board Secretary Chien and unanimously carried to approve the new Special Event Code of Conduct.

BOARD MEMBER COMMENTS

Board member Smith informed the Board of the success of the Friends of the Ontario City Library bag sale on August 24 with over 700 attendees. Friends will be having mini bag sales in the Ovitt bookstore one Thursday a month for books within a designated theme, and it will be advertised on social media. National Friends of the Library is coming up next month, and Friends will host an all-member meeting on October 24 to go over what the organization has accomplished so far in the year.

Board Secretary Chien thanked the presenters for the information, especially with the fires and the need to have a backup plan.

Board member Bratton expressed his gratitude to the presenters and his appreciation for attending the Oranges and Engines program.

Board President Armijo thanked the City for participating in One Book One Ontario and expressed how much she enjoyed the book.

FUTURE AGENDA ITEMS

Electronic Use Policy
One Book, One Ontario
Services to Spanish Speakers

ADJOURNMENT

Board President Armijo adjourned the meeting at 7:08 p.m. in memory of Joanne Boyajian.

SUBMITTED:



Charlotte Marteney, Administrative Assistant

APPROVED:



Elisabeth Armijo, Board President