MEETING DATE: Thursday, May 27, 2010

AGENDA ITEM #: 6

ITEM: ACCEPTANCE OF THE MINUTES

RECOMMENDED ACTION:

- Commissioners will approve or amend the minutes of the February 18, 2010 Library Commission meeting.
MEETING OF THE LIBRARY COMMISSION

MINUTES

Thursday, February 18, 2010

1. 7:00 p.m. CALL THE MEETING TO ORDER
Commission Vice-chair, Carol Brown (Orinda) called the meeting to order at 7:00 p.m.

2. COMMISSION BOOKSHELF
Commissioners provided suggestions for current reading:

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<th>Title</th>
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<td>Behind the Wall</td>
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<td>Nicholas and Alexandra</td>
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<td>Dewey</td>
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<td>Marilyn Johnson</td>
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<td>Awakening Joy</td>
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<td>Thinking in Pictures: My Life with Autism</td>
<td>Temple Grandin</td>
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<td>Pride, Prejudice and Zombies</td>
<td>Seth Grahame-Smith</td>
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3. ROLL CALL

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Total Commission positions: 29
Commission positions filled: 26
Commission positions vacant: 3
Commission quorum: 15

With 20 Library Commissioners present, a quorum was established.

VOTING:
According to the By-Laws of the Library Commission, in order for a vote to pass, a majority of the city representatives and a majority of the County representatives must approve it. Upon reauthorization of the Library Commission, the five special appointees to the Library Commission draw lots to determine whether their votes count with the cities or the County. Through June 2011 the special appointees will be counted as follows:
Three representatives votes count with the County:
- Youth Council
- Friends Council
- Contra Costa Council
Two representatives votes count with the cities:
- Superintendent of Schools
- Central Labor Council

4. INTRODUCTIONS
Visitors included: David Kruegel, Moraga Friends; Chauncey Lindquist, Concord resident; Shannon Ladage, Library Office Manager; Cathy Sanford, Deputy County Librarian: Support Services; Gail McPartland, Deputy County Librarian: Public Services; Anne Cain, County Librarian.

5. ITEMS FROM THE PUBLIC
There were no items from the public.

6. ACCEPTANCE OF MINUTES
The Mayors' Conference in Lafayette was in December and not January as noted on page 3.

Commissioners approved the minutes from the January 28, 2010 meeting with the correction noted above.

7. APPROVAL OF AGENDA
Commissioners approved the agenda for the February 18, 2010 Library Commission Meeting.

8. ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS
Commissioner Smith (District 4) mentioned the February 27 CALTAC workshop that will be held at the Berkeley Public Library. Berkeley voters approved a Library measure in November 2008 by over 2/3rds. The upcoming CALTACTICS newsletter has an article about a log cabin library. The newsletter regularly features various libraries of interest. CLA and CSLA will partner together in holding a conference in Sacramento in November. Smith mentioned upcoming library advocacy workshops: March 3, 9 a.m. (Pleasant Hill), March 20, 9 a.m. (Pine Grove) and said that the March 13 (Antioch) workshop has been moved up to 8:30 a.m. to accommodate the sneak peek of the Prewett Gateway Centers for Learning. The recent CLA e-newsletter includes an article on library advocacy written by Smith. (attachment to the minutes)
Cain (County Librarian) announced that Janet Hildebrand has replaced Laura O’Donoghue as Deputy County Librarian: Public Services. Hildebrand is currently continuing her previous job in Library Human Resources until a replacement can be found.

Commissioner Smith added that Hildebrand was an El Cerrito Branch Librarian when he worked with her, and that she is enthusiastic and very knowledgeable about the Library.

Commissioner Lake (District 2) was introduced to the Commission. He lives in Walnut Creek.

Commissioner Enholm (District 5) thanked Library staff for putting the Library Commission’s information on the front page of the Library’s Website at the suggestion of the Commission. He hopes that this will bring in additional members of the public to Commission meetings; he suggested including Commission vacancies in the front page announcement, in addition to the vacancies noted on the Commission’s Website. Enholm requested that the Commission receive an update on Library A-Go-Go.

Commissioner Hoisington (Lafayette) shared upcoming programming from the Glen Seaborg Consortium at the Lafayette Library and Learning Center. Since the LLLC was partly funded with State bond funds, the LLLC and the Consortium want to widely publicize the programs and encourage attendance from a wide geographic area. (attachment to the minutes)

Commissioner Atkinson (Clayton) said that the Clayton Library will celebrate its 15th birthday on March 6. She said that someone vandalized the book drop and signs over the recent Library closures (Feb 12 – 15).

Cain (County Librarian) said that the book drops were closed during the Library closure because, if they are not emptied regularly, they fill up and jam. Two book drops were vandalized and incident reports were filed. The extended closure was due to a holiday and a furlough day. The furloughs were agreed to by the Board of Supervisors and the unions and staff cannot be assigned to work on furlough days. If Library staff were to work on a holiday, then they would receive holiday pay, which is not budgeted. Volunteers can not be in the buildings without staff. The Library extended material due dates and extended hold pick up time to accommodate customers.

Commissioner Hoisington (Lafayette) said that since the computers will not be down during future furloughs because the major system upgrade is completed, customers may be more accepting of the extended closure.

Commissioner Mellon (Walnut Creek) said that the new Walnut Creek Library will open July 17. The Walnut Creek Library Planning Committee invited Commissioners who are interested in volunteering as a part of the opening to let Mellon know; the first meeting will be on March 3 during the day.

Commissioner Ruehlig (Antioch) announced that the Prewett Park Gateway for Learning “Sneak Peek” will be 10 a.m. on March 13. The 35,000 square foot Prewett Community Center includes recreation facilities, cooking amenities, an outdoor amphitheatre that seats 300, a technology center, a police substation, and a 1500 foot library annex. The building can be added on to in a seamless way. The construction is ongoing with the completion date expected in November 2010.

9. CORRESPONDENCE
There was no correspondence.

9. REPORT FROM COUNTY LIBRARIAN
Anne Cain (County Librarian) said that the Library is receiving positive responses to the new Website, www.ccclib.org, and the CARLX system upgrade, which has many new features, including allowing fines to be paid online by credit card.
Cathy Sanford (Deputy County Librarian: Support Services) said that at 9:45 a.m. on Sunday, February 14 the computer catalog was up and the Library’s Website was in full service by 12:30 p.m. Credit card payments were received immediately. Sanford said that the Library was back online much faster than anticipated without any problems. The Library has received many kudos and congratulations and there are many positive discussions on blogs about the Library’s new Website. Sanford thanks her staff who worked hard on this implementation for over a year. This new system is a partnership between the Library’s vendor and the Library and this seamless transition happened because both parties worked so hard and so well together. She also thanked all Library staff for pitching in; being so well prepared, and making the flawless transition. When the Library opened on Tuesday, February 16, Automation staff commented that this is the first time in the history of Contra Costa County Library that Automation staff were able to leave the building for lunch on the first day of a system migration.

Commissioner Brown (Vice-chair, Orinda) suggested that the Commission draft a letter to thank Cathy and her staff.

Commissioner Smith (District 4) suggested that the new Website slow down word movement because it is difficult to read fast moving words for someone with a vision impairment. Also the contrast of colors used is not good. The job search is fantastic.

Sanford is grateful for suggestions and added that the Library’s Job Search Guide has been selected as one of the best subject guides from libraries across the country. Contra Costa County Library’s Job Search Guide has been replicated by the vendor to use as an example to other libraries.

Cain added that Library staff appreciate suggestions and feedback. Part of the reason that users like the new Website is that it has been developed partly from suggestions that have been received from library customers. There are many ways to contact the Library, including live chat, email, telephone calls, etc.

Commissioner Tumin (Oakley) and Commissioner Ruehlig (Antioch) commented that some customers might be embarrassed to pay library fines in person, and would rather pay online in private.

The online fine paying is very easy for the customer and makes it much easier for the Library to collect fines. Library fines come in small amounts of money and the money is handled multiple times by Library staff before it gets to the bank. The Library will publicize this new credit card payment service now that it is working well.

11. OLD BUSINESS

None

12. NEW BUSINESS

LIBRARY BUDGET
Anne Cain, County Librarian, thanked Commissioners for changing their regular scheduled meeting date to accommodate a budget presentation and offer input before the County’s budget deadline of February 22.

Cain’s presentation (attachment to the minutes) covered the following:

* Different types of funding of California libraries:
  - City libraries
  - County general fund libraries
  - County special district libraries
Contra Costa County Library is not a special district library, although it fits this category better than any other category.

- Independent special district libraries
- Joint powers authority
- City/county libraries
- City libraries servicing entire counties

Contra Costa County Library does not fit into any of the above categories. The Library is not a special district, as the Library is a part of the County. However, for tax allocation purposes, the Library is treated like a special district. The Library receives about 1.5% of the 1% of assessed value that people pay to the County in property taxes.

Commissioner White (Brentwood) questioned if one type of library funding source is better than another.

Cain said that there is no wrong or right way to be organized; it is mostly just the historical way that libraries have developed. Different types of libraries do better and some worse during different economic times.

Cities may feel they are better served by having a city library, however if you look at the costs, most of the cities in this County would be looking at a minimum of $3 - $5 million each for annual operation of a city library, and there would be a lot of duplication. For example, city libraries would each have their own automated system, where Contra Costa County Library has one automated system that serves everyone. Cities are also more dependent on their cities' IT department. Contra Costa County Library does rely somewhat on the County's IT department, but the Library has its own IT staff which allows it to set its own priorities. There are numerous other advantages to being a large organization; for example, the Contra Costa County Library can negotiate large discounts based on the amount of library materials purchased.

* The budget development process
  - The Library uses the same figures as the County to estimate property tax revenue.
    - Commissioners reviewed the property tax revenue % change over the past 10 years, which increased a minimum of 8% until 2009 when property tax revenue increased only 0.23% and in 2010 decreased 7.2%. The figure being used in fiscal year 2010/2011 is a further decrease of 5%.

The Library projects revenue from intergovernmental, fines and fees, federal, and State funding. Friends and foundation revenue is not included in the budget. The Library typically does not estimate for grants; however this year a three year grant is included in the revenue estimate because it is coming up on the third year. The Library also has reserves set aside for facilities, automation, and general operations.

Despite reduced revenue, usage of the library has increased dramatically these past four years.

- circulation increased 42%
- program attendance is up 33%
- online searches and queries are up 143%
- new library cards are up 33%

* Library expenditures:
  - County Human Resources Department provides personnel costs with salary information and benefits cost change, which represents 77% of expenditures
  - Materials budget (books, databases, audio & visual material) represents 6.1%
  - Facility maintenance & utilities represents 4.1%
  - Other services and supplies represents 4.1%
  - Interdepartmental charges – such as charges by the Auditor for payroll, Department of Information Technology, based on the number of staff computers. represents 3.3%
Professional services (e-commerce processing, contracts, etc.) represents 0.8%
Communications (phone and data lines) represents 0.8%

Fiscal Year 2010 – 11 highlights
The Library focuses on key initiatives and core services that are identified in the Library’s Strategic Plan. A progressive and innovative blueprint was set out in the Strategic Plan and it is important that the Library maintains the focus identified. Budget reductions may change the pace of the Plan, but will not change the direction. The Library continues to review the priorities and confirm that they remain the same.
- Most important thing is to maintain the open hours, (validated through Strategic Planning Process.) Followed secondly by purchasing new materials
- Look for opportunities to reshape the organization
  - Realign costs, services, and introduce new service models (such as self service and single service desks.)
- Continue moving forward. Introduce new technologies that reduce costs and enhance services (example: e-commerce)
- Implement staff suggestions to cutting costs (including reduction in staff meetings, printing costs, etc.)

In 2008-2009 there was a mid year cut of $803,000. Some of the ways that the Library made the cuts were by reorganizing administration, reducing substitute usage, and renegotiating the online tutoring contract (the new contact saves about $50,000 annually).

In fiscal year 2009 – 2010 the Library had to reduce the budget by $2.4 million. These changes occurred:
- Transferred $1 million in facility related costs to the cities. The Library provides for 35 hours of weekly open hour service. If cities do not cover facility costs, the facility costs come out of the 35 open hours, so this limits the hours that the Library would be open.
- Reduced the materials budget by 25%
- Reduced databases by 47%
- Consolidated functions and reduced staff in Administration
- Completed transition from a central model library service to "peer" community libraries
- Implemented material selection process with goal to get material out to the public as fast as possible, and centralized selection
- 30% increase in the volunteer program
- Eliminated interlibrary loan service, replaced with Link+
- The Library continues to seek grants.
- Six furlough days
- Library employees pay higher share of health care premiums as of 2010

Commissioner Hoisington (Lafayette) questioned where BALIS funding comes from. Cain responded that the State Library supports resource sharing so BALIS funds come from the State and memberships. Contra Costa County Library pays about $50,000 a year to belong to BALIS. Commissioner Hoisington pointed out that $50,000 is less that the grant that the Library received from BALIS for the Library A-Go-Go.

For fiscal year 2010 – 2011 there is about $1 million dollar gap.
- The 35 hour base is retained at each location.
- Three positions will be eliminated. They will not impact the open hours.
- Materials budget has been reduced 14% (a total of 36% reduction over the past two years)
- Reduce databases 46% (a total of 71% over two years)
- Training will be eliminated, with the exception of required training
- All previous reductions will continue (supplies, substitute coverage, etc.)
- Six furlough days
Employees continue to pay higher share of health care costs

The budget is balanced by taking approximately $700,000 from reserves which have been set aside for this purpose from funds that were unspent in previous years. The Library is not required to maintain a specified amount in reserves but the Library will have $2.5 million left in the reserves if everything is spent in 2010/11 as budgeted.

Timeline

- County Administrator reviews the budget Feb 22 through April 20.
- Library provides cities with estimates by the end of March
- The Board of Supervisors will have budget hearings on April 20 and adopt the budget on May 11.

The figures in this presentation are estimates since the budget has not been finalized.

The Public Library Foundation (PLF) has a maintenance of effort requirement. If the budget falls below a certain number then the Library would not qualify for PLF funding. Library budget staff know the exact requirements for the library to maintain its eligibility.

Commissioner Marshburn (Office of Education) questioned the percentage of funding that comes from Friends and donations. She questioned if there is a way to capitalize on similar funding and increase outreach. She mentioned the Amazon wish list for Juvenile Hall materials. Marshburn added that subscriptions may be another way to access databases, through membership such as in Ed1stop.

Cain said that a few years ago the budget needed to be reduced by $250,000. The Library raised $250,000 through donations from businesses, organizations and Friends and Foundations. Cain said that she does not know if the current large reduction can be raised. This opportunity does exist to fundraise when looking at databases and materials.

Commissioner Reed (Friends Council) questioned the effects of the cut in the materials budget. He questioned the type of material that will not be purchased because of the budget reduction. He said that the Friends groups would like to know what changes are being made in purchasing. This information may help Friends groups determine the types of material that they purchase for the Library.

Cain said that the general trend is that the Library purchases less reference material. Community libraries will make different decisions on where they cut back in their orders according to the community that they serve so Friends groups should work with the Community Library Manager.

Cathy Sanford, Deputy County Librarian: Support Services, explained that the public will see the impact on the reduction in materials in the best sellers, DVDs, etc. She has scheduled a meeting with her staff to determine how to proceed with the materials' budget reduction. These decisions will be given to the Community Library Managers, who will work with their Friends groups.

Commissioner Atkinson (Clayton) said that her Friends just voted to make up the $9,000 difference for the Clayton Library for 2009-2010.

Commissioner Panas (El Cerrito) question if there could be additional budget cuts

Cain said that it is possible that changes may come throughout the year. She refers to property tax revenue as one line item, and it is actually several line items. When homes are reassessed and sold, property tax revenue changes. There may be budget adjustments throughout the year.

Dave Kruegel (Moraga Friends) questioned if any of the federal funds set aside for libraries have been acquired.
Cain explained that only $125 million nationwide is available for construction and it is for all types of community facilities, not just libraries. The State Library estimates that only $5 million will be available in California and it is only for rural areas; Contra Costa does not qualify as a rural area. The library participated in a County program that received federal stimulus money to hire former foster teens. Cain added that she does not think that libraries fared well in competing for federal stimulus money despite the best efforts of the American Library Association.

Commissioner Prater (San Ramon) questioned how electronic books, such as the Kindle, fit into the budget plan.

Sanford said that when the Kindle was released, the Library considered it; however the Kindle was not built to support library models. The Library would have to purchase a $300 Kindle and then purchase the material, and then continue to loan that one Kindle out. The Library is always looking at the e-books and the downloadable audio books, and looking at the platforms that support library service delivery models. The Library does have a downloadable media collection.

Commissioner Marshburn (Office of Education) questioned if it is anticipated that the Board of Supervisors will make changes to the proposed budget.

Cain explained that there could always be changes in the budget. The budget that the Library will submit uses the figures that are currently available. The Board could make changes to the Library’s recommended budget. They are unlikely to change the overall amount unless there is some reason for that. The Library has worked carefully with other County agencies to determine the figures used in the budget.

Commissioner Marshburn said that she thinks that everything presented is acceptable, including the most important piece of maintaining the 35 hours throughout the County.

Commissioner Reed complimented Cain on the budget presentation and said that it was thorough and very impressive. He said that it demonstrates the thoroughness of Library staff. He added that the budget represents a balanced viewpoint.

Cain added that she is pleased in the way that Library staff step up to help in difficult times. The willingness of the front line staff and the managers in this organization to pitch in and do what needs to be done is remarkable and greatly appreciated. Staff consistently looks at what is best for library customers and work cooperatively even when very difficult decisions need to be made.

Commissioner Smith (District 4) said that this presentation was the most comprehensive presentation that he has ever heard on the library’s budget.

David Kruegel (Moraga Friends) mentioned fees charged in libraries in Queensland New Zealand and questioned if the Library would consider fees, such as for rental collections.

Cain said a group of New Zealand library directors is coming to the Contra Costa County Library at the end of March and she will ask about what they do. There are many libraries that have rental collections. Users pay a fee to use these collections. The Library can certainly look at this, if there is interest.

Commissioner Smith said that one of the libraries in the San Joaquin Valley did something similar to a rental collection and they found that $2,000 a year did not make much of a difference in their budget for the effort that was needed to maintain the rental collection.

Cain added that the Hayward Library is experimenting with a “Netflix” model, where customers pay a certain amount per month and keep a specified number of books as long as they want. Cain will be watching
Hayward and see what happens.

Commissioner Magann (Pinole) questioned if donated material that comes in for the Friends' sales is being added to the collections. She believes that this is no longer being done at Pinole.

Cain said that Library staff determines if the material that comes in for donations meets the collection needs, and best sellers and many other donated items are added to the collection.

Commissioners decided that Commission Vice-chair Brown (Orinda), Commissioner Reed (Friends Council), and Commissioner Smith (District 4) will draft a letter from the Commission to the Board of Supervisors supporting the recommendation that the Library is making for the budget for 2010-2011.

13. AGENDA SETTING FOR NEXT MEETING and FUTURE TOPICS
Commissioners will suggest items for future meetings, including:
- Library Operating Agreement
- Lafayette Library & Learning Center tour and foundation and consortium discussion – May 27.
- Chair of the Board of Supervisors, John Gioia; District III Supervisor Mary Piepho; and District V Supervisor, Federal Glover have been invited to attend a future meeting.
- Library A-Go-Go review and update

14. ADJOURNMENT to the MAY 27, 2010 LIBRARY COMMISSION MEETING
Commissioners will adjourn to the May 27, 2010 Library Commission Meeting, which will be held at the Lafayette Library and Learning Center, 3491 Mt. Diablo Blvd. Lafayette, CA 94549.

The Library Commission meeting adjourned at 9:00 p.m.

Submitted by Corinne Kelly
Executive Secretary
Contra Costa County Library