CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 3

MEETING DATE: Thursday, January 27, 2011

AGENDA ITEM #: 9

ITEM: CORRESPONDENCE

RECOMMENDED ACTION:

- None
Dear Library Commissioners,

Thank you so very much for your generous gifts and recognition upon my retirement. The orchio is gorgeous—and still thriving! And hope the new pugil will share some strikes off of my score.

Thank you also for your kind comments expressed by ChrisTa at the retirement party. Most especially, thank you so much for the support you have shown me over the years and for your dedication and commitment to reading, literacy, the library, and your communities.

See you at the libraries!  

Anne Cain
Commission mail, Meeting?

to: ccclibcommission@ccclib.org

comments: I would be interested in meeting with you to discuss a potential ongoing program to reuse old unwanted magazines that are donated at the branches as well as magazines that the branches are done with and no longer have a use for.

I would also like to discuss a potential solution to the fact that there are computers located throughout the various branches that apparently do not have Microsoft Office installed on them.

If you are interested in exploring these together, please let me know when and where would be convenient for you to meet.

Thank you.

Name: Stephanie

e-mail address: swong.sf@gmail.com

Assigned to: Sanford, Cathy (Deputy County Librarian: Support Services)

Status: Closed

Reply Date: 1/13/2011

Reply:

Dear Ms. Wong:

Thank you for contacting the Contra Costa County Library Commission. To discuss the use of donated magazines, I would suggest that you contact any Friends of the Library organization. The Library itself does not accept donated, used magazines; magazines purchased by the Library on behalf of its constituency that are no longer in use are recycled. By County ordinance, the Library does not give withdrawn materials to individuals or businesses.

With regard to Microsoft Office, Contra Costa County Library offers workstations both with and without Microsoft Office suite products. This is a conscious business decision. Due to our educational status, the Library receives a significant discount on MS products; and the Library purchases the products as a department of the County.

Thank you for your interest.

Kind regards,
Cathy Sanford

cathy sanford
deputy county librarian/support services

Additional Notes:

Last Updated: 1/13/2011
Email Log Entry

Your changes have been saved. No email notifications were sent to anyone.

Ticket # 1774

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<tr>
<th>Date of original Email: 1/3/2011</th>
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<tr>
<td>Text of Email :</td>
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<tr>
<td>To:</td>
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<td>Date: 12/23/2010 01:46 PM</td>
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<td>Subject: Commission mail, Locked Drop boxes</td>
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This message was submitted to the Library Commission.

emailmessage: This message was submitted to the Library Commission.

subject: Commission mail, Locked Drop boxes

to: ccclibcommission@ccclib.org

comments: What a terrible thing to do. Many (most?) home owners like me like to check things out and then return them in the drop boxes. Also a lot of us need to return items before we leave on vacation.

Right now (12/23) I need to return some items from Lafayette but all the drop boxes are locked (Moraga too!). I’m leaving on vacation on 12/26 and, according to the signs, the drops will remain locked until after I’m gone.

So I’m going to have to ask a neighbor to help me out and return them when you decide to unlock the drops.

Gerald Nolan
Lafayette

Name: Gerald Nolan
emailaddress: jernol@juno.com
spambegone: Library
phone: 925-580-9898

Assigned to: Ask Staff - Reference ()

Status: Closed

Reply Date: 1/3/2011

Reply:
Hello Gerald, we were not able to open book return drops during holiday and county-wide furlough closed days without staff there to prevent damage to books from overflowing boxes. We publicized the closures on the website and in libraries, and extended loan periods to make sure nothing was due during the closures. We made good decisions about how to handle a less-than-ideal situation, while knowing that it could not be convenient for everyone. I am sorry for the difficulty you encountered.

Of course, we won’t ask anyone to pay overdue fines inadvertently posted to library accounts; please talk to staff at your community library if we need to make any adjustments. Thank you for doing your best to return your library books.

Best, Michele

Additional Notes:
Dear Mr. Nolan,

First of all, thank you very much for writing to us. We’re always interested in hearing from our library users about their experiences and thoughts - good or bad. Unfortunately, due to budget cuts (which made it necessary for us to have several unpaid furlough days) plus the holidays, we were forced to close our book returns because they would’ve filled up to capacity and there wouldn’t have been anyone to empty them on a daily basis. To counteract that, we extended due dates on all library materials until our libraries reopened but I understand that this wasn’t as much help for you going on vacation.

I’m sorry that your neighbor had to return your items for you but I’ve looked at your account to make sure you don’t have any fines which is great news.

Thanks again for writing and I hope you had a fabulous vacation!

Susan

Susan Weaver
Senior Community Library Manager

Last Updated: 1/6/2011