Commissioners will approve or amend the minutes for the meeting of January 23, 2014.
MEETING OF THE LIBRARY COMMISSION
MINUTES

DATE: Thursday, January 23, 2014

1. CALL THE MEETING TO ORDER
Commission Chair, Shirley Peck (Brentwood), called the meeting to order at 7:00 p.m.

2. COMMISSION BOOKSHELF

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<td>Noah Webster: The Forgotten Founding Father</td>
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3. ROLL CALL

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Library Commission MINUTES
January 23, 2014

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Total Commission positions: 29
Commission positions filled: 25
Commission positions vacant: 5
Commission quorum: 15

With 18 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 2016 the special appointees will be counted as follows:

Three representative votes count with the County:
- Friends Council
- Contra Costa Council
- Contra Costa Community College District

Two representative votes count with the cities:
- Central Labor Council
- Superintendent of Schools

**4. INTRODUCTIONS**
Lisa Chow, District IV Representative for Supervisor Mitchoff.

**5. ITEMS FROM THE PUBLIC**
None.

**6. ACCEPTANCE OF MINUTES**
One correction was made to the minutes from the November 21, 2013 meeting.
- Commission Chair, Shirley Peck, was present; this should be corrected on the roll call of the minutes.

Commissioners moved approval of the minutes as amended.

**7. APPROVAL OF AGENDA**
The January 23, 2014 Library Commission Meeting Agenda was approved.

**8. ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS**
Commissioner Smith (District IV) announced that the California Public Library Advocates (CPLA) Spring Workshop will be held in Castro Valley on March 22, 2014. Deborah Doyle, CLA’s President, will be the Keynote Speaker, and will speak about synergistic advocacy. Smith said that Commissioners who did not receive the first quarter CPLA newsletter by email should let him know: AlanBSmith@sbcglobal.net. Smith is scheduled to conduct Library Board Effectiveness Training in Hollister and San Bernardino counties. As the BART Accessibility Task Force Vice Chairman, Smith said many accessibility accomplishments have been made at BART and he thanked Kathy Middleton, Acting Deputy County Librarian: Public Services, for providing information. BART is adopting hearing loops at the stations and will have appropriate size elevator door openings at the future (2017) Antioch eBART station, because of the information that was provided to BART by the Accessibility Task Force participation.

Commissioner Holsington (Lafayette) shared Lafayette Library’s program calendar (attachment to the minutes).

Commissioner Gorman (Concord) said that the Concord Library has a new Acting Community Library
Manager.

Commission Chair Peck (Brentwood) said that the Brentwood City Council unanimously approved the plans for a new 20,000 square foot library. A library foundation is being organized to raise some funds toward the $10 million needed for the project.

9. CORRESPONDENCE
None.

10. COUNTY LIBRARIAN REPORT
Interim County Librarian, Cathy Sanford, reminded Commissioners that the Commission cannot discuss library personnel issues or labor relation issues. This is stated in the Library Commission By-Laws.

Commissioners were informed about recent security measures that the Library is undertaking to support the safety of both the public and library staff. These measures included:

1. Reinforced County policy on violence in the workplace and safety; reassured staff that library administration will support staff actions when responding to safety concerns;

2. Mobilized a bi-weekly task force with representatives from Local 2700, Local 1, and Local 21;

3. Contracted with Warren Graham, library security consultant, to conduct a risk assessment of all public and staff areas of the Library;

4. Reviewed and drafted previously proposed changes to the Standards of Behavior policy for further specificity and to address the banning of individuals where warranted and with approval of the Board of Supervisors;

5. Researched and identified policies and procedures of other public libraries, with special focus on Bay Area libraries;

6. Directed community and senior community library managers to hold staff meetings, including Permanent Intermittent employees, to review safety policies and procedures;


8. Contacted the Berkeley Public Library and a library software developer working on an online incident reporting database for streamlined reporting and consistent sharing of information;

9. Scheduled EAP (Employee Assistance Counseling Program) to meet with the two Antioch staffs for a stress debriefing and offers of ongoing support as needed;

10. Purchased copies of the only book on library security, The Black Belt Librarian, for every location.

Next Steps:
- Task Team continues to meet bi-weekly;
- Recommend changes to the Standards of Behavior policy;
• Create and introduce safety module for new employees;
• Investigate and authorize additional trainings as budget allows;
• Solicit further staff input;
• Reinforce a focus on staff wellness and self-care;
• Dialogues with city personnel, especially in co-located spaces;
• Continue dialogues with law enforcement and other possible community partners.

All of us recognize that one of the hallmarks of public libraries is to provide free and open access to resources and services. As a public building and a public service, it is the Library’s responsibility and charge to welcome everyone equally. Ideally, this is done in an environment that is safe and respectful to staff and patrons and we are committed to providing that environment.

Commissioner Hoisington (Lafayette) expressed gratefulness to Sanford for clarifying the measures that the Library takes for the security of staff and the public.

Sanford explained that this could not be discussed at the November 23, 2013 Commission meeting because the Brown Act restricts discussion of items that are not posted on the agenda and that the security issues were raised during public comment.

The County conducted interviews for the County Librarian on January 8, 2014.

With a revision to the Brown Act, agencies that incorporate their Board reports and resolutions in the minutes must display an itemized vote count on those documents. This means that the Commission now needs to show the itemized vote record (who votes which way) in the secretary’s attestation rather than only a summary vote count (the number of votes in each category).

Laura Seaholm, Project Second Chance Program Manager and Chair of the CLA Advocacy Committee, provided an update on the broadband CENIC Bill. She explained that the goal for CLA’s advocacy this year is to protect the $3.25M set aside for CENIC. The State Budget proposes $3.3 million General Fund to provide public libraries access to high-speed Internet to better meet the demands of today’s library patrons. This includes $2.3 million to allow California’s public library branches to access a statewide, high-speed Internet network, and $1 million General fund on a one-time basis for grants to public libraries that require equipment upgrades to connect to a high-speed network.

The Commission, as previously approved at the November 2013 meeting, will ask the Board of Supervisors to send a support letter to the Governor.

The War Ink project, online exhibit of veteran memorial tattoo art, was awarded multiple grants totaling $50,000. War Ink is a project where veterans share their stories through their tattoos.

The Library’s budget is due to the County Administrator’s Office on February 14, 2014. There will not be time to do a budget presentation to the Commission prior to submitting the budget to the County Administrator’s Office for approval. The Library’s focus is to maintain the open 35 base hours.

Commissioners were given an opportunity to express budget concerns and Commissioner Smith (District IV) agreed to the priority of maintaining the same hours and to continue producing quality library services with limited resources. Commissioners were encouraged to email or call with any budget suggestions prior to February 14, 2014; the submitted budget will be presented to the
Commission in March 2014.

CLA's Legislative Day in the District is being planned for the month of February. The Library is scheduling meetings with legislators in their district offices. Commissioners will be emailed dates/times of the meetings as they are confirmed.

11. OLD BUSINESS

STATE LIBRARY FUNDING ISSUES

Commissioner Smith (District IV) distributed copies of a letter about library funding that he sent to Senator DeSaulnier at the Senator's request (attachment to the minutes). Smith had thanked the Senator for his support in restoring funding levels from the 2010-2011 fiscal year funding level of $30.4M to the 2013-2014 fiscal year funding level of $8M.

Smith suggested that a similar letter be sent to the Board of Supervisors, in board order format, so that the Board could consider sending a similar letter to the Governor on behalf of the Commission. The letter should:

- Thank the Governor for supporting the broad band initiative, and increasing library funding,
- Request to restore funding to higher levels so that California does not lose federal grants, such as IMLS grants that require maintenance of effort by the state. It is important that the Governor understands that the $8M is not adequate to provide needed services
- Support the California Library Services Act (CLSA), which is designed to assist and encourage interlibrary cooperation,
- Support SCA 7 – Wolk: a constitutional amendment to lower the local voter threshold for library construction bonds and special taxes for library operations from 2/3rds to 55%.

Commissioner Hoisington (Lafayette) motioned for letter to be sent, and Commissioner Waterson (Concord) seconded the motion. Commissioners unanimously approved the Chair to draft a letter which will be submitted to the Board of Supervisors in the form of a board order for their consideration. Present Commissioners vote tally: 18 - Yes, 0 - No, 0 - Abstain

Commissioner Smith (District IV) mentioned three library issues that the Board of Supervisors support their current legislative platform:

- State financial assistance in the operation of public libraries
- State bonds for public library construction
- Continued funding for California library literacy

STRATEGIC PLAN UPDATE

Gail McPartland, Deputy County Librarian; Public Services, and Laura Seaholm, Project Second Chance Program Manager, updated the Commission on the Library's new Strategic Plan (attachment to the minutes). Components of a strategic plan were shared as outlined in a pyramid from top to base - vision, goals, objectives, strategies, tactics, and evaluation.

During the July 25, 2013 meeting, the Library Commission participated in the Library's first Strategic Plan Town Hall Meeting, facilitated by Mike Miller, consultant with Brown Miller Communications.

Since that meeting, the Library engaged the community gathering community perspectives on the Library. The information received was beneficial, created a social buzz about the Library, and identified 276 potential partner ideas and programs. The Library:

- Conducted 28 community Town Hall Meetings, resulting in 655 community members participating
- Received 4,615 surveys (English & Spanish / online and on paper)
• Most all Library staff attended a strategic planning workshop

• Managers conducted 278 key informant interviews
  o reaching 102 government officials, including: city managers, city council members, Board of Supervisors, state legislators, County Administrator, 4 chiefs of police, Library Commissioners, educators, Chevron executives, AT&T executives, bankers, regional medical center employees, non-profits, and more.

• The Library coded an extensive spreadsheet with the information collected from the community outreach. Each item was analyzed line by line. The Library identified responses using two essential questions: 1) What does the Library do well? and 2) what can the Library do better?
  o key informant interviews resulted in identifying 361 different comments on what people like about the Library. The top four likes:
    ▪ #1 (17%) programming
    ▪ #2 (8% - tied) collections (hard copy), and staff skills/abilities
    ▪ #3 (7% - tied) customer service - the staff/personal contact, and catalog holds
    ▪ #4 (6% - tied) facilities/location-new libraries, and personal exploration
  o key informant interviews comments on what the Library could to better, or do more of:
    ▪ #1 (21%) promotion, outreach (people do not know what the Library does)
    ▪ #2 (15%) programming (more, and more homework help)
    ▪ #3 (12%) facilities (outdated buildings, and use of space inside facilities)
    ▪ #4 (5%) open hours

Top 5 responses from the surveys when asking what the Library does well:
#1 – staff
#2 – programs
#3 – collections (monetary value recognized)
#4 – innovations (LINK+, Discover & Go, online catalog, free holds)
#5 – catalog

Top responses from the surveys when asking what the Library could do better:
#1 – facilities (inc: disparity amongst the library facilities Countywide, parking, disability access, restrooms)
#2 – collections
#3 – hours (rework hours to accommodate community desires)

During the Town Hall Meetings, the Library was described by some as "the heart of the community; a community living room; a personal place for exploration; an ongoing interaction with the community participating in programming; and a community gathering place". People value literacy for all ages and value the way that the Library fosters a love of reading for lifelong literacy for all.

The Library could do more to promote itself. This message was clear during all 28 Town Hall Meetings. People are not aware what the Library does, and some people might not know that the library is free and open to the public. The Library should educate the community about library services. Promotion and Marketing top the list of what the Library can do better. Open hours, facility/and or facility conditions, and programming, was also on the list of what can be done better.

The Library created an initial Vision Statement and had an initial set of goals in the strategic planning process. After analyzing the feedback from an extensive direct personal engagement with community members, the Library's Vision Statement and goals were revised.

Vision Statement:
Contra Costa County Library is the pulse of our community. Working together, we spark imagination, fuel potential, and connect people with ideas and each other.
Goals:
1. The Library ensures easy, equitable access to library services for all Contra Costa County residents.
2. The Library champions personal and community engagement in literacy and reading to enrich lives.
3. The Library delivers a consistent, high-quality, and inviting experience at all points of contact.
4. The Library successfully promotes its value, programs and opportunities to the community.

Each Goal has objectives. Technology was removed from being a goal, and listed as an objective for Goal #3.

Objectives for Goal #1:
A. The Library will expand its services to 25 percent of identified underserved populations in each community.
B. Explore and pilot three new approaches for improving library hours, facilities and services.

Objectives for Goal #2:
A. Increase opportunities for literacy and lifelong learning by 25 percent.
B. Expand knowledge of collections to increase circulation by 10 percent.

Objectives for Goal #3:
A. Assess all facilities and develop methods to increase user satisfaction levels by 50 percent.
B. Enact a “pro-access” customer service plan to improve user satisfaction levels by 20 percent.
C. Develop and adopt technology to meet community needs.

Objectives for Goal #4:
Yet to be determined. This is where the Library Commission could be helpful and will be discussed at future Commission meetings.

The Library created a one page narrative report (double sided) and emailed, along with a letter, major stakeholders updating them on the strategic planning process.

Commissioner Hoisington (Lafayette) mentioned that she is sorry that the word "free" is not included with the goal of "equitable access for all".

McPartland added that the Library is developing a Countywide Library Strategic Plan and that each community library will develop community library service plans. Communities may have different needs and “free” may be more important in some of the community service plans.

Commissioners discussed that many people, especially people that come from other countries, do not know that library services are free and it is important to get that information out into the communities.

Commissioner Ayalin (Hercules) wanted to know how many people work in the Library.

The Library has 174.9 FTE. During the month of November, 139 library staff members participated in one of four all day strategic planning workshop; participation was not required. They brainstormed ideas on how to achieve goals and objectives. There were over 1,700 responses. There were no restrictions to input, the Library wanted all ideas on the table.

Commissioner Panas (El Cerrito) asked if the Library has a date to complete the Strategic Plan.

The Library’s Strategic Plan currently has two teams drafting the Plan. The completed draft Strategic Plan will be brought before the Commission followed by the Board of Supervisors. The draft Plan
should be complete and in operation before July 2014.

12. NEW BUSINESS

CONSIDER THE CALIFORNIA LIBRARY ASSOCIATION (CLA) RESOLUTION ON PRIVACY RIGHTS AND OPEN GOVERNMENT
Commissioner Smith, (District IV) explained that the California Library Association's (CLA) Board of Directors adopted a resolution on the need for reforms of the intelligence community to support privacy, open government, government transparency, and accountability. The California Public Library Advocates (CPLA) passed a similar resolution.

Smith proposed that the Library Commission adopt a similar resolution on privacy and open government, in order to get the message out to our legislators in California and Washington D.C.

Commissioner Hoisington (Lafayette) suggested that the Commission also thank the Board of Supervisors and local legislators for their support.

All present Commissioners agreed to have the Library send a board order to the Board of Supervisors, on behalf of the Commission, requesting that the Board adopt a resolution similar to what Commissioner Smith presented.

Present Commissioners vote tally: 18 - Yes
0 - No
0 - Abstain

13. AGENDA SETTING FOR NEXT MEETING and FUTURE TOPICS
Commissioner Hoisington (Lafayette) questioned if there is some way that Commissioners could assist in spreading the word about the many services that the Library provides.

Cathy Sanford, Interim County Librarian, recommended that promotional and marketing activities could be part of the Commission’s Annual Work Plan.

Commissioner Smith (District IV) mentioned that people from other cultures and countries with different customs may not know that public libraries are free. BART has certain documents in 23 languages to meet the needs of BART riders; the Library may consider something similar.

Commissioner Prater (San Ramon) asked if County Counsel could provide guidance for the minimum age of attendees at Library Commission meetings. Cathy said that Library Commission meetings are open to the public and to all ages.

Items on future Library Commission agenda:
- Library budget
- Contra Costa County Historical Society
- Employment or career enhancement library assistance for job seekers
- Ways the Library can meet the needs outlined in the State’s Demographic Report
- Information on special library collections, reference directories, newspapers, and periodical sets (ie: Historical collection {climate controlled} and San Ramon’s jazz collection)
- Ways to increase book donations and sales for Friends of the Library
- War Ink project, online exhibit of veteran memorial tattoo art

14. ADJOURNMENT TO THE MARCH 27, 2014 LIBRARY COMMISSION MEETING
Commissioners adjourned the meeting at 9:00 p.m.

Submitted by Corinne Kelly
Executive Secretary, Contra Costa County Library
December 19, 2013

Senator Mark DeSaulnier
1350 Treat Road, Suite 240
Walnut Creek CA 94597

Subject: Restore Library Funding

Dear Senator DeSaulnier,

Mark, thank you for your long on-going support of public libraries. As we discussed last night, the state’s economy has strengthened; along with the state’s tax revenues. Thus, it is time to restore funding from the state to support public libraries to at least the level it was in the 2010-11 budget during the Great Recession.

In 2010-11 the budget contained $30.4M for libraries as follows:

- Public Library Foundation (PLF) $12.9M
- California Library Services Act (CLSA) $12.9M
- Other – includes literacy programs $ 4.6M
- TOTAL $30.4M

Note: PLF provided supplemental operating funding to libraries. CLSA included Transactional Based Reimbursement (TBR) to help cover the cost of inter-jurisdictional library lending. Without this funding, some libraries have discontinued this program; while others have started charging out of jurisdictional customers a library card fee. One example is Santa Clara County’s fee of $85. Literacy programs teach adults how to read. With reduced funding, many libraries have discontinued their programs.

The $30.4M funding, compares with the 2013-14 funding level of $4.7M

Mark, your support of restoring funding to prior levels would be much appreciated. Please feel free to contact me for any additional information. Again, thank you for your support of public libraries.

Best regards,

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cc:

Senator Lois Wolk
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Assembly member Susan Bonilla
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