


MEETING OF THE LIBRARY COMMISSION
A G E N D A

DATE: Thursday, January 17, 2019
TIME: 7:00 p.m. LIBRARY COMMISSION MEETING
LOCATION: LIBRARY ADMINISTRATION, Second Floor, Quail Room
777 Arnold Drive, Suite #210, Martinez, CA 94553

- Electronic agenda packet viewing is available at: <http://guides.ccclib.org/commission>
- Hard copy agenda packets are available for viewing at each Contra Costa County Library

 The Library Commission will provide reasonable accommodations for persons with disabilities planning to attend Library Commission meetings who contact Library Administration at least 48 hours before the meeting, at (925) 608-7700.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the Contra Costa County Library Commission to a majority of members of the Library Commission less than 96 hours prior to that meeting are available for public inspection at Contra Costa County Library Administration, 777 Arnold Drive, Suite 210, Martinez, CA 94553.

Library Commissioners, please **call Library Administration**, at (925) 608-7700 by 5 p.m. **Wednesday, January 16, 2019 if you will NOT be at the meeting**. A quorum must be established before a meeting can be held. A record is maintained of Commissioner's attendance.

- 1. 7:00 p.m. (5 mins.)**
CALL THE MEETING TO ORDER / ROLL CALL
The Library Commission Chair will call the meeting to order. Commissioners will introduce themselves for the record.
- 2. 7:05 p.m. (5 mins.)**
INTRODUCTIONS
Visitors will have an opportunity to introduce themselves; self-introductions are voluntary.
- 3. 7:10 p.m. (5 mins.)**
PUBLIC COMMENT – Agenda Attachment 1, 2, 3
Speakers from the audience may address the Library Commission on any relevant issue that is not scheduled for the agenda. Public comment can be made on agenda items when the item is discussed. Public comment is limited to three (3) minutes per speaker and speakers may fill out a speaker card. Public comment on agenda items can also be e-mailed to the Library Commission at ccclibcommission@ccclib.org to be received one day prior to the Library Commission meeting.

PRESENTATION

- 4. 7:15 p.m. Presentation (15 mins.)**
PROJECT EQUITABLE ACCESS – Agenda Attachment 4, 5, 6
Deputy County Librarian Nancy Kreiser and Media Relations Coordinator Brooke Converse will update the Commission on Project Equitable Access, show the new video and share talking points with the commissioners.

CONTINUED BUSINESS

- 5. 7:30 p.m. DISCUSSION (30 mins.)**
WORKING COMMITTEE REPORTS
 - A. Commissioner Wilson will report on the activities of the Work Plan & Annual Report Working Committee. Commissioners will report on their activities that support the 2019 Work Plan **(15 minutes)**
 - B. Commissioner A. Smith will report on the activities of the Legislative Working Committee. **(15 minutes)**

NEW BUSINESS

- 6.A 8:00 p.m.**
ACTION
(10 mins.)
- COMMISSION BYLAWS REVISION – Agenda Attachment 7**
Commission will review proposed language revisions re: commission meeting schedule and vote to approve.
- B 8:10 p.m.**
ACTION
(20 mins.)
- STRATEGIC PLAN DRAFT – Agenda Attachment 8**
Deputy County Librarian Gail McPartland will present the draft of the updated Strategic Plan which the Commission will vote to adopt.
- C 8:30 p.m.**
ACTION
(5 mins.)
- COMMISSION MEETING SCHEDULE 2019 – Agenda Attachment 9**

OTHER BUSINESS

- 7. 8:35 p.m.**
(5 mins.)
- ACCEPTANCE OF MINUTES**
The minutes for the meeting of September 27, 2018 will be provided at the next meeting on Thursday, March 21, 2019.
- 8. 8:40 p.m.**
(15 mins.)
- ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS**
Commissioners or library staff may make announcements regarding the Library Commission and Library or Friends group activities of interest to other Library Commission members.
- 9. 8:50 p.m.**
(5 mins.)
- COUNTY LIBRARIAN REPORT**
County Librarian Melinda Cervantes submits a verbal report on items of interest to Commissioners.
- 10. 8:55 p.m.**
ACTION
(5 mins.)
- AGENDA SETTING FOR NEXT MEETING and FUTURE TOPICS**
Commissioners will suggest items for future meetings.
- 11. 9:00 p.m.**
ACTION
- ADJOURNMENT TO THE March 21, 2019 LIBRARY COMMISSION MEETING, to be held at the Concord Library, 1900 Salvio Street, Concord 94519.**

ITEMS TO CALENDAR

1. The Library Annual Forum will be at the San Ramon Library on April 27, 2019 from 8:30 am until 1pm.
2. The July 18, 2019 Commission meeting will be held at the Brentwood Library.

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 1

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 3.

ITEM: PUBLIC COMMENT

RECOMMENDED ACTION:

Commission members will be presented with a communication from a patron and the County Library's response.

Shannon Ladage

From: hrtmns4@pacbell.net
Sent: Saturday, November 17, 2018 10:17 AM
To: Library Commission
Subject: Commission mail, Libray closures due to unhealthy air quality

This message was submitted to the Library Commission.

emailmessage: This message was submitted to the Library Commission.

subject: Commission mail, Libray closures due to unhealthy air quality

to: ccclibcommission@ccclib.org

comments: Library Commission members,

Why are the Contra Costa County Libraries closed due to unhealthy air quality? Libraries are typically places where people can find refuge from emergency situations. Please help me to understand why the libraries are closed.

Sincerely,
Sherry Hartman

Name: Sherry Hartman

emailaddress: hrtmns4@pacbell.net

spambegone: Library

phone: 9252867675

v1.1

From: Melinda Cervantes
Sent: Saturday, November 17, 2018 1:24 PM
To: 'hrtmns4@pacbell.net'
Cc: Alison McKee; Gail McPartland; Nancy Kreiser
Subject: FW: Commission mail, Libray closures due to unhealthy air quality

Dear Ms. Hartman

Thank you for your inquiry regarding library closures. I can honestly say that I have never closed an entire library system in my 35+ years as a library director. This was not an easy decision and while an inconvenience for library patrons, I believe an abundance of caution when it comes to the health of the public and library staffs was necessary.

The decision to close all libraries is primarily due to the "Very Unhealthy" air quality rating by the Bay Area Air Quality Management District. None of the 26 libraries in the Contra Costa County Library system has HEPA filters on the HVACs, nor do most have the ability to recirculate only interior air. As a result, external air was being pulled into our library buildings and both patrons and staff were exhibiting symptoms of illness. Had we not closed the libraries, library employees would have been exposed to 4-8 hours of continuous poor air quality and members of the public might be encouraged to leave homes or other shelters to travel to the library.

During these few days of inconvenience, I hope you were able to take advantage of the online resources offered by the Library. Crossing fingers that air quality improves soon.

Thank you for your interest in the Contra Costa County Library.

Melinda S. Cervantes

COUNTY LIBRARIAN • CONTRA COSTA COUNTY LIBRARY •
..... Library Administration | 777 Arnold Drive, Ste. 210 | Martinez, CA 94553 mcervant@ccclib.org
| 925.608.7701 | Follow us on facebook | twitter

-----Original Message-----

From: hrtmns4@pacbell.net [mailto:hrtmns4@pacbell.net]
Sent: Saturday, November 17, 2018 10:17 AM
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Sincerely,

Sherry Hartman

Name: Sherry Hartman

emailaddress: hrtmns4@pacbell.net

spambegone: Library

phone: 9252867675

v1.1

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 2

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 3.

ITEM: PUBLIC COMMENT

RECOMMENDED ACTION:

Commission members will be presented with a communication from a patron and the County Library's response.

Shannon Ladage

From: wwgregory@gmail.com
Sent: Saturday, November 17, 2018 3:59 PM
To: Library Commission
Subject: Commission mail, Please Reconsider County Library Closures During Poor Air Quality

This message was submitted to the Library Commission.

emailmessage: This message was submitted to the Library Commission.

subject: Commission mail, Please Reconsider County Library Closures During Poor Air Quality

to: ccclibcommission@ccclib.org

comments:

I am writing to express my displeasure at the County's decision to close the Libraries today.

As a parent of 2 kids aged 9, and 10, our family is a frequent user of the library system. We find it to be an absolute treasure. While we use the libraries year-round, we really rely on them when schools are out of session, especially during the summer, and on breaks.

As we deal with unprecedented smoke in the area, many families like mine are trying to find engaging activities for our kids to do, especially when they can't be outside. After another horrendous week of smoke, and more school cancellations, coupled with a week off of school for thanksgiving breaks, it was quite a relief to find the libraries open on Friday. We found ourselves in Walnut Creek, and their decision to close their automatic doors and use a side entrance was a wise one. What a shame then to find out today that the indoor sanctuaries of our libraries remained closed system-wide today. This is happening on the heels of a Veteran's Day closure that also corresponded with awful air quality.

In the inevitable poor air quality days of the future, might I recommend that at least a few of the systems libraries remain open (perhaps one in each area of the county, e.g. Richmond, Pittsburg, Concord / Walnut Creek, San Ramon), to offer families and residents a safe and engaging area to shelter in place, or at least check out books to bring home? I know San Francisco designated its main branch as a refuge from the smoke, and many local museums have decided to wave entry fees. Is there not a role for our libraries during times like these?

Thank you for your attention to this matter, and your incredibly important public service that you provide to over 1 million residents of our county.

Name: Will Gregory

emailaddress: wwgregory@gmail.com

spambegone: Library

From: Alison McKee
Sent: Monday, November 19, 2018 5:58 PM
To: wwgregory@gmail.com
Cc: ASM
Subject: FW: Please Reconsider County Library Closures During Poor Air Quality

Dear Mr. Gregory,

Thank you for your email and for your kind words about the Library. I am so glad that you take advantage of our services!

Closing the libraries was not an easy decision and, while an inconvenience for library patrons, we believe an abundance of caution was necessary when it came to the health of the public and library staff.

The decision to close all libraries was primarily due to the "Very Unhealthy" air quality rating by the Bay Area Air Quality Management District combined with the fact that none of the 26 libraries in the Contra Costa County Library system has HEPA filters on the HVACs. We also discovered that most do not have the ability to recirculate only interior air nor do most have "air-lock" doors (an enclosed entry way with a second door to the library). As a result, external air was being pulled into our library buildings and both patrons and staff were exhibiting symptoms of illness. Had we not closed the libraries, the public and library employees would have been exposed to continuous poor air quality and members of the public might be encouraged to leave homes or other shelters with cleaner air to travel to the library.

This situation of extremely unhealthy air quality is one that we have not ever had to navigate. As a result, we are taking this opportunity to assess what we might do better or differently next time. One of the things we are talking about is exactly what you are suggesting. We are assessing all our facilities (many of which are owned and operated by the cities) to find out whether there are some that can be used as clear air refuges in the future.

During these few days of inconvenience, I hope you were able to take advantage of the online resources offered by the Library.

Please do feel free to reach out to me if you have any further questions or concerns.

Thank you,

Alison McKee

DEPUTY COUNTY LIBRARIAN • [CONTRA COSTA COUNTY LIBRARY](#)

.....
Library Administration | 777 Arnold Drive. | Martinez, CA 94553
amckee@ccclib.org | 925.608.7790 | Follow us on [facebook](#) | [twitter](#)

From: Library Administration
Sent: Monday, November 19, 2018 11:21 AM
To: ASM
Subject: FW: Please Reconsider County Library Closures During Poor Air Quality

Libadmin email.

Thank you,

Shannon Ladage

OFFICE MANAGER • [CONTRA COSTA COUNTY LIBRARY](#)

.....
LIBRARY ADMINISTRATION | 777 Arnold Drive, Suite 210 | Martinez, CA 94553
sladage@ccclib.org | 925-608-7700 | Follow us on [facebook](#) | [twitter](#)

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 3

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 3.

ITEM: PUBLIC COMMENT

RECOMMENDED ACTION:

Commission members will be presented with a communication from a patron and the County Library's response.

Melinda Cervantes

From: Newtag50@yahoo.com
Sent: Wednesday, December 12, 2018 9:25 PM
To: Library Commission
Subject: Commission mail, No longer have fines for late returns

This message was submitted to the Library Commission.

emailmessage: This message was submitted to the Library Commission.

subject: Commission mail, No longer have fines for late returns

to: ccclibcommission@ccclib.org

comments: I read in the news that you will soon be eliminating late fes/fines. The reason for this change, given in the paper, was that these fines are keeping people from putting food on the table. Are you serious? A 50 cent fine stops me from putting food on the table. I have a book checked out from your library now, why should I return it? Are there no rules of society? Please, fines are like speed limits, they keep people somewhat honest. Without them we all go 90 mph and never return books.

Name: Andy Rasner

emailaddress: Newtag50@yahoo.com

spambegone: Library

phone:

v1.1

Melinda Cervantes

From: Walter Beveridge
Sent: Thursday, December 13, 2018 9:29 AM
To: Newtag50@yahoo.com
Subject: Response to your letter to the Library Commission from County Librarian Melinda Cervantes

Mr. Rasner:

County Librarian Melinda Cervantes has received your letter to the Library Commission regarding the recent changes in library fees and charges and has asked me to forward the following response on behalf of the Commission:

Dear Mr. Rasner,

Thank you for your support of the library.

For many families in our communities, fines can stack up quickly and they may be forced to choose between paying off their fines or using that money for something necessary to keep their family fed or warm for the day. It is the goal of the Contra Costa County Library to remove barriers and make access easy, equitable and enjoyable for everyone.

We have eliminated daily overdue fines, but not the charges associated with damaged or lost materials. Checkout periods for library materials have not changed and we expect patrons to return items to the library on time. If an item is not returned within 30 days after its due date a lost charge and \$10 non-refundable processing charge will be assessed.

You can find our full press release and a Frequently Asked Questions on this topic on our website at ccclib.org. Just look under Library News on the homepage.

Sincerely,

Melinda S. Cervantes

Walter R. Beveridge

Administrative Aide • CONTRA COSTA COUNTY LIBRARY

.....
Library Administration | 777 S. Arnold Drive, #210 | Martinez, CA 94553
wbeverid@ccclib.org | 925.608.7730 | Follow us on [facebook](#) [twitter](#)

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 4

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 4.

ITEM: PROJECT EQUITABLE ACCESS

RECOMMENDED ACTION:

Commission members will be presented with two press releases and “Goodbye To Fines” Frequently Asked Questions (FAQs) related to Project Equitable Access.



FOR IMMEDIATE RELEASE

Tuesday, December 11, 2018

Contra Costa County Library

(925) 608-7700

Contra Costa County Library is saying goodbye to fines

Beginning January 1, 2019, the Contra Costa County Library will eliminate overdue fines on all library materials. The Contra Costa County Board of Supervisors voted today, Tuesday, December 11 in favor of the proposal to eliminate daily fines on overdue books, magazines, DVDs and other materials.

By eliminating fines, the library is removing barriers and making access easy, equitable and enjoyable for everyone.

"Our libraries are open for the entire community to take advantage of all they have to offer," said Contra Costa County Supervisor Karen Mitchoff. "Saying goodbye to fines gives everyone an opportunity to restart their relationship with the library."

Of more than 650,000 cardholders countywide, 118,450 (18%) currently have their cards blocked due to fines. Forty-three percent of youth accounts currently owe a balance and approximately 21,000 youth cards are blocked at a critical time in their lives.

"Families are staying away from the library because it's simply too expensive for them," said County Librarian Melinda Cervantes. "We don't want people to have to choose between putting food on the table and reading."

Overdue library material fines and library material replacement charges make up approximately 2 percent of the library's revenue. Since 2013, revenue from fines and charges has decreased by 31 percent. During this same period, circulation of eBooks and other e-resources have increased 128 percent. E-resources are already fine free and benefit those with greater access to technology.

Eliminating overdue fines will also result in more positive customer interactions and allow staff to focus on creativity and exceptional service.

"We have so many outstanding and enthusiastic staff members who would much rather spend their time helping someone find the next great read or learn how to use one of our online

resources,” said Deputy County Librarian Nancy Kreiser. “They can spend more time making people smile.”

The Contra Costa County Library is the first county library in California and largest in the state to eliminate fines for everyone. The Library joins others across the country that have gone fine-free.

Patrons will still be expected to return library materials on time. Checkout periods on materials will remain the same and patrons will incur a replacement charge if materials are not returned 30 days after the due date.

For media inquiries, please contact Public Information Officer Brooke Converse at bconvers@ccclib.org or (925) 608-7713.

For general questions, please contact Library Administration at libadmin@ccclib.org or (925) 608-7700.

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 5

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 4.

ITEM: PROJECT EQUITABLE ACCESS

RECOMMENDED ACTION:

Commission members will be presented with two press releases and “Goodbye To Fines” Frequently Asked Questions (FAQs) related to Project Equitable Access.



FOR IMMEDIATE RELEASE

Wednesday, January 2, 2019

Contra Costa County Library

(925) 608-7700

Contra Costa County Library clears all outstanding fines

As part of the Contra Costa County Library's continued efforts to improve access, balances on all library accounts have been cleared. This move goes hand-in-hand with the elimination of fines announced last month. As of January 1, 2019, all library cards are returned to good standing and patrons who may have been staying away from the library can come back and enjoy all the services the library has to offer. With accounts now cleared, the Library hopes to see patrons returning all the overdue items they were afraid to return due to fines.

"No matter how old, no matter why it was late, we want you to bring it back. No questions asked," said County Librarian Melinda Cervantes.

Library staff will evaluate all returned items for relevance, condition and popularity so that materials may be reintroduced to the collection.

Patrons previously blocked from library services will once again be able to check out books, magazines and DVDs and use all the online services available through ccclib.org. Moving forward, the Library will no longer charge daily overdue fines on library materials. Checkout periods will remain the same and charges for lost or damaged books will still apply.

"Yes, you still need to return library materials. That hasn't changed," said Deputy County Librarian Nancy Kreiser. "But when your schedule is hectic or you need another day or two to finish a great book, you can do so without worrying about late fines."

The elimination of fines and clearing of all accounts, helps to meet the Library's goal of removing barriers to access and making it easy, equitable and enjoyable for everyone.

"These new policies introduce an ongoing amnesty," said Cervantes. "It allows everyone regardless of age, location or ability to pay, the opportunity to have continued access to the library."

For more information on the elimination of fines including Frequently Asked Questions, please visit ccclib.org.

For media inquiries, please contact Public Information Officer Brooke Converse at bconvers@ccclib.org or (925) 608-7713.

For general questions, please contact Library Administration at ask@ccclib.org or (800) 984-4636.

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 6

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 4.

ITEM: PROJECT EQUITABLE ACCESS

RECOMMENDED ACTION:

Commission members will be presented with two press releases and “Goodbye To Fines” Frequently Asked Questions (FAQs) related to Project Equitable Access.



Goodbye to Fines

FAQs

When will fines be eliminated?

The Library will eliminate fines beginning on January 1, 2019.

Why is the Library eliminating fines?

Eliminating fines removes barriers for our community and makes access easy, equitable, and enjoyable for everyone. Our doors are open for the entire community to take advantage of all the Library has to offer. Ending the collection of overdue fines will also result in more positive customer interactions.

If there are no fines, how will the library recover books and other materials that have been checked out?

We have eliminated overdue fines, but not the charges associated with damaged or lost materials. Checkout periods for library materials have not changed and we expect patrons to return items to the library on time.

If an item is not returned within 30 days after its due date a lost charge and \$10 non-refundable processing charge will be assessed. However, if the billed item is returned in good condition, the lost and processing charges will be removed from the account.

Will the elimination of fines impact the Library's budget?

Fines and charges make up only slightly more than two percent of the library's total budgeted revenue. Revenue from fines has decreased significantly in the last several years and we don't expect the elimination of fines to have any impact on library operations.

What about the balance on my account from before the elimination of fines?

All charges on all accounts prior to the elimination of fines have been waived to give everyone an opportunity to restart their relationship with the library.

Do I get a refund for late fines I recently paid?

No. Fines paid before the new fines and charges schedule was approved are not refundable. We thank you for your support of the Library.

Will the Library still send reminders about returning materials?

Yes.

I always considered my fines as a donation to the Library. How can I continue to support the Library financially?

- The Contra Costa County Library can accept financial donations through the website or via check. Here is a link with information on both options
http://ccclib.org/donations/donate_library.html
- Donate books or become a member of any of the Friends of the Library groups at our 26 branches. Money raised by the Friends from sales at their bookstores supports the Library.
- Some Community Library Foundations and some Community Library Friends groups are registered as a 501(c)(3) California nonprofit organizations. The Library and these two support organizations are considered qualified charitable organizations for tax purposes by the IRS. Your contributions may help lower your income tax bill.

What about teaching a sense of responsibility to children?

Libraries have traditionally been viewed as a place charged with teaching responsibility and consequence, but that has never been part of our mission. We believe what's most important is getting more books in the hands of the children who need them most.

The mission of the Contra Costa County Library is to bring people and ideas together. Our strategic goals focus on easy and equitable access, literacy, high-quality customer service and promoting the value of the library.

All library materials will still have the same checkout periods. We still expect books to be returned on time. Any materials not returned 30 days after the due date are considered lost and patrons will be charged for them.

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 7

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 6.A

ITEM: COMMISSION BYLAWS REVISION

RECOMMENDED ACTION:

Commission members will review and vote on proposed language revisions regarding the meeting schedule.

**AMENDED AND RESTATED BYLAWS OF THE
CONTRA COSTA COUNTY LIBRARY COMMISSION**

Adopted April 24, 2018

**AMENDED AND RESTATED BYLAWS
OF THE CONTRA COSTA COUNTY
LIBRARY COMMISSION
April 2018**

I. NAME

The name of the commission is the Contra Costa County Library Commission ("the Commission").

II. AUTHORITY

The Commission is organized and exists as an advisory board to the Board of Supervisors of Contra Costa County (the "Board") and the County Librarian pursuant to an Order of the Board dated March 12, 1991. The composition of the Commission and certain of its powers were revised pursuant to an Order of the Board dated December 19, 2017, and an Order of the Board dated April 24, 2018.

III. PURPOSE

The Commission is created for the following purposes:

- A. To serve in an advisory capacity to the Board and the County Librarian.
- B. To provide community linkage to the County Library including, but not limited to, providing regular reports on the activities of the Commission to appointing authorities.
- C. To serve as a forum for the community to express its views regarding the goals and operations of the County Library.
- D. To assist the Board and the County Librarian in providing library services based on assessed public need.
- E. To develop and recommend proposals to the Board and the County Librarian for the betterment of the County Library, including, but not limited to, such efforts as insuring a stable and adequate funding level for the libraries in the County.

IV. DUTIES

The Commission shall perform the following advisory functions:

- A. Participate in the planning process, including the Library element of the County General Plan and the Library Strategic Plan.

- B. Assist in the review of County Library policies that the Commission and the County Librarian determine will improve the operations of the County Library and service to the public.
- C. Perform such other tasks and undertake such other assignments as may from time to time be referred to the Commission by the Board or the County Librarian.
- D. Provide reports to the Board and the County Librarian when the Commission deems such reports to be timely and appropriate.

The Library Commission is an advisory body and as such is specifically prohibited from (i) undertaking any inquiry or investigation into the personnel policies and practices of the County Library or the day-to-day administrative operations of the County Library, and, (ii) from taking any action that would imply the County's support or opposition to legislation, in the absence of, or that is inconsistent with, adopted Board positions. *Only the Board of Supervisors can send letters on a particular piece of legislation.*

V. COMPOSITION

When all positions are filled, the Commission will be comprised of no fewer than twenty-four voting members and no more than twenty-eight total members (voting and non-voting members are "Members"). The composition of the Commission will be as follows:

- A. Eighteen city (town) representatives, with each of the eighteen cities and towns in the County Library Service Area¹ having one appointment, and with each appointment being (i) other than a member of the city (town) council, and (ii) a voting Member (each such Member a "City Member").
- B. Five representatives of the County, with each member of the Board having one appointment and each appointment being (i) other than a member of the Board, and (ii) a voting Member (each such Member, a "County Member").
- C. Four ex officio (non-voting) Members, with (i) each of the following entities having one appointment, and (ii) each to be other than an elected member of the appointing authority's governing body.
 - Contra Costa County Office of Education
 - Contra Costa Friends Council
 - East Bay Leadership Council
 - Contra Costa Community College District

¹ The eighteen cities/towns are: Antioch, Brentwood, Clayton, Concord, Danville, El Cerrito, Hercules, Lafayette, Martinez, Moraga, Oakley, Orinda, Pinole, Pittsburg, Pleasant Hill, San Pablo, San Ramon and Walnut Creek.

- D. One voting Member appointed by the Contra Costa Central Labor Council (the "Labor Council Member").

An appointing authority may appoint an alternate member to participate as a Member when the primary Member is absent. When the primary Member is absent, the alternate member will serve as the voting Member for the appointing authority. Alternate members may attend any meeting, but may only vote in the absence of the primary Member.

When a vacancy occurs, the entity represented by the vacant seat may appoint a replacement representative.

VI. DURATION AND TERM

A. General.

1. Term. Following any applicable Transition Term, as defined below, each Member will serve 4-year term and may be reappointed by their appointing authority. Each Member, including a Member appointed to fill a vacancy, will hold the seat for which they were appointed until the expiration of the term for that seat, or until that Member's earlier resignation or removal in accordance with these bylaws.

2. Definitions.

- a) "Class 1" means the group of Members that have a four-year term beginning July 1, 2018.
- b) "Class 2" means the group of Members that have a four-year term beginning July 1, 2019.
- c) "Class 3" means the group of Members that have a four-year term beginning July 1, 2020.
- d) "Class 4" means the group of Members that have a four-year term beginning July 1, 2021.
- e) "Current Term" means the term in effect at the time these bylaws are amended and restated by the Board in 2018.
- f) "Transition Term" means the period of time that begins on the day after the Member's Current Term expires, and ends on (i) June 30, 2018, if the Member is in Class 1, (ii) June 30, 2019, if the Member is in Class 2, (iii) June 30, 2020, if the Member is in Class 3, and (iv) June 30, 2021, if the Member is in Class 4.

3. Class Assignments. Class assignments will be determined by the County Librarian.

- B. Rescission. Either the Board or the appointing authority may rescind an appointment to the Commission.

VII. ATTENDANCE REQUIREMENTS

Regular attendance at meetings of the Commission is required. An unexcused absence from three regularly scheduled consecutive meetings will be considered grounds for the Commission to recommend to the Board that it rescind the absentee Member's appointment. Excused absences will be granted for the following reasons: illness of self, member of immediate family, or close friend; death of member of immediate family or close friend; requirements of the member's job or elected/appointed position; vacation. A Member must contact the Secretary prior to the meeting to be excused from a meeting.

Before making a recommendation of rescission to the Board, the Chair will notify any Member whose appointment is at risk.

VIII. OPEN MEETINGS AND CONFLICT OF INTEREST

Commission meetings must be open to the public in accordance with the Ralph M. Brown Act, (Gov. Code 54950 *et seq.*) and the Contra Costa County Better Government Ordinance. Commission members must adhere to the principles and rules of the Political Reform Act of 1974 (Gov. Code 81000 *et seq.*).

IX. OFFICERS

- A. The Commission shall elect its own Chair and Vice Chair. The County Librarian will be the Secretary.
- B. The Chair shall (i) preside at all meetings of the Commission, (ii) set the agenda and review minutes for all meetings in consultation with the Secretary, (iii) have general supervision over all Commission business and (iv) have such other powers and duties as may be assigned by the Commission, provided such powers and duties are consistent with these bylaws.
- C. The Vice Chair shall, in the absence or inability of the Chair to act, exercise all the powers and perform all the duties of the Chair. The Vice Chair shall also have such other powers and duties as may be assigned by the Commission, provided such powers and duties are consistent with these bylaws.
- D. The Secretary will keep the minutes of the meetings of the Commission. In consultation with the Chair, the Secretary shall prepare all agendas. The

Secretary shall distribute all agendas, act as custodian of Commission records, keep a register of the contact information of each member, which information is to be furnished to the Secretary by each member and, in general, perform all duties incident to the office of Secretary.

- E. The Chair and Vice Chair shall be elected annually at the regular November meeting for a term of one year and may succeed themselves for one additional consecutive term. Officer vacancies are to be filled by election at the next regular meeting.

X. MEETINGS

- A. ~~The Commission shall hold regular meetings at least quarterly at 7:00 p.m. at the Contra Costa County Library Headquarters, 777 Arnold Drive, Suite 210, Martinez, California 94553, or other designated location. Ninety-six hours' notice must be given for all regular meetings.~~ The Commission shall hold regular meetings of this Commission shall be held at least quarterly at dates and times to be determined by vote of the Commission, at the final meeting of the year for the year following. Meetings will be held at the Contra Costa County Library Headquarters, 1750 Oak Park Blvd., Pleasant Hill 777 Arnold Drive, Suite 210, Martinez, California 94553, or other designated location. Ninety-six hours' notice must be given for all regular meetings.
- B. A special meeting may be called at any time by the Chair or by a Commission majority.
- C. A quorum for all meetings is thirteen voting Members.
- D. The agenda and minutes of each meeting is to be sent electronically to each member, the Board of Supervisors, and any additional persons authorized by the Commission. A paper copy of the agenda and minutes of each meeting will be mailed upon request. Other persons requesting the minutes of a meeting must do so in writing to the Secretary and pay the prevailing copying and mailing rates.

XI. VOTING

- A. The work of the Commission may proceed by consensus as long as there is no objection from a Member to proceeding in this manner.
- B. Except as provided in Section XIV below, on any matter where a Member requests a recorded vote, the matter may only be approved if it is approved by a majority of the County Members present and a majority of the City Members present. For purposes of this section, the vote of the Labor Council Member will be counted as a City Member vote.
- C. Proxy voting is not permitted.

D. Alternate members may only vote in the absence of the primary Member.

XII. CONDUCT OF BUSINESS

- A. Only business that is clearly identified as an item of discussion on the publicly-posted meeting agenda may be transacted at a meeting of the Commission, except as permitted under the Ralph M. Brown Act and Contra Costa County Better Governance Ordinance.
- B. All meetings of the Commission are to be called to order by the Chair, or in the Chair's absence, by the Vice Chair, or in the Vice Chair's absence, by a Member designated for that purpose by the Chair or Vice Chair. In the absence of any such designation, the Commission may designate an acting chair by majority vote.
- C. Public comment at all meetings is to be permitted in accordance with applicable law.

XIII. COMMITTEES

- A. The Commission may appoint working committees of no more than five Members for such specific purposes as appropriate for the conduct of the business of the Commission.
- B. All working committees shall make progress reports to the Commission at each of the Commission's regular meetings.
- C. All working committees are encouraged to contain a representative mix of County Members, City Members and non-voting Members.

XIV. AMENDMENTS TO THE BYLAWS

- A. Only the Board may amend these bylaws. A recommendation to the Board that these bylaws be amended must be approved by an affirmative vote of 60% of the voting Members.
- B. Any proposed amendment to these bylaws is to be presented in writing at a regular meeting of the Commission for discussion. The Commission shall vote on the proposed amendments at the next regular meeting of the Commission. The agenda for such meeting is to contain an item entitled "Proposed Bylaws Amendment."

XV. PUBLIC ACCESS TO COMMISSION RECORDS

The County Library shall make available to the general public all records of the Library Commission as required by law.

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 8

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 6.B

ITEM: STRATEGIC PLAN DRAFT

RECOMMENDED ACTION:

Commissioners will review and vote on adopting the draft of the Strategic Plan.

Contra Costa County Library Strategic Plan

Mission

Bringing people and ideas together

Vision

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

Goal 1

The library ensures easy, equitable access to library services for all Contra Costa County residents.

Objective A – The library will expand its services to additional identified underserved populations a minimum of 10 percent.

Strategy 1 – Conduct a community needs assessment.

Strategy 2 - Identify 2-3 populations within the county to serve as a focus to pilot service development.

Strategy 3 – Develop new funding and partnership approaches.

Objective B – Optimize hours at the community level and other service points to increase usage by 10 percent.

Strategy 1 – Review usage patterns to maximize library hours.

Strategy 2 - Implement and promote online resources to directly engage remote library users.

Strategy 3 – Establish countywide programming with associated promotion to educate residents on all library services.

Objective C – Enact programs to increase direct use of library services by non-active users by 10 percent.

Strategy 1 – Implement Project Equitable Access Initiative to remove fines on library accounts and to encourage lapsed users to return.

Strategy 2 – Expand and promote the Student Success Initiative to other school districts.

Strategy 3 – Implement the Readers Initiative to encourage library use across the county, especially for new and non-active users.

Contra Costa County Library Strategic Plan

Goal 2

The library champions personal and community engagement in literacy and reading to enrich lives.

Objective A – Increase opportunities for literacy, education, and lifelong learning by a minimum of 10 percent.

Strategy 1 – Maximize participation in Project Second Chance.

Strategy 2 – Position and market each library as the community's early literacy center.

Strategy 3 – Prioritize and develop programming to attract and retain new and continuing users.

Strategy 4 – Pilot library programs and services to support learning and educational achievement.

Objective B – Increase library visits by 10 percent.

Strategy 1 – Increase merchandising of services and collections through creation of customer experience standards across facilities.

Strategy 2 – Coordinate program offerings across the library to provide the community with consistent choices for adult, teen, and children's services.

Objective C – Increase website visits by 10 percent.

Strategy 1 – Implement Bibliocommons to improve customer experience and use of website.

Strategy 2 – Aggressively market the library's digital collection including ebooks.

Objective D – Increase active users by 10 percent annually.

Strategy 1 – Reengage non-active users through email and other promotion focused on identified interests.

Strategy 2 – Increase new users through card drives, community outreach, promotions, programs, attention to facilities, and improved collections.

Objective E – Increase circulation by a minimum of 3 percent annually.

Strategy 1 – Develop and execute marketing plan to educate residents and staff on current collections and services.

Strategy 2 – Aggressively market the library's digital collection and ebooks.

Strategy 3 – Conduct comprehensive assessment to align collections with community interests and needs.

Contra Costa County Library Strategic Plan

Goal 3

The library delivers a consistent, high-quality, and inviting experience at all points of contact.

Objective A – Enact barrier-free customer service to improve user satisfaction levels by 10 percent.

Strategy 1 – Review all institutional practices and local workflows to remove barriers to library service.

Strategy 2 – Establish and promote key principles of barrier-free customer service.

Strategy 3 – Develop consistent and meaningful staff trainings on barrier-free customer service.

Strategy 4 – Establish formal cycle of policy and procedure review. Remove those not essential to county or library standards for customer service and revise those in need of updating.

Objective B – Assess all facilities and develop methods to increase user satisfaction levels by 10 percent.

Strategy 1 – Increase merchandising of services and collections through creation of customer experience standards across facilities.

Strategy 2 – Annually assess facility satisfaction levels.

Objective C – Create a long-term vision for library facilities to serve evolving community needs and address equity of resources.

Strategy 1 – Establish a master space plan to determine current and future library spaces based on community need.

Strategy 2 – Establish a county-wide process for space allocation, staffing, and funding that takes into account equity/access as well as needs of funding partners.

Strategy 3 – Define service levels for full-service branches and outlets that takes into account community need, funding, and resources.

Objective D – Explore and implement technology to enhance the customer experience.

Strategy 1 – Implement Bibliocommons to improve customer experience and use of website.

Strategy 2 – Develop and offer programs and training for all staff and users to complement usage of new library technology.

Strategy 3 – Develop a technology plan to align technological resources with community priorities.

Objective E – Establish standards of preparedness to respond to and recover from emergencies.

Strategy 1 – Review and update emergency procedures.

Strategy 2 – Establish core libraries to function in emergency situations.

Strategy 3 – Establish and implement safe facility standards.

Contra Costa County Library Strategic Plan

Goal 4

The library successfully promotes its value, programs, and opportunities to the community.

Objective A – Update the library-wide marketing communications plan.

Strategy 1 – Conduct an inventory of library resources available for promotion.

Strategy 2 – Collect and review other organizations' strategic marketing communication plans.

Strategy 3 – Identify potential partners/funders to support the library's communications and marketing efforts.

Objective B – Implement countywide marketing of library services.

Strategy 1 – Create branding campaign to clearly identify the library within the community.

Strategy 2 – Engage community stakeholders to actively support and advocate for libraries.

Objective C – Implement the staff-wide strategic marketing and communications plan.

Strategy 1 – Establish comprehensive communications plan to be used by all staff promoting programs and services.

Strategy 2 – Train all staff on communication principles and empower staff to serve as library ambassadors.

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 9

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 6.C

ITEM: COMMISSION MEETING DATES FOR 2019

RECOMMENDED ACTION:

None.

Commission members will be provided with 2019 Library Commission Meeting dates as voted on in the November 15, 2018 Library Commission meeting.

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 9

MEETING DATE: Thursday, January 17, 2019

AGENDA ITEM #: 6.C

ITEM: COMMISSION MEETING DATES FOR 2019

2019 Library Commission Meeting dates as voted on in the November 15, 2018 Library Commission Meeting are as follows:

Thursday, January 17, 7:00 – 9:00pm, at Library Administration

Thursday, March 21, 7:00 – 9:00pm, at the Concord Library

Thursday, May 16, 7:00 – 9:00pm, at the Concord Library

Thursday, July 18, 7:00 – 9:00pm, at the Brentwood Library

Thursday, September 19, 7:00 – 9:00pm, at Library Administration

Thursday, November 21, 7:00 – 9:00pm, at Library Administration