


**MEETING OF THE LIBRARY COMMISSION
A G E N D A**

DATE: Thursday, March 21, 2019
TIME: **7:00 p.m. LIBRARY COMMISSION MEETING**
LOCATION: **CONCORD LIBRARY MEETING ROOM**
1900 Salvio Street, Concord, CA 94519

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Library Commissioners, please **call Library Administration**, at (925) 608-7700 by 5 p.m. **Wednesday, March 20, 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.)** **WELCOME & INTRODUCTIONS**
Visitors will have an opportunity to introduce themselves; self-introductions are voluntary.
- 3. 7:10 p.m.
(5 mins.)** **PUBLIC COMMENT –**
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.
Discussion
(15 mins.)** **CCC LIBRARY SPECIAL COLLECTIONS–** *Agenda Attachment 1*
Deputy County Librarian Gail McPartland will present a written report regarding the dispensation of the special collections currently held at the Pleasant Hill Library.
- 5. 7:30 p.m.
(20 mins.)** **ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS**
Commissioners or library staff may report on any Work Plan activities and make announcements regarding the Library Commission and Library or Friends group activities of interest to other Library Commission members.

NEW BUSINESS

6. 7:50 p.m.
ACTION
(20 mins.)
- STRATEGIC PLAN DRAFT / Second Reading** – *Agenda Attachment 2*
Deputy County Librarian Gail McPartland will present the draft and analysis of the updated Strategic Plan which the Commission **will vote to adopt**.

CONTINUED BUSINESS

7. 8:10 p.m.
ACTION
(35 mins.)
- WORKING COMMITTEE REPORTS** - *Agenda Attachments 3 and 4*
- A. Commissioner A. Smith will report on the activities of the Legislative Working Committee. **(20 minutes)**
 - B. 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)**

OTHER BUSINESS

8. 8:45 p.m.
ACTION
(5 mins.)
- ACCEPTANCE OF MINUTES** - *Agenda Attachments 5 and 6*
Commissioners will approve or amend the minutes for the meetings of November 15, 2018 and January 17, 2019.
9. 8:50 p.m.
INFORMATION
(5 mins.)
- COUNTY LIBRARIAN REPORT** - *Agenda Attachment 7*
County Librarian Melinda Cervantes submits a written 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 May 16, 2019 LIBRARY COMMISSION MEETING, to be held at the Concord Library, 1900 Salvio Street, Concord 94519.**

ITEMS TO CALENDAR

- 1. The July 18, 2019 Commission meeting will be held at the Brentwood Library.
- 2. **"TENTATIVE"** The annual Library Forum event will be held at the San Ramon Library on October 26, 2019 from 8:30 am until 1pm.

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 1

MEETING DATE: Thursday, March 21, 2019

AGENDA ITEM #: 4.

ITEM: CCC LIBRARY SPECIAL COLLECTIONS

RECOMMENDED ACTION:

Commission members will be presented with a written report regarding the dispensation of the special collections currently held at the Pleasant Hill Library.

Contra Costa County Library

Pleasant Hill Library Collection Assessment and Recommendations Spring 2019

In November 2016, the residents of Pleasant Hill approved Measure K which provides for a new library for the City of Pleasant Hill. The new Pleasant Hill Library is scheduled to open in 2021. The current building will be demolished and a temporary facility will be established at an offsite location. This move requires Contra Costa County Library to distribute the collection of approximately 135,000 items to the other 25 county libraries or into other community resource centers.

The Pleasant Hill Library was opened in 1961. The physical size of the library and its adjacency to the then Library Administration for the then library organization which was a large central library with satellite branches. The intent of the central library was to support patrons with in-depth reference or collection needs while also serving as a repository of special collections. In 2006, Contra Costa County Library made the strategic decision to transition from a central library organization to a peer library system where a full range of library services are intended to be delivered at the first point of contact rather than referring the patron to a central library location. This meant that the Pleasant Hill Library was no longer considered the main central library but a peer library that focused on the needs of the local community rather than the broader county needs.

The peer library model has continued to develop since 2006. Local collections are designed to meet local community needs. Patrons are able to place holds on library items in any branch library and it will be shipped to the patron's preferred location. Contra Costa County Library also participates in Link+ which allows patrons to request items from libraries throughout California and Nevada for temporary loan at the library of choice. Since the advent of the Internet, the Library has sought to make a variety of resources available throughout the community including from home or work.

With the peer library organization well established and the Pleasant Hill Library to be transitioned to a new building, this creates an opportunity for Contra Costa County Library to reevaluate those collections still stored at the current location. Collections of local history, genealogy, newspaper microfilm, and a depository for Federal, State, and local government documents. As a result of the move of the Pleasant Hill Library to a new location, the library will be determining how and where to house these special collections. Listed here are the various collections held in Pleasant Hill Library and information on their depth as well as recommendations for possible dispensation.

Local History

Collection Size: 3,050

Description and Discussion:

Items in this collection pertain to the history of the county and its cities and localities. This collection is an invaluable and unique research resource. Many of the items are rare and irreplaceable. Although there is controlled access to the material, most of the materials, due to age and fragile condition, need preservation. Preservation requires maintaining the items either in their original form or having their content transformed into a more permanent and usable format, such as a digitized file or format. Ongoing maintenance and development of this resource is highly desirable to retain its historical and research value.

The collection consists two areas, the Vault Collection, which contains items of relating to Contra Costa County history, including towns and cities, people, and events, with an emphasis on uniqueness and the Baldwin Collection, a smaller, secondary collection consisting of Californiana and a limited selection of materials focusing on Northern California. The material includes books, pamphlets, newspapers in hard copy and microform formats, vertical files of clippings from newspapers and other print sources, maps, photographs, city directories, telephone directories, high school yearbooks, census microfilm, and other archival historical material.

The Vault collection is located in a small temperature controlled room with a humidity monitor. The Baldwin collection is located in an enclosed locked cabinet in the public area. Patrons are able to retrieve the materials with the assistance of staff. Patrons are not allowed to check out the materials and research must be done onsite during open hours. Accessibility and preservation of the collection are of the utmost importance. It is essential that any future location is able to accommodate these needs. The library does not have a comparable space in size or environmental controls in any other locations. To keep the collection as a library resource, the collection would have to be dismantled and distributed among several libraries.

The Library recommends working with the Contra Costa County Historical Society's History Center in Martinez, CA as a possible location for the collection. The mission of the Contra Costa County Historical Society is to preserve, protect, and provide public access to the records and heritage of Contra Costa County. The Center is an archive specifically open to the public for the purpose of research. It is currently open 21 hours a week and one Saturday a month. The History Center is partially funded by County funds and has a large volunteer base. It is centrally located in in the County seat. The History Center offers a climate controlled space that is equipped with a monitored fire detection system and burglary alarm. Perhaps the most valuable advantage is that the materials would remain a single cohesive collection rather than parceled out to individual libraries that may lack preservation standards.

Recommendations:

1. Investigate, and if feasible, relocate the collection to the Contra Costa County Historical Society.
2. Investigate, and if feasible, change of ownership from Contra Costa County Library to the Historical Society.

Genealogy – Heritage Collection

Collection Items: 3,300

Description and Discussion:

The Heritage Collection is a collection of genealogical materials that includes books, pamphlets, newsletters, magazines, microfiche files, and internet resources. The original collection was established in the Pleasant Hill Library by members of the Contra Costa County Genealogy Society. The organization's Heritage Collection Committee continues to contribute material to the collection. Library staff perform cataloging and processing of donated materials for the collection. This symbiotic arrangement has worked well and is expected to continue to enhance the collection. The current collection consists of 3,300 titles that emphasizes American genealogy and includes genealogies for specific geographical regions, family histories, military members, immigration/passenger records, and church records.

In order to provide continued access to the collection after the eventual construction of the new Pleasant Hill Library, the Library met with local genealogy societies to discuss possible locations for the collection. The Walnut Creek Library was selected because of its central location, access to public transportation, number of open hours and available space. The collection was moved in early 2018 and has experienced an increase in use. Volunteers monitor and shelve the collection, and are available to assist patrons with genealogical research.

Remaining at Pleasant Hill Library is a small genealogy pamphlet and periodical collection. Volunteers have expressed interest in having these items moved to augment the collection already in place.

Recommendations:

1. Keep the collection at the Walnut Creek Library.
2. Move remaining items from Pleasant Hill Library to Walnut Creek Library.

Microfilm Magazines, Newspapers, and Census

Collection Size: Approximately 20,000 items

Description and Discussion:

The Pleasant Hill Library houses an extensive microfilm collection consisting of magazines, newspapers, and census information. A majority of the information is now duplicated through online resources and the microfilm collection can be narrowed down to focus on historical newspapers specific to Contra Costa County and local census information. The result would be a collection of 5,500 reels. There are also two smaller microfilm collection located in east county, Antioch, and in west county, Pinole. Each collection has unique information pertaining to local communities and duplicate some of the local history found in the collection located in the Pleasant Hill Library.

It is recommended that the collection be distributed between the three regional collections focusing on local history. All information pertaining to East County historical newspapers would move to the Antioch Library and all West County newspapers would move to the Pinole Library. The Walnut Creek Library is able to house the collection pertaining to the central county. It is also recommended that the census information be moved to Walnut Creek Library to support the research in the Genealogy – Heritage Collection.

Recommendation:

1. Keep the regional collections at the Antioch and Pinole Library.
2. Move remaining items pertaining to Central County from Pleasant Hill Library to Walnut Creek Library.

Federal Depository Library Program Documents

Collection Size: Approximately 4,200

Description and Discussion:

The Contra Costa County Library was designated as the Federal Depository Library for the Tenth Congressional District in October 1964. As a designated selective federal depository, the Library's mission is to make government publications freely available for the use of the general public and to meet the government information needs of the people who live and work in greater Contra Costa County.

In 2008, the Library began to subscribe to Marcive's Documents without Shelves. The service ensures the library maintains Depository status by providing open access to federal documents through the Library catalog. The online electronic format maximizes both accessibility to government publications and cost effectiveness in Library collection development and replaces the need to collect a physical collection. The Library is now recognized by the Federal Depository Library Program (FDPL) as an electronic depository with a small collection of historical government information in print format.

Items duplicated in the online format may be removed from the collection using procedures defined by the Federal Depository Program. Specifically, a library may remove items once items are offered and claimed by other libraries in the program.

Recommendation:

1. Transition to a completely Digital Federal Depository.
2. Remove items using Federal Depository Library Program procedures.

State and Local Government Documents

Collection Size: Approximately 4,700

Description and Discussion:

Contra Costa County Library is considered a State Depository Library. The collection houses publications in several formats: print, microform, CD-ROM, and online resources for State, Regional, and local county and municipal agencies. The collection emphasizes reference, statistical and popular materials over those for instructional or research purposes. Several items in the collection have been superseded with newer information and should be removed according to State Depository Library Program procedures. The Library creates online access when available. Electronic access is preferred as it ensures patrons are able to access the most current information at any time from any locations.

Recommendation:

1. Continue to link materials to available online resources.
2. Remove superseded and duplicate items using State Depository Library Program procedures.

Storage and Magazine Collections

Collection Size: Approximately 7,500

Description and Discussion:

These two collections were developed through the past practice of sending last copies of titles to the central location for collection archiving. The library moved away from this practice when the peer library organization was adopted. These items should have been de-selected according to the current de-selection guidelines as noted in the Collection Development Plan.

Recommendation:

1. Review items using established Collection Development Plan standards.
2. Distribute essential titles to Branch Libraries.

Circulating Collection

Collection Size: 92,533

Description:

Countywide, Contra Costa County Library has a collection of 1.4 million items. The Contra Costa County Library Collection Development Plan specifies guidelines for selection, retention, and de-selection of all materials both physical and virtual. In keeping with the Collection Development Plan, staff is committed to reviewing all items in Pleasant Hill Library to ensuring all items meeting collection guidelines are kept and, if possible, available to the entire county. At this time it is unknown if the volume of materials can be absorbed by the other branches. The alternative is storing the collection until the new library opens. Past experience with storing collections has not proved favorable since items are not immediately

available for patrons. The Library has started and will continue reviewing each item for disposition to another county library or the Pleasant Hill Library temporary facility.

Recommendations:

1. Continue reviewing circulating collection to meet Collection Development Plan standards.
2. Distribute collection to other branch libraries, where feasible.
3. As a last resort, consider storing remaining collection if items are considered viable for the new library opening in 2021.

Appendices – inventory of special collections

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CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 2

MEETING DATE: Thursday, March 21, 2019

AGENDA ITEM #: 6.

ITEM: STRATEGIC PLAN DRAFT

RECOMMENDED ACTION:

Commission members will be presented with a draft and analysis of the updated Strategic Plan which the Commission will vote to adopt.

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 Strategic Plan

2019

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Introduction

Merriam-Webster provides one definition of *community* as “a unified body of individuals: such as the people with common interests living in a particular area.”

However, with a highly mobile population, community is quickly becoming a blend of backgrounds, interests and lifestyles. The characteristics that once distinguished one community from another are blurring.

And yet, we know there are still common threads that unify communities. Within our county, Contra Costa County Library is one such unifier. Day in and day out, we bring ideas and people together to fulfill our mission in ways large and small.

As we took a strategic look at our future, we have considered demographic trends across our service area, sought customer input, assessed our performance and defined the financial parameters of service delivery. The result of our planning efforts is an updated strategic plan to navigate our future over time with annual reviews and adjustments.

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

we provide equitable and easy access to services, deliver a consistent and high-quality experience, and finally, that we promote the library's value, programs and opportunities to the community.

The following sections outline our strategic goals, highlight key strategies, and identify how we will measure success. We have also shared early successes that have already put elements of the plan in motion.*

*A PDF of the Strategic Plan is available on our website, cclib.org

Mission

Bringing people and ideas together

Our vision is to serve as a community unifier – the pulse. It is our job to regulate that pulse, setting a steady rhythm to manage facilities, present a relevant array of service offerings, and, most importantly, serve people. We are present when people seek us out for their specific needs and interests. Our vision also warrants a quickening of the pulse at times, bringing excitement and enthusiasm to our communities to spark imagination and fuel potential.

The foundation of our work is outlined in one of the strategic goals, ‘to champion personal and community engagement in literacy and reading to enrich lives.’ It is the foundation of what we do and why we do it. The other goals support this effort, ensuring we provide equitable and easy access to services, deliver a consistent and high-quality experience, and finally, that we promote the library's value,

<p>The library champions personal and community engagement in literacy and reading to enrich lives.</p>	<p><i>Objective A – Increase opportunities for literacy, education, and lifelong learning by a minimum of 10 percent.</i></p> <p><i>Objective B – Increase library visits by 10 percent.</i></p> <p><i>Objective C – Increase website visits by 10 percent.</i></p> <p><i>Objective D – Increase active users by 10 percent annually.</i></p> <p><i>Objective E – Increase circulation by a minimum of 3 percent annually.</i></p>
<p>Strategies:</p> <p>Website Update: Implement Bibliocommons overlay on new website increasing ease of access for online users</p> <p>Plan and Promote Targeted Outreach: Utilize data and customer feedback to create outreach opportunities across county to gain new cardholders</p> <p>Create a Framework to align programs and services with overall systemwide strategy: Empower branch and support operations to create structure for goal setting and customer engagement</p>	<p>Early Successes:</p> <ul style="list-style-type: none"> • Website update in 2019 • Implemented Lunch at the Library which has been expanded to all libraries serving 18,969 lunches from 2014 – 2017 • Increased one year active cardholders consistently from 2017. Total increase of over 32,000 active cardholders
<p>Key Performance Indicators</p> <ul style="list-style-type: none"> • Visitation by Branch Over Time – Increase system-wide by 10% • Website Visit Tracking Over Time • Circulation Tracking by branch and system-wide 	

<p>Goals</p> <p><i>The focus and method that the library system as a whole will put towards the community in support of the vision and mission.</i></p>	<p>The library ensures easy, equitable access to library services for all Contra Costa County residents.</p>	<p>The library delivers a consistent, high-quality, and inviting experience at all points of contact.</p>	<p>The library successfully promotes its value, programs, and opportunities to the community.</p>
<p>Objectives</p>	<p>Objective A – The library will expand its services to additional identified underserved populations a minimum of 10 percent.</p> <p>Objective B – Optimize hours at the community level and other service points to increase usage by 10 percent.</p> <p>Objective C – Enact initiatives to increase direct use of library services by non-active users by 10 percent.</p>	<p>Objective A – Enact barrier-free customer service to improve user satisfaction levels by 10 percent.</p> <p>Objective B – Assess all facilities and develop methods to increase user satisfaction levels by 10 percent.</p> <p>Objective C – Create a long-term vision for library facilities to serve evolving community needs and address equity of resources.</p> <p>Objective D – Explore and implement technology to enhance the customer experience.</p> <p>Objective E – Establish standards of preparedness to respond to and recover from emergencies.</p>	<p>Objective A – Update the library-wide marketing communications plan.</p> <p>Objective B – Implement countywide marketing of library services.</p> <p>Objective C – Implement the staff-wide strategic marketing and communications plan.</p>

Strategies Tactics	Strategies:	Strategies:	Strategies:
	<p>Needs Assessment:</p> <p>Identify and create regional service areas to measure economic and demographic factors for developing pilot programs</p> <p>Implement Measurement Standards by Branch and System-wide:</p> <p>Consistent and transparent measurements of library's reach and engagement with cardholders</p> <p>Implement and standardize programming and service development:</p> <p>Organize and standardize Contra Costa County Library programming brand to create consistent experience system-wide</p>	<p>Implement Annual Cardholder Survey:</p> <p>Provide customers ability to give library feedback on an annual basis. Surveys will be compared year over year to address changing needs</p> <p>Implement Weekly Net Promoter Score Survey:</p> <p>Net Promoter Score provides recurring voice of the customer for library to use and follow up with customers about their library experience.</p> <p>Create facility measurement framework to update annually:</p> <p>Measurement and tracking of physical spaces allows library to plan and promote resources according to strategic priorities</p>	<p>Create and Implement Targeted Marketing Plan:</p> <p>Plan an annual marketing plan including targeted messaging, events, outreach, and in branch promotions</p> <p>Standardize branding and customer experience system-wide:</p> <p>Branches system-wide align merchandising and branding with Contra Costa County Library strategic and marketing priorities</p> <p>Increase customer transparency:</p> <p>Provide quarterly updates to library usage measurements for public consumption</p>
Early Successes	<ul style="list-style-type: none"> Increased open hours system wide by 20 hours per week Increase of Overdrive Users from 17,000 monthly to over 20,000 monthly (April 2018 compared to January 2019) Increased customer base systemwide from 20% to 24% of all county residents 	<ul style="list-style-type: none"> Fines Forgiveness for all fines within system implemented in 2019 Achieved a Net Promoter Score of 60 for active cardholders New San Pablo and Brentwood libraries opened Added 11 new library positions and increased hours for vacant positions 	<ul style="list-style-type: none"> Received a 12% response rate for a cardholder survey Re-engaged over 1,000 cardholders from a single email message Hired dedicated marketing specialist

Measurement Strategy <i>How the library assesses progress towards its goals?</i>	Measurement is the single most important (and often overlooked) portion of a strategic plan. This is how an organization is able to answer the question, "How do we define success?" – the key to establishing an actionable plan. Defining success comes from two related elements: selecting behaviors to measure, and the methods used to make that measurement.		
Key Performance Indicators <i>The specific data sources and measurement techniques that will be deployed to track the System Goals.</i>	<ul style="list-style-type: none">• Open Hours by Branch• Household Market Penetration Quarterly• Digital Resource Tracking and Benchmarking• Track Programming by branch, age, and type	<ul style="list-style-type: none">• Improve Net Promoter Score by 10 points in 2019. Systemwide goal of 62• Implement branch NPS benchmarks and set standard	<ul style="list-style-type: none">• Audit of resources system and branch level• Tracking of marketing efforts• Measure new cardholder retention with targeted email campaign

CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 3

MEETING DATE: **Thursday, March 21, 2019**

AGENDA ITEM #: **7.A**

ITEM: **LEGISLATIVE WORKING COMMITTEE REPORT**

RECOMMENDED ACTION:

Commission members will be presented with copies of multiple letters written to local legislators requesting support for library-related issues.

Contra Costa County Letterhead

John Gioia, Chair

March XX, 2019

The Honorable Gavin Newsom.
Governor, State of California
State Capitol, Room 1173
Sacramento CA 95814

Subject: Literacy Investment Support

Dear Governor Newsom,

Thank you for continuing to support adult literacy programs in California's public libraries and for recognizing their importance in work force development. These programs serve those who are not eligible for standard adult education. Additionally, thank you for continuing the augmentation that was contained in the FY2018-19 budget. This augmentation is assisting California's public libraries to serve many more adults.

In California each year, over 20,000 adults learn to read through such programs. In Contra Costa County, nearly 200 adults learned to read through our adult literacy program - Project Second Chance. As has been consistently demonstrated, literacy is critical to be eligible for 21st Century jobs, let alone those that pay at least a living wage and of course has a positive impact on the California economy.

Additionally, educated and literate residents cause far less crime and pay more in taxes. As a result, a modest increase in this funding will increase the general fund as well as reducing costs to the criminal justice system and public assistance systems.

Thank you also to the senators and assembly members who represent Contra Costa County for their long term support of these programs. We look forward to working with you throughout the budget process to ensure its passage.

Again on behalf of all residents of the County, and especially those who want to learn to read, thank you for this continued augmentation which will help California's public libraries to continue to grow the economy.

Sincerely

John Gioia Chair

CC

Senator Bill Dodd

Senator Steve Glazer

Senator Nancy Skinner

Assemblymember Rebecca Bauer-Kahan

Assemblymember Tim Grayson

Assemblymember Jim Frazier

Assemblymember Buffy Wicks

Contra Costa County Supervisors

David Twa, County Administrator

Melinda Cervantes, County Librarian

Contra Costa County Library Commission

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 4

MEETING DATE: Thursday, March 21, 2019

AGENDA ITEM #: 7.B

ITEM: WORK PLAN/ANNUAL REPORT WORKING
COMMITTEE REPORT

RECOMMENDED ACTION:

Commission members will be presented with a worksheet Walter will use to log Work Plan related activities.

Library Commission Work Plan Goal Tracking Tool

Goal/Objective	Antioch	Brentwood	Clayton	Concord	Danville	El Cerrito	Hercules	Lafayette	Marinette	Morenga	Oakley	Orinda	Pinole	Pittsburg	P. Hill	San Pablo	San Ramon	Walnut Creek	Dist. 1	Dist. 2	Dist. 3	Dist. 4	Dist. 5	Off. Ed	Cent. Labor	CCCCO
G1: Advocate for public and private library funding																										
O1: Increase legislative outreach, both state and federal																										
O2: More active role in ALA and CLA lobbying efforts																						X				
O3: Support unified private fund raising approach for library needs																										
G2: Identify ways to ensure stable and adequate funding for co-libraries																										
O1: Encourage collaboration b/w friends/find groups via forum & Friends Council																										
O2: Meet with elected officials to identify add'l funding sources																										
O3: Explore ways to ensure stable / adequate public funding for libraries																										
G3: Provide links between Community and CCC Library																										
O1: Develop Community and city support for all libraries																										
O2: Conduct more Commission meetings at community libraries																										
O3: Provide regular reports to appointing authorities (Superiors/City Councils)																										
O4: Participate in public events & activities of community libraries																										
O5: Reach out to literacy orgs in the County to build support (Firsts, schools, PTAs)																										
G4: Provide forum for public to express views re: CCC Library																										
O1: Develop Library website to be used by Commissioners to interact w/community																										
O2: Find ways to solicit community feedback at public forums																										

Letters written to state senators and other local officials re: ACA-1 and literacy funding.

Update: E. Glover after LC Meeting

March and May meetings @ CCN, July meetings @ BCC

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 5

MEETING DATE: Thursday, March 21, 2019

AGENDA ITEM #: 8

ITEM: ACCEPTANCE OF MINUTES

RECOMMENDED ACTION:

Commission members will approve or amend the minutes from the November 15, 2018 Commission Meeting.

MEETING OF THE LIBRARY COMMISSION
Minutes

DATE: Thursday, November 15, 2018

1. CALL THE MEETING TO ORDER / ROLL CALL

Chair Brian Campbell-Miller called the meeting to order at 7:00 p.m.

LASTNAME	FIRSTNAME	TITLE	REPRESENTING	PRESENT	ABSENT	EXCUSED
		VACANT	City of San Pablo			
		VACANT	City of Clayton			
		VACANT	City of Martinez			
		VACANT	City of Pittsburg			
Bracken	Katherine	Library Commissioner	City of Pleasant Hill	x		
Chong	William	Library Commissioner	District II	x		
Conescu	Jeremy	Library Commissioner	City of Orinda (Alternate)		x	
Faye	Vivian	Library Commissioner	City of Brentwood	x		
Fitzpatrick	Arnold	Library Commissioner	City of Oakley (Alternate)			x
Fischer	Michael	Library Commissioner	City of El Cerrito	x		
Ford	James	Library Commissioner	City of Pleasant Hill (Alt)			x
Gilcrest	Kathy	Library Commissioner	City of San Ramon	x		
Hoisington	Mary Ann	Library Commissioner	City of Lafayette	x		
Huh	Dr. John M.	Library Commissioner	City of Antioch	x		
Kelly	Juan	Library Commissioner	City of Orinda	x		
Knoll	Carolyn	Library Commissioner	District II (Alternate)	x		
Koops	J. Barry	Library Commissioner	City of El Cerrito (Alternate)			x
LaLanne	Yvonne	Library Commissioner	City of Walnut Creek	x		
McCormick	Don	Library Commissioner	CCC District 3	x		
Menichelli	Sandra	Library Commissioner	Town of Danville			x
Campbell-Miller	Brian	Library Commissioner	City of Hercules	x		
Molinelli	Jasun	Library Commissioner	City of Walnut Creek (Alt)	x		
Pena-Mendrek	Yolanda	Library Commissioner	City of Oakley	x		
Phillips	Laurie	Library Commissioner	City of Lafayette (Alternate)		x	
Pursley	George	Library Commissioner	City of Pinole	x		
Robinson	Rich	Library Commissioner	CCCCD			x
Sakata	Karen	Library Commissioner	Office of Education		x	
Smith	Alan B.	Library Commissioner	CCC District 4	x		
Smith	Tommy	Library Commissioner	City of Concord			x
St. Pierre	Deborah	Library Commissioner	CCC District 4 (Alternate)		x	
Valdez	Margie	Library Commissioner	Central Labor Council		x	
Wernet	Patty	Library Commissioner	Town of Moraga			x
Wilson	Peter	Library Commissioner	CCC District 5	x		
Woodrow	Don	Library Commissioner	CCC District 1	x		

Total Commission positions: 24
Commission positions filled: 20
Commission positions vacant: 3
Commission quorum: 13

With seventeen commissioners present, a quorum was established.

2. INTRODUCTIONS

The Chair requested everyone introduce themselves and explained to any members of the public that this was not required. No audience members came forward.

3. PUBLIC COMMENT

No members of the public came forward to comment. County Librarian Cervantes informed the commissioners that the attachment for this section was a patron email that came to Library Administration via the library's website and was addressed to the commission. A response to the email was appropriate to come from the County Librarian, so the original email and the response are included in the packet.

PRESENTATIONS

4.A FIRST5 OF CONTRA COSTA

- Sean Casey, Executive Director of First5 Contra Costa gave a presentation about the work of his organization. His PowerPoint presentation and a First5 brochure are appended to these minutes.

4.B CCC LIBRARY EARLY LITERACY & FIRST5

- Librarian Specialist Amy Mockoski spoke about current library efforts supporting early literacy and possible collaborations between the library and First5. Her PowerPoint presentation is attached to these minutes.

CONTINUED BUSINESS

5. WORKING COMMITTEE REPORTS

- Work Plan & Annual Report Working Committee:** Vice Chair Wilson informed the commission that since the previous meeting, the committee used the information provided by the commissioners on both the forms provided to them and the transcribed minutes of the previous meeting's discussion to create the final versions of the 2018 Annual Report and the 2019 Work Plan presented here. He next called for any questions or suggestions for changes. Commissioner Hoisington questioned the use of the word "lobbying" in Goal 1, Objective 2 of the Work Plan, given previous discussion about advocacy and what the commission can and cannot do in this regard. County Librarian Cervantes explained that as an advisory body to the Board of Supervisors they are free to advocate on positions the Board of Supervisors has adopted once the Board publish their annual list of Legislative Priorities. After a few suggestions were made for changes to the wording of this section, the nature of the discussion made it clear that the wording in place accurately reflected the desires of the commission. Next Commissioner Gilcrest took issue with the wording of Goal 4, Objective 1 of the same document: "Develop a portion of the County Library website for us..." Since the commission cannot develop a portion of the website (this would be a job for library staff), Commissioner Fischer proposed changing the wording to "Encourage the development of a portion of the County Library website for use..." This suggestion was acceptable to a majority of the commissioners.

Finally, County Librarian Cervantes had noticed one factual error in the 2018 Annual Report. The final bullet of the first section, "Activities" says "Participated in the opening of the San Ramon and Brentwood Libraries..." Since the San Ramon Library reopened in April of 2017 this section should be revised to

- B.** remove that reference.

Legislative Working Committee: Commissioner A. Smith mentioned the request he'd received to generate some letters for Sup. Mitchoff to send to State Senators Feinstein and Harris asking them to consider supporting the reauthorization of the Museum and Library Services Act (MLSA). Copies of those letters are included in the packet for this meeting.

Commissioner Smith then mentioned that the real work of this working committee would begin in January once the Supervisors publish their 2019 legislative priorities at which time there would be plenty of letters to write and issues to support. Also around this time there should be a budget for California from newly-elected Governor Gavin Newsom who is another supporter of libraries.

Another opportunity for seeking support happens when the new legislators arrive in the state capitol to be sworn in on December 3rd. This is a day when most office doors are open wide and people are coming and going all day. Everyone is in a great mood and it provides a great opportunity to meet with some of the legislators or their staff members and ask for their support of literacy and other library-related issues. One possibility might be Sen. Bill Dodd and asking him to reprise SCA-3, the 55% threshold bill for libraries. Another ally in the state assembly is Anna Caballero from Salinas, who, as the Mayor of Salinas, was able to save the Salinas libraries, so with people like her in office and a two-thirds democratic majority, this will be a year of good things for libraries.

- C. **Nominating Working Committee:** Commissioner Bracken shared with the commission that the members of the 2019 Nominating Working Committee were herself, Commissioner A. Smith and Commissioner LaLanne. Commissioner Bracken was chosen to chair this committee by Commission Chair Brian Campbell-Miller. The first meeting was held on October 16th where discussions about the relative merits of various candidates for chair and vice-chair for 2019 were held. Once the committee had produced a ranked list of candidates for chair and vice-chair, Commissioner Bracken reached out to County Librarian Cervantes and asked her to contact the candidates to determine their interest in serving as officers of the Commission.

The second meeting of the committee was held this evening prior to the commission meeting. County Librarian Cervantes reported back the results of the conversations she'd had with the candidates and a final slate was agreed upon to put before the full commission. Commissioner Bracken thanked Melinda and Walter for their assistance with the work of the committee, then announced that the candidate slate for 2019 Commission officers would be Commissioner Don McCormick / District Three for Chair of the commission and Commissioner Peter Wilson / District Five for Vice-Chair.

NEW BUSINESS

6.A NOMINATIONS AND ELECTION OF 2019 LIBRARY COMMISSION OFFICERS

Chair Campbell Miller began by asking if there were any nominations from the floor for either position. There being none, it was suggested by Commissioner Hoisington that the candidates on the slate say a few words. Commissioner McCormick thanked the committee members for the vote of confidence and mentioned that for quite a few years he has been working for the improvement of libraries, both in Alameda and in Contra Costa counties. Even so, he was humbled and grateful for the call to serve as the chair of the commission. He spent some time discussing the idea with Melinda then did some soul-searching on his own, ultimately deciding to accept the nomination. Commissioner Kelly asked if Commissioner McCormick's work getting the County Library Foundation up and running would conflict with this new role as chair. Commissioner McCormick stated that the work of the foundation was about to enter a different phase and after discussing this very topic with Melinda, he felt the correct answer was "no." New team members will be added to the mix and the nature of the work will be evolving so he didn't anticipate much in the way of conflict. He then

thanked the commissioners and library staff for the vote of confidence and promised to do his best to justify it.

Commissioner Wilson then took the floor and stated that he'd enjoyed his first year as the vice chair and was sure he'd be a better one with a second term to look forward to. He recalled his time as the District Four alternate, serving with Alan while he was chair, until he moved to Pittsburg where he was made the primary commissioner from District Five. His hope is to expand the role of the commission. He's looking forward to working with Melinda and Don in 2019.

Next, Chair Campbell-Miller closed the nominations and put the slate up for the vote, asking all those in favor to signify by saying "aye." After a chorus of "ayes" and no abstentions or "nay" votes, the slate was voted into office. The new officers for 2019, therefore, by consensus vote of the commission are **Don McCormick / District Three for Chair and Peter Wilson / District Five for Vice-Chair.**

Commissioner Bracken concluded this portion of the meeting by suggesting a round of applause for Brian Campbell-Miller and Peter Wilson for serving as chair and vice-chair for 2018.

6.B SET COMMISSION MEETING DATES FOR 2019

Chair Campbell-Miller began this portion of the meeting by asking if the commissioners would care to discuss the proposed schedule presented in the meeting packet and as a handout. Commissioner A. Smith mentioned that he would miss two of the meetings listed. He also stated that if the commission voted to change the meeting time to either 3 to 5pm or 5 to 7pm, then he would be unable to continue on the commission as he would miss all of the meetings.

County Librarian Cervantes then asked for the floor to introduce the topic more fully. She began by reminding the commissioners that they had been surveyed twice on this topic, due to the challenging nature of the idea to change the meeting day and/or time. At a previous meeting the idea of having a morning meeting schedule was eliminated, as was the idea of meeting on Saturdays. There is no day or evening during the week that doesn't conflict with a city council meeting or other civic commitment, and it's impossible to know all of the commissioners' personal commitments. One of the main reasons for discussing the change of the meeting time was that it was learned fairly late in the process that the large meeting room on the first floor of this building requires meetings to conclude by 5pm. Emergency Management Services Department has equipment that must be secured after 5pm. Using the larger meeting room is what precipitated the thought of changing the time, along with the fact that the commission has outgrown the library administration meeting room. So, regardless of what is decided this evening, the venue for the meeting is likely to change, quite possibly to the Concord library due to its central location, adequate parking and proximity to BART.

Commissioner Kelly asked if the survey results indicated a preference for the current (4th Thursday) schedule or if the 3rd Thursday was better received? Walter explained that the first survey was just concerned with times and so different blocks of time were suggested: 10am to noon, noon to 2, 3 to 5pm and unchanged (7 to 9pm). The "leave it alone" choice was the biggest vote getter as far as times go. The second survey attempted to determine what day of the month to have the meeting and the recipient of the most votes in this case was for the "2nd or 3rd Thursday" of the month. Based

upon the survey results and a discussion with Melinda, the 2nd Thursday was chosen and we changed the start time to 3pm to foster some discussion amongst the group.

Commissioner Faye suggested going with the 2nd Thursday as shown but leaving the start time later so as not to leave out those who would experience difficulty arriving on time due to work. Commissioner Pena-Mendrek made that observation that the commissioners were all busy people with any number of meetings to attend. Since it will be impossible to please everyone, her suggestion was to carefully consider a change and then reevaluate it at the end of the year and revisit the idea for 2020. Commissioner Bracken stated that changing to the 3 to 5pm time slot would completely wipe out participation from anyone with a job or school-age children. Since this is a demographic the commission has been attempting to attract, such a change would impede that effort. She herself would be unable to remain on the commission if this change was put in place. Commissioner Gilcrest then questioned how many of the current commissioners would have conflicts with the proposed 3 to 5pm on second Thursday option. Four members would need to resign or have occasional conflicts. Next the question was asked how the votes for the third Thursday came out and Walter explained that the way that question was worded in the survey asked about "either the second or third Thursday of the month." He and Melinda arbitrarily chose the second, however if the commission wanted to consider the third Thursday and vote on it, that was up to them. The main reason for offering a Thursday option was to change the time to an earlier hour since the first survey indicated some interest in this. Commissioner Hoisington then said that the earlier time might be better for library staff and County Librarian Cervantes explained that this should not be a consideration: Most staff members who attend the meetings adjust the hours of their work day in order to accommodate the late evening. Vice Chair Wilson then offered that in his case, since the forth Thursday is often the last Thursday of the month, his recent election to the homeowner's association board of directors where he lives would mean numerous conflicts. He would be fine on either the second or third Thursday. Commissioner Fischer then suggested looking at the two questions (day and time) being considered separately. Since he is retired, he could come to a meeting pretty much any time however he understood the points being made by those with jobs and children, so his proposal was to first consider the time for the meetings. Chair Campbell-Miller then asked for a consensus as to keeping the meeting time at 7pm to 9pm. This was approved by consensus. Next the commissioners were asked to consider what day might work for everyone. Commissioner Chong asked whether the possible change to the Concord library would limit the choice of hours to the 3 to 5pm time slot and was assured it would not; 7 to 9pm would work as well at that location. Commissioner Faye then made a motion to change the day of the meeting to the Third Thursday every other month and keep the 7 to 9pm time slot. Commissioner Kelly seconded the motion. After a few more minutes of discussion, the consensus of the group was to approve the motion to change the commission's meetings to the third Thursday of every other month at 7pm.

County Librarian Cervantes concluded this portion of the meeting by mentioning to the commissioners that they would see a proposed bylaws revision at their next meeting. The previous 2018 revision was very specific about meeting times and location so the wording would need to be revised slightly to give the commission the flexibility to make these types of changes.

6.C 2018 ANNUAL REPORT AND WORK PLAN FOR 2019

Vice Chair Wilson took a moment to recap the changes made to these reports earlier in the meeting: The Annual Report was changed to remove the reference to participating in the San Ramon Library reopening since it had happened the year before; And the Work Plan was also edited under Goal 4, Objective 1 to read "Encourage the development of a portion of the County Library website for

use..." The commissioners were asked by Walter to please check the attendance page that is also submitted with the Annual Report for accuracy and to bring any revisions to his attention within the next week.

By consensus vote of the commission the 2018 Annual Report and Work Plan for 2019 were approved for submission to the Board of Supervisors with the aforementioned edits.

7. ACCEPTANCE OF THE MINUTES

No changes were suggested for the minutes from the September 27, 2018 Commission meeting. Commissioner A. Smith made a motion to accept the minutes as submitted. Commissioner Fischer seconded the motion.

The motion passed by a consensus vote of the Commission.

8. ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENT

Commissioner Fischer: In the recent election El Cerrito designated itself as a charter city and adopted a real property transfer tax that is projected to add \$2.5 to \$3 million annually to the city's budget.

Commissioner Hoisington: The Osher Lifelong Learning Institute (OLLI) classes normally held in Berkeley will hold four of the classes at the Lafayette Library, reducing the travel problems for many of the local attendees. A flyer and envelopes to sign up are available for anyone interested in signing up.

Commissioner Faye: The Brentwood reopening event was held on September 29 and was very well attended. On November 14 Brentwood sponsored its City Read event. The book chosen for this was *Stir* by Jessica Vector which received a lot of positive feedback and was again well attended. Today was the Chamber mixer and on Saturday there will be dogs at the library for kids to read to!

Commissioner Bracken: The new Pleasant Hill Library is moving along. The project is approximately half way through the design phase and is starting to look very exciting. The friends group has begun offering an educator discount on their sales which is producing a number of very happy teachers.

Commissioner Pursley: Pinole is on the cusp of a possible historic move: for the past many years the city has refused to authorize the funds necessary to bring the open library hours up to 35 per week but recently there has been some significant movement on this. The current city council appointed a library sub-committee that worked with Melinda and Gail over the past few months. The City Manager reported to the full council at the October meeting, who then hemmed and hawed around the topic and refused to approve the \$135,000 recommended to increase the open hours at the library. Two nights ago at the November city council meeting the same council refused again to vote on the issue. In the November elections, however, things got interesting. Three of the five current members of the city council were not reelected; One was termed out so could not run again and the other two were voted out. Commissioner Pursley was active in the campaign to replace them. The winners of those two seats are committed library supporters so at the next meeting on December 18 when the issue comes up again, if one more person will join the two new council members in voting for the increased hours it may just happen. Stay tuned.

Commissioner Maher: Moraga just held its annual Fall Book Sale which raised approximately \$4,000.

Commissioner McCormick: Diablo Valley College now offers a Library Technology certificate, which was news to him so he wanted to share that. He also shared that he'd received a call from Susan Weaver of the Pleasant Hill friends group. They had a long conversation about fund raising, things that won't be included in the budget for the new library and shared some ideas about how to raise funds. They agreed to circle back after the holidays to continue the conversation.

Commissioner A. Smith: Alan and his cohorts at the Braille Talking Book Library are very excited that the President has finally signed the Marrakesh Treaty. They discovered that even Russia was a signatory

to the treaty so there will be access to books in Russian. The signing of the treaty begins a 90 day period while everyone tries to figure out how the whole thing will work.

Vice Chair Wilson: Stated that he had enjoyed working with Brian as the Chair of the Commission during the previous year and learned a great deal. He enjoyed the agenda setting meetings they'd had with Melinda as well. He was glad to see that Don McCormick would be stepping into the role of Chair of the commission but at the same time was sad that Brian would not be continuing on for a second year in the role. He wished Brian good luck with future endeavors.

Chair Campbell-Miller: Brian announced that this would be his final meeting as a member of the commission. He has resigned in order to attend school to get his MLIS. He will also be working at the Brentwood Library, hence the need to resign. He has been speaking to several interested individuals about joining the commission, including a couple of former city council members that have expressed an interest so a replacement for his seat should be forthcoming.

9. COUNTY LIBRARIAN REPORT

County Librarian Cervantes submitted a written report for this portion of the meeting. Due to the timing of creating the packet for a meeting, this report was written approximately two weeks ago and so does not contain information about the events of today. She informed the commission that due to the extremely poor air quality a number of library branches had to be closed today and employees sent home. The number of employees who either called in sick or had to leave because of breathing difficulties left the branches short staffed and unable to safely remain open so the decision was made to close them. Plans are being made in case the situation remains the same or worsens in the days ahead.

10. AGENDA SETTING FOR NEXT MEETING AND FUTURE TOPICS

The following topics were suggested for inclusion at the next meeting of the Commission:

- Commissioner Hoisington: Reformat the agenda for more time for sharing commissioner updates.
- Commissioner Gilcrest: Suggests having a speaker that can speak to the goal "explore adequate stable funding."
- Bylaws revision: Meeting dates/times.

Submitted by Walter Beveridge
Administrative Aide, Contra Costa County Library

Ready or Not, Here We Come!

AN ASSESSMENT
OF KINDERGARTEN
READINESS IN
CONTRA COSTA
COUNTY

2017

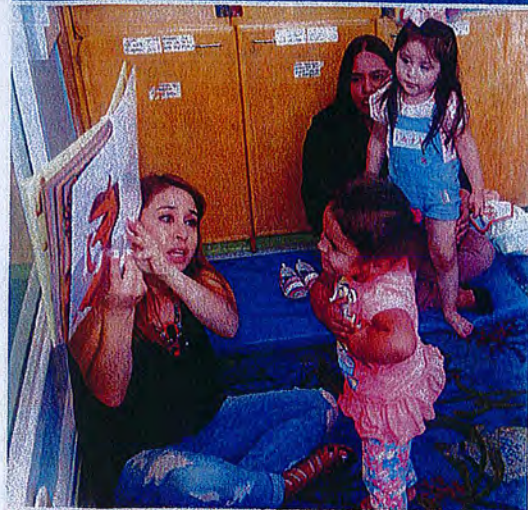


Research by:



APRIL 2018

I. Introduction



Most American children arrive at their first day of kindergarten without the skills and tools that would make them most successful in school. The educational achievement gap between the affluent and the middle income, as well as between middle income and low income groups, is large and growing.¹

At the same time, scientific research about the importance of infant and toddler brain growth and development has become irrefutable, and more widely understood. Research makes the unmistakable case that early learning is formative to later indicators of personal and professional success.

For these reasons, states and localities have been focusing more and more attention on the notion of “kindergarten readiness” to improve children’s outcomes in school and thereby ensure all children are equally prepared when they enter the K-12 school system.

First 5 Contra Costa commissioned this study of kindergarten readiness skills among Contra Costa County children. It is the first county-wide study of its kind. It describes the factors that influence skill-building among young children, and provides comprehensive information to school administrators at all levels, so that schools and communities are better equipped to support and educate the children of Contra Costa County.

WHAT DO WE MEAN BY KINDERGARTEN READINESS?

Although this study describes the attributes that children come to school with, First 5 Contra Costa holds a wider definition of kindergarten readiness. In our view, the ingredients that are required for a child to be most successful in school include the preparation that the child receives at home and in early childhood education and development settings, the support and stability of families and communities, and the commitment of schools to meet the needs of every child. This study provides information about one slice of that definition—that of the child’s measurable skills during the first weeks of kindergarten—and is intended to add to the body of knowledge that is necessary to understand and then improve children’s success in school and beyond.

¹Reardon, S. July 2011. “The Widening Academic Achievement Gap Between the Rich and the Poor: New Evidence and Possible Explanations. *Whither Opportunity? Rising Inequality, Schools, and Children’s Life Chances*. New York: Russell Sage Foundation.

II. Methods and Evidence

First 5 Contra Costa contracted with Applied Survey Research to conduct this research. A total of 1,154 students from ten elementary school districts participated in this study.² The research is based on ASR's School Readiness Assessment, which measures readiness dimensions that are consistent with those found in other frameworks and standards, and its findings have been strongly correlated with 3rd grade test scores.³ The assessment uses two sources of information:

- A **Kindergarten Observation Form**, a two-page instrument conducted by the kindergarten teacher within the first few weeks of school. Teachers rate students' proficiency levels on 20 skills, which comprise the "Building Blocks" of school readiness. See box for more information on the Building Blocks of school readiness.⁴ Within a small margin of error, this sample is statistically representative of the county.
- A **Parent Information Form**, a one-page form, filled out by parents, that includes questions about research-based predictors of readiness, including child demographics, family background, parenting activities, family stressors and child care experiences. The form was offered to families in English or Spanish. A total of 936 parents completed this form for this study (81% return rate).

BASIC BUILDING BLOCKS OF SCHOOL READINESS

KINDERGARTEN ACADEMICS		
• Recognizes numbers	• Counts 20 objects	• Understands details in literature
• Recognizes shapes	• Writes own first name	• Understands basic features of books
• Recognizes letters	• Recognizes rhyming words	
SOCIAL EXPRESSION		SELF REGULATION
• Eager to learn		• Stays focused
• Expresses empathy		• Follows rules
• Expresses needs and wants		• Follows directions
• Tells about a story/experience		• Plays cooperatively
		• Participation in circle time
		• Handles frustration well

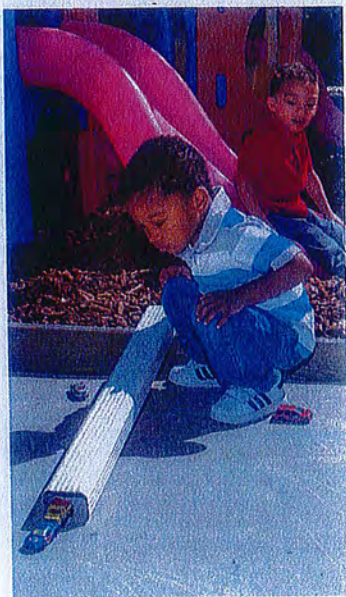
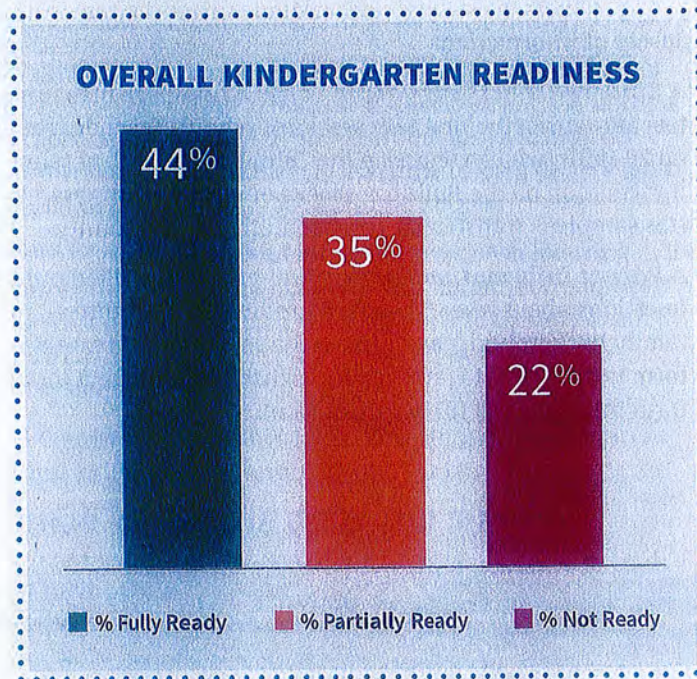
² Participating districts included Antioch, Brentwood, John Swett, Lafayette, Moraga, Mt. Diablo, Orinda, Pittsburg, San Ramon Valley, and West Contra Costa. See Appendix A for more information about the number of classrooms and students included per district.

³ For more information, see <http://www.appliedsurveyresearch.org/school-readiness-assessments>

⁴ Children's overall school readiness scores are based on these Building Blocks as well as measurements of fine and gross motor skills.

III. Overall Kindergarten Readiness

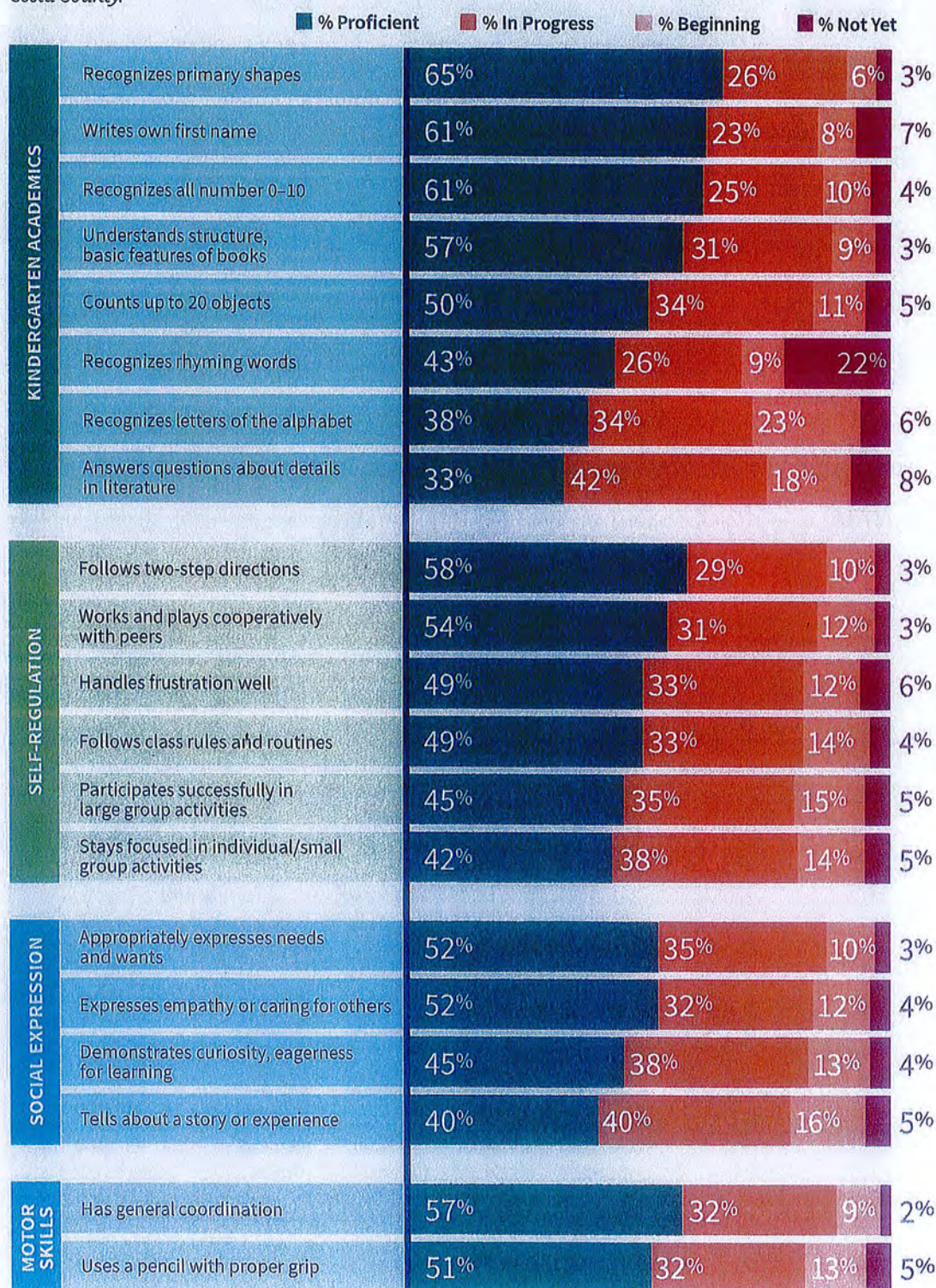
According to this research, **less than half of Contra Costa children are fully ready for kindergarten.** Across the county, **44% of children meet the definition of “fully ready,”** by demonstrating proficiency in all Building Blocks of Readiness. Over a third of children are “partially ready,” meaning they demonstrate proficiency in one or two Building Blocks. **Twenty-two percent of children did not demonstrate proficiency in any of the Building Blocks.** These findings are similar to those found in other Bay Area counties that have assessed kindergarten students with the same methodology.



22% of children did not demonstrate proficiency in any of the Building Blocks

PROFICIENCY BY BUILDING BLOCK

The figure below describes the levels of proficiency found for students within each Building Block in Contra Costa County.



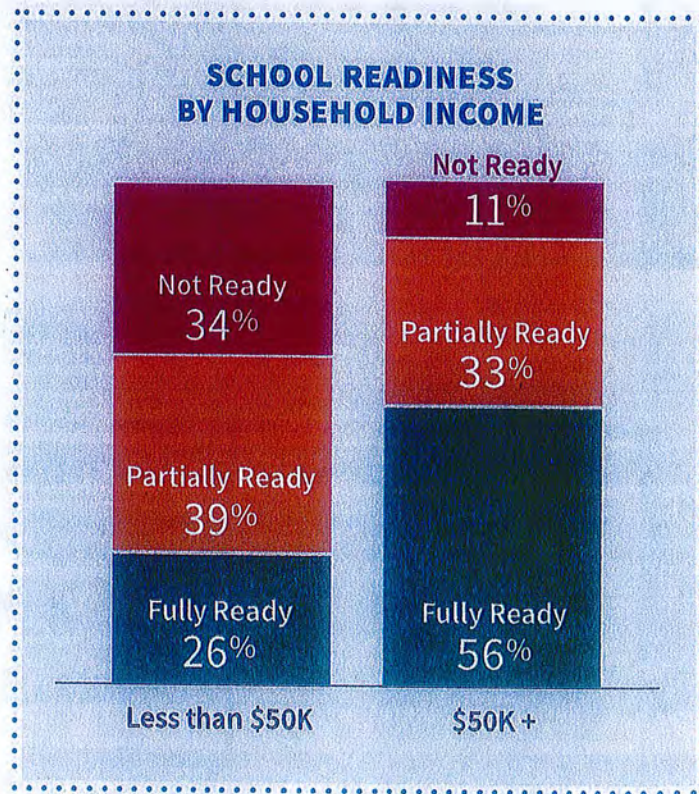
Source: Kindergarten Observation Form (2017). N=1,082-1,152. Note: Scores range from 1 (Not Yet) to 4 (Proficient). Percentages may not sum to 100 due to rounding. Scores were omitted for students for whom language barriers were a concern. Post-stratification weights are applied to approximate socioeconomic status, race/ethnicity and English learner status proportions to the county.

Across the county and among different groups, however, important differences in readiness emerge.

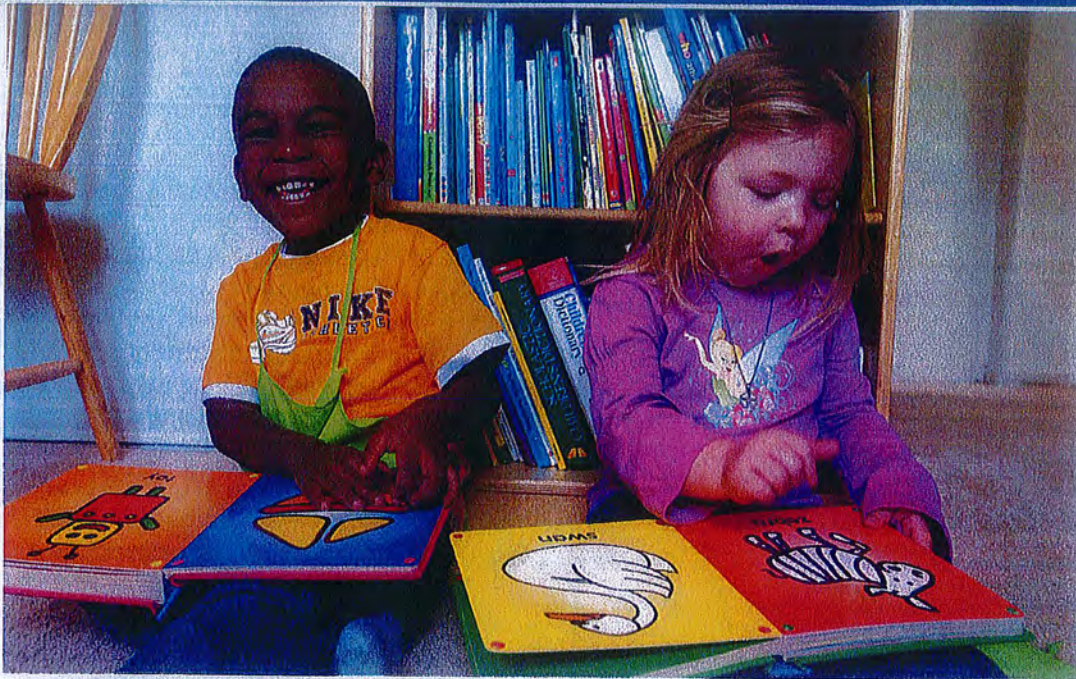
BY INCOME

To meet the basic costs of living in Contra Costa, a family of one adult and one child must earn annual wages of \$55,000; a family with two adults and two young children must earn an annual wage of \$85,000 to meet the self-sufficiency standard.⁵ Applied Survey Research analyzed readiness scores among children whose family income was less than \$50,000 to understand how living below the self-sufficiency standard may affect school readiness. They found that over a third of children living below the self-sufficiency standard are not ready for school, compared to just 11% of children with higher income.

Over a third of children living below the self-sufficiency standard are not ready for school.



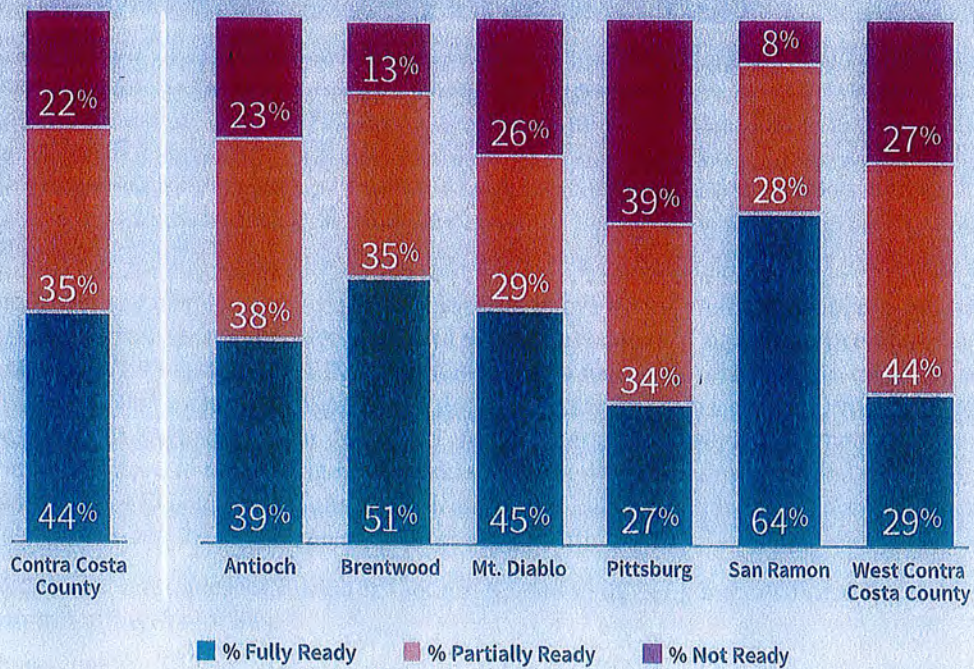
⁵ See Insight Center Self-Sufficiency Standard Tool for California. <https://insightccd.org/tools-metrics/self-sufficiency-standard-tool-for-california/>



BY DISTRICT

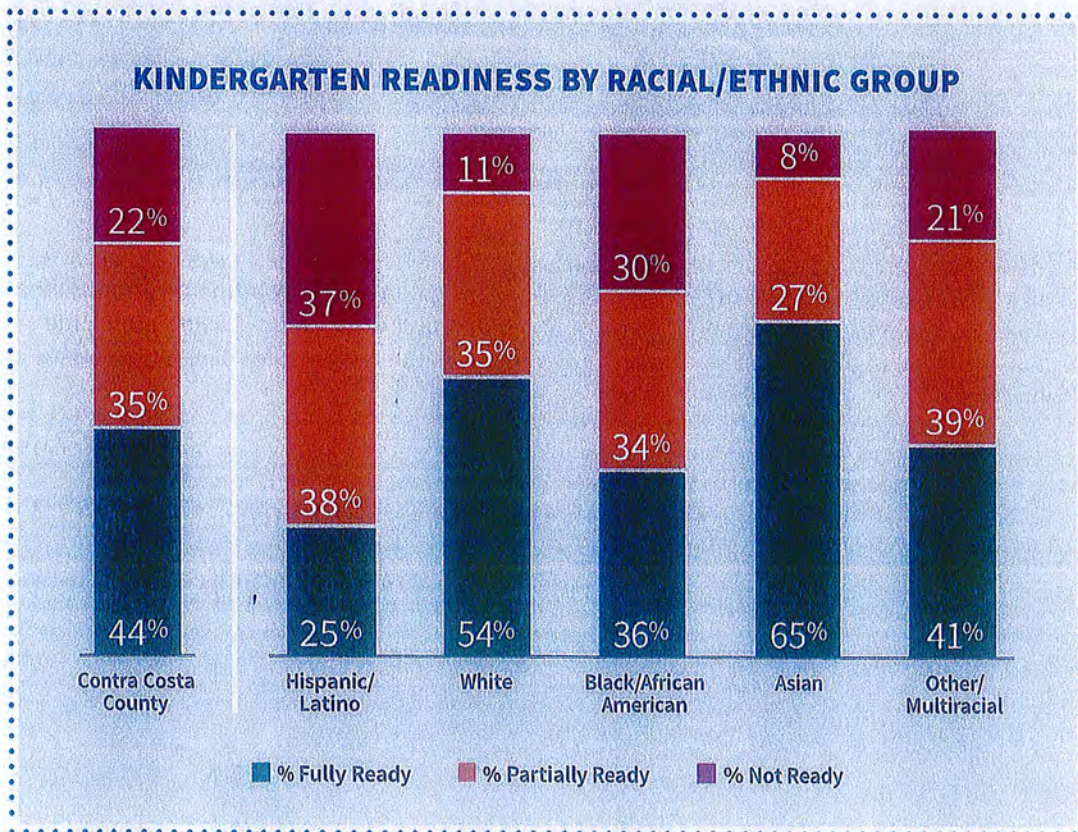
Contra Costa mirrors the rest of the Bay Area in that it is home to very affluent communities as well as areas with dense poverty. Antioch, Pittsburg, and West Contra Costa County, the regions with the highest concentrations of poverty, have the lowest rates of children being “fully ready.”

KINDERGARTEN READINESS BY DISTRICT



BY ETHNICITY

The rates of Latino and African American children who are “not ready” are much higher than for the county overall. Thirty-seven percent of Latino children, and 30% of African American children included in this study were found to be not ready. These findings are echoed in other school readiness assessments done of Bay Area counties as well as national studies of school readiness. A national study found that 27% of Hispanic three- to six-year-olds could recognize all 26 letters of the alphabet, compared with 41% of white children and 44% of black children, for example.⁶ Over a third of children who are English learners, the vast majority of whom are Latino, were found to be underprepared for school in this study.

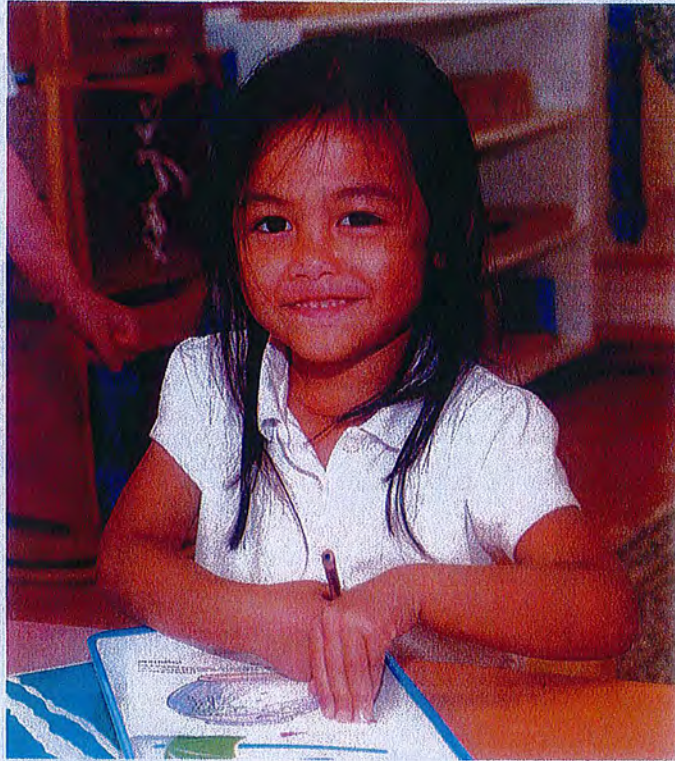


⁶ Child Trends Data Bank. July 2015. "Early School Readiness: Indicators of Child and Youth Well-Being."
<https://www.childtrends.org/indicators/early-school-readiness/>

IV. Factors Affecting Kindergarten Readiness

ASR researchers use a series of statistical tests to determine which factors and characteristics predict whether or not children are ready for school. Understanding these factors can inform school districts and community leaders about how to create learning environments that meet children where they are, and support early childhood services that are most likely to improve school success.

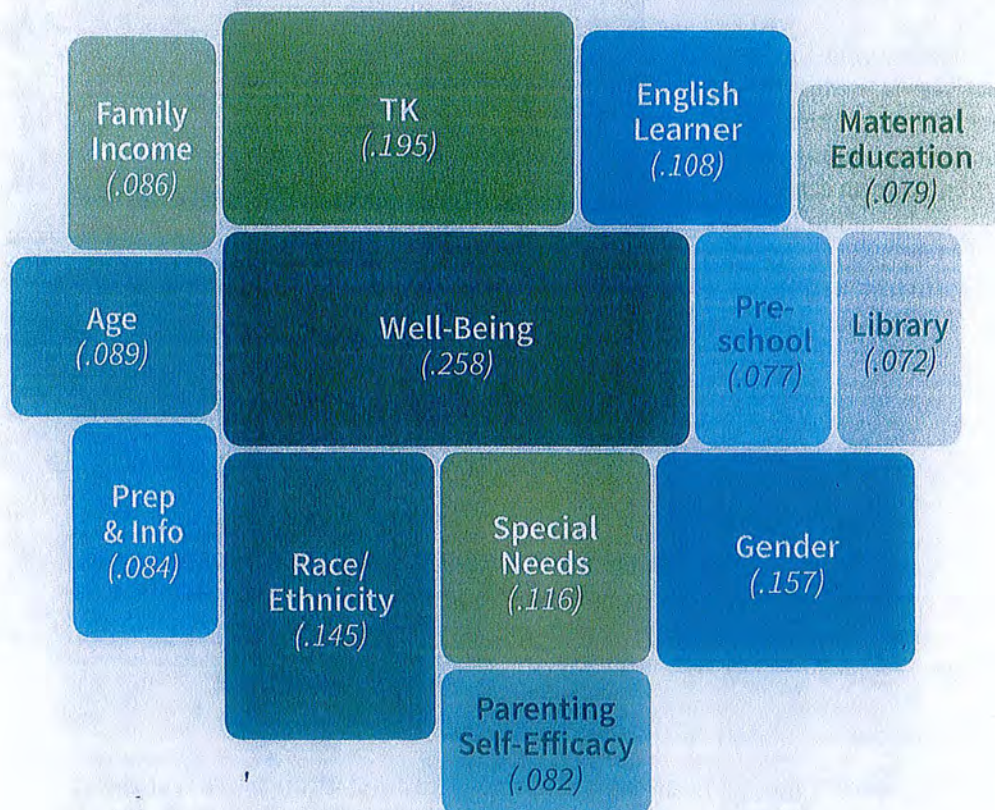
- **The most powerful influencer of kindergarten readiness was the child's well-being.** Those who were perceived by their teachers to be frequently hungry or tired had readiness levels that were lower than their peers without these well-being concerns.
- Beyond the child's physical health, **attending Transitional Kindergarten (TK)** was also very influential in predicting readiness. Experience with other types of licensed preschool also contributed to a child's readiness, but was less influential. Unlike TK, the curriculum and approach across preschool classrooms varies widely, and there is less expectation that a child will attend every day over the course of an academic year. The difference between the effects of these two kinds of early childhood education may be related to those differences.
- Demographic variables played a significant role in predicting readiness. **Race/ethnicity, English learner status, gender, age, and special needs** were significant predictors of readiness. White and Asian children showed higher scores than children in other race/ethnicity groups including Hispanic/Latino, Black/African American and Other/More than one. Being an English Learner decreased the likeliness that a child would be ready for school compared to native English speakers. Girls and older children tended to be more ready relative to boys and younger children. Lastly, children with special needs were less likely to be ready than children without special needs.
- Children from families with **higher income** tended to have higher readiness than children from less affluent families.
- Children whose parents reported that they did more than three **kindergarten preparation activities** or received more than three types of information about kindergarten also had higher readiness scores.



FACTORS ASSOCIATED WITH KINDERGARTEN READINESS: ALL CHILDREN

.....

The numerical values show the relative influence of these factors, based on statistical analysis.



For each Building Block of kindergarten readiness, the list of factors that most influence kindergarten readiness varies a bit. For all of them, **getting adequate sleep, attending Transitional Kindergarten, and learning about kindergarten** in advance help children come to school ready. **TK experience was found to be more helpful for children who are relatively at risk, especially those from low-income families, or whose mothers had low levels of educational attainment, and for English learners.**

- Performance on *Kindergarten Academics*, which measures cognitive skills of children, was more associated with factors such as higher maternal education, attending preschool, or visiting a library.
- *Self-Regulation*, which is indicative of behavioral control and inhibition, was more closely associated with being adequately fed at school, two-parent households, and higher parenting confidence.
- *Social Expression*, which is more indicative of quality social relationships, was also associated with two-parent households and higher parenting confidence, in addition to visiting a library.

See the figure below for more detailed information about which factors were found to influence readiness for each Building Block.

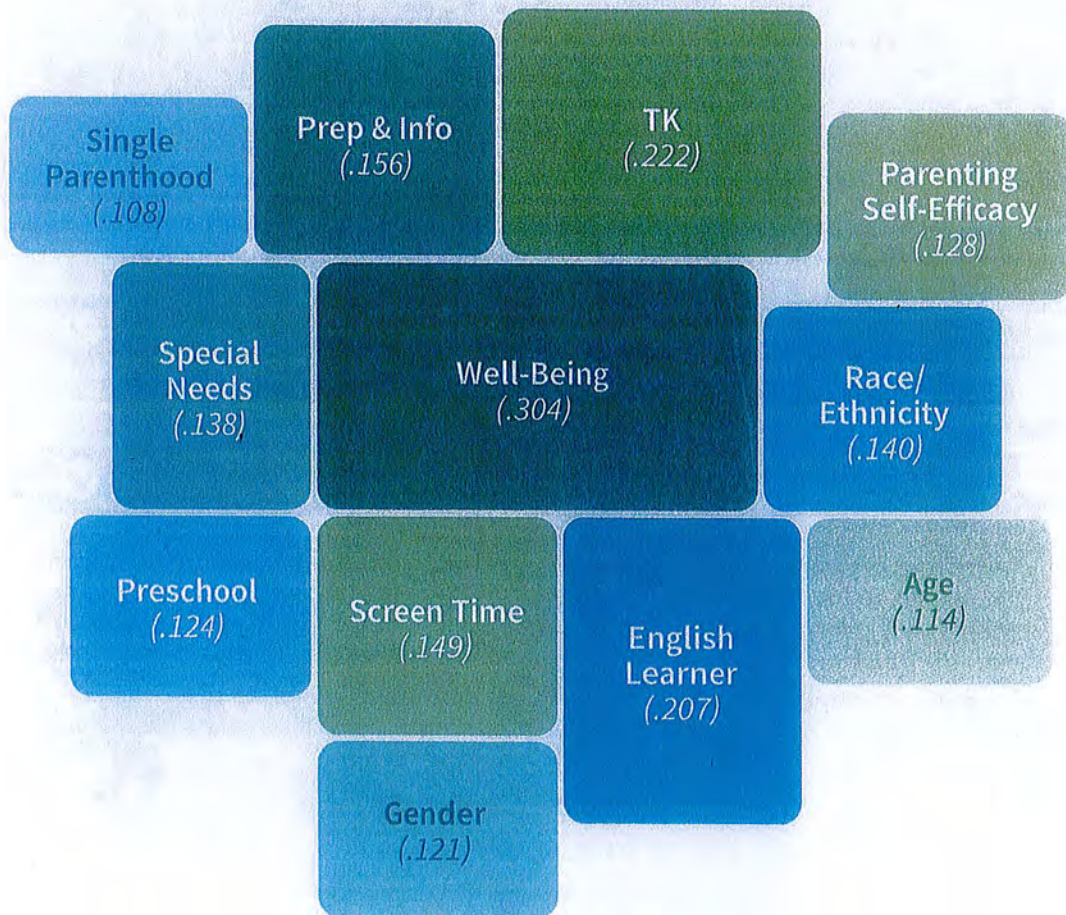
SIGNIFICANT PREDICTORS OF READINESS BY BUILDING BLOCK

		Overall	Kindergarten Academics	Self-Regulation	Social Expression
DEMOGRAPHICS	• Female	✓	✓	✓	✓
	• Older				
	• White/Asian				
	• No Special Needs				
	• Not an English Learner				
FAMILY CHARACTERISTICS	Higher maternal education	✓	✓		
	Higher family income	✓	✓	✓	
	Two-parent household	✓		✓	✓
WELL-BEING	Not hungry	✓		✓	
	Not tired	✓	✓	✓	✓
	Not tardy		✓		
ACTIVITIES & EXTERNAL RESOURCES	Attend TK	✓	✓	✓	✓
	Attend preschool	✓	✓		
	Preparation activities and information about kindergarten	✓	✓	✓	✓
	Parenting confidence	✓		✓	✓
	Visit library with child	✓	✓		✓

Among low-income children, the factors that affect readiness are somewhat different. Understanding which factors are most influential for children who are living below the self-sufficiency standard may be most important for designing programs or policies to close the achievement gap. For these children, demographic factors had a smaller impact on kindergarten readiness, whereas engagement in supportive activities, child well-being, and participating in TK had a larger effect. **This suggests that for children in low-income households, early educational resources have a particularly pronounced impact on school readiness.**

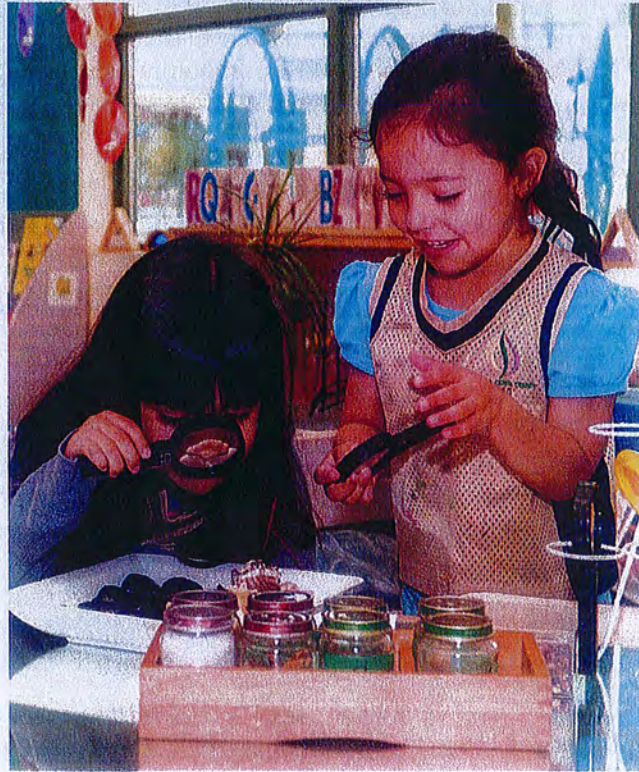
FACTORS ASSOCIATED WITH KINDERGARTEN READINESS: CONTRA COSTA FAMILIES EARNING LESS THAN \$50,000

The numerical values show the relative influence of these factors, based on statistical analysis.



V. How Do We Improve School Readiness?

The results of this study suggest that there are barriers to school readiness that can be mitigated with the help of programs and services. The data indicates that children who are well-fed, well-rested, visit a library with a caregiver, attend preschool or TK, or have parents who are confident and knowledgeable about parenting are more prepared to enter kindergarten ready to learn. **TK emerges as particularly beneficial to children with low family income**, less maternal education, or status as an English-learner. Preschool attendance was found to have **two kinds of effects on a child's readiness**: children learn skills and socialization from the school setting, and in addition, parents of children in preschool were more likely to get involved with school preparation activities.



Based on these findings, a few interventions emerge as having the most potential to improve children's school readiness:

- **Increased access to preschool and Transitional Kindergarten:** Improving access to quality preschool or early education experiences would likely have the largest impact on readiness levels of children in the county given the multiple ways it improves school readiness and the impact it has, particularly among children with low income.
- **Parenting support services:** Helping parents feel confident and connected to their community is a significant part of kindergarten readiness. Services like intensive family therapy, developmental playgroups for vulnerable children, and evidence-based parenting classes can help parents in a variety of ways, including boosting parenting confidence, as well as impart knowledge about the importance of preparing children for the transition to kindergarten.
- **Early literacy activities:** The availability of early literacy activities provided by libraries and other programs remain important resources for families as well.

VI. Conclusion and Recommendations

First 5 Contra Costa sponsored this research to help schools understand the set of skills and challenges that young children come to their doors with; to use this knowledge to best serve those children and their families; and ultimately ensure that all children meet educational milestones.

The findings are intended to speak to other stakeholders, as well. The overall lack of readiness among children in Contra Costa indicated by this research, though not dissimilar to neighboring counties, is still unacceptable. It will require the focus, creativity, and investment of all levels of governance to enrich the services available to families in our community so that all children have the best chances of success in school. The recommendations below offer tested ideas about how school districts, cities, and the county could play a larger and more impactful role in improving children's kindergarten readiness.

SCHOOL DISTRICTS

- **Expand access to and quality of early childhood education.** School districts can directly impact access to high-quality early learning programs by establishing or expanding Head Start, state-funded preschool and Transitional Kindergarten programs. All early childhood education programs that operate as part of the school district should be enrolled in Contra Costa's Quality Rating and Improvement System, Quality Matters. Quality Matters works with teachers and program directors to continually improve the quality of care through coaching, stipends, grants, and other supports.
- **Foster partnerships between early childhood and kindergarten educators.** Districts could improve collaboration and communication between kindergarten and early childhood teachers by coordinating classroom visits and other opportunities to learn from one another. In addition, by working with state preschool and Head Start programs, districts can assign unique identifiers to students before they enter kindergarten, so that information about child attendance and other indicators of performance can be tracked over time.
- **Employ a dedicated Early Learning Coordinator.** Early Learning Coordinators could ensure that children from birth through third grade are supported, and improve the connection of classroom experiences and curricula from year to year. Moreover, this position would help districts and schools stay connected with community resources that improve kindergarten readiness, such as the Help Me Grow system, libraries, the food bank, health clinics, and other local efforts and tools.
- **Include early childhood programs in LCAPs.** Districts should build family and community support programs into their Local Control Action Plans (LCAPs) to reflect the importance of those activities to a child's readiness to learn.



CITIES

- ***Expand access to early childhood education with new facilities.*** Cities can assess the accessibility of quality early education programs in their communities, and the facilities available to house programs. In addition, they could encourage the creation of new early education programs by working with developers and community partners to ensure that there are sufficient facilities to meet the need.
- ***Outreach to families about early childhood programs.*** Cities should partner with CocoKids and First 5 Contra Costa to implement effective and innovative ways of messaging to families about how to sign up for early learning programs, especially subsidized programs. Outreach should be targeted and culturally appropriate.

- ***Build and improve the spaces that strengthen families.*** Cities should ensure that families have safe, welcoming and enriching parks, family resource centers, and recreation programs in their neighborhoods that encourage curiosity and experiential learning.

CONTRA COSTA COUNTY

- ***Prioritize children.*** The County is the largest single provider of early learning programs in Contra Costa, and maintains additional investments supporting safety net, mental health and child welfare programs that all benefit children, yet there is more to be done. The County should prioritize increasing the funding and improving the effectiveness of these and other services to ensure that all eligible children are served at the highest level of quality.
- ***Expand early childhood education programs.*** The County should expand its system of Head Start and State Preschool programs to meet demand and reduce waiting lists. Providing high quality early education to the children who can benefit the most is the single most important step towards closing gaps in equity, opportunity and achievement for all children.
- ***Invest in early literacy programming.*** Libraries play a central role in many of the activities and external resources that were shown to significantly affect children's readiness for kindergarten. County libraries should expand their outreach to young families and early literacy activities in all the communities they serve.
- ***Increase investment in early mental health services.*** Programs that strengthen a child's social-emotional resiliency directly improve his or her ability to thrive at school. The County should draw down all available local, state and federal funds to support an effective system of children's mental health services that emphasizes the preventive advantage of serving children and their families as early as possible.

APPENDIX A: Participation by School District

A total of 1,154 students from 55 classrooms in 46 schools from 10 school districts participated in the 2017 study. Within each district, schools were randomly selected within strata defined by poverty (i.e., participation in the Federal Lunch Program) and 3rd grade reading proficiency rates. One additional classroom at nine of the selected schools was also selected due to their close proximity to a First 5 Center and/or a Quality Matters QRIS childcare program. Teachers in the selected classrooms completed the KOF within the first few weeks of the 2017/18 school year. In addition, a total of 936 parents completed the Parent Information Form (PIF; 81% return rate).

Participating School Districts	Number of classrooms	Number of schools	Number of Children
Mt. Diablo	14	12	284
San Ramon Valley	10	10	211
West Contra Costa	9	7	170
Antioch	8	6	193
Pittsburg	5	3	100
Brentwood	4	3	93
Lafayette	2	2	41
John Swett	1	1	23
Moraga	1	1	23
Orinda	1	1	16
TOTAL	55	46	1,154

APPENDIX B: Percent of Children in Each Category who are Ready, Partially Ready, or Not Ready

Factor	Category	% Fully Ready within Category	% Partially Ready within Category	% Not Ready within Category
GENDER	Female	51%	32%	16%
	Male	35%	38%	27%
AGE	Under 5.5 years old	32%	40%	28%
	5.5 years or older	51%	32%	17%
RACE/ETHNICITY	Hispanic/Latino	25%	38%	37%
	White	54%	35%	11%
	Asian	65%	27%	8%
	Black/African American	36%	34%	30%
	Other/Multiracial	41%	39%	21%
ENGLISH LEARNER	English Learner	19%	45%	36%
	Not English Learner	50%	33%	17%
SPECIAL NEEDS	Special Needs	31%	22%	46%
	No Special Needs	43%	36%	20%
MATERNAL EDUCATION	Mother Has HS Diploma or Less	24%	39%	37%
	Mother Has Some College or More	53%	35%	13%
FAMILY INCOME	\$0-\$14,999	24%	41%	35%
	\$15,000-\$34,999	23%	42%	35%
	\$35,000-\$49,999	30%	41%	29%
	\$50,000-\$74,999	40%	38%	23%
	\$75,000-\$99,999	47%	39%	14%
	\$100,000+	62%	30%	8%
FAMILY STRUCTURE	Single Parent Household	24%	42%	34%
	Dual Parent Household	49%	35%	16%
CHILD APPEARED HUNGRY	Rarely or Almost Never	45%	35%	20%
	On Some Days	30%	38%	31%
	On Most Days	10%	33%	57%
	Just About Every Day	0%	20%	80%
CHILD APPEARED TIRED IN CLASS	Rarely or Almost Never	47%	34%	19%
	On Some Days	20%	47%	33%
	On Most Days	12%	33%	56%
	Just About Every Day	0%	14%	86%
FORMAL ECE IN PRIOR YEAR ^a	Center-Based Preschool	44%	36%	20%
	Transitional Kindergarten	65%	27%	8%
	Licensed Family Child Care Home	25%	49%	20%
	None	23%	34%	37%
ACTIVITY WITH CHILD	Visited a Library with Child	56%	33%	12%
	Did Not Visit a Library with Child	35%	39%	27%

APPENDIX B: *Continued*

Factor	Category	% Fully Ready within Category	% Partially Ready within Category	% Not Ready within Category
KINDERGARTEN PREPARATION^b	More Than 3 Types of Preparation Activities	49%	36%	16%
	3 or Fewer Types of Preparation Activities	34%	35%	31%
KINDERGARTEN INFORMATION^b	More Than 3 Types of Information on Kindergarten	47%	36%	17%
	3 or Fewer Types of Information on Kindergarten	35%	36%	29%
PARENTING SELF-EFFICACY	Above average level of parental self-efficacy to manage child behavior (>3.45)	51%	35%	15%
	Below average level of parental self-efficacy to manage child behavior (<=3.45)	35%	37%	26%

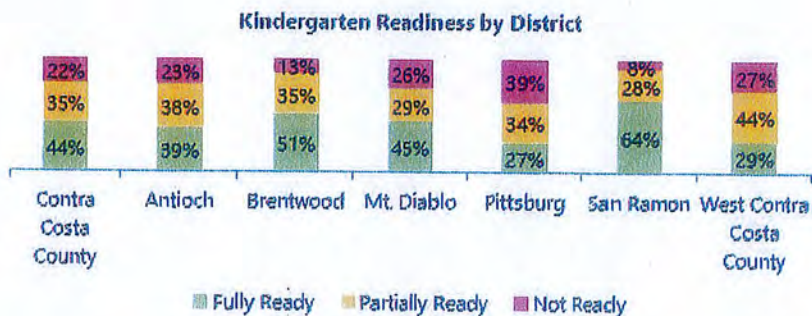
N=891-1,154. Source: Kindergarten Observation Form (2017) Parenting Information Form (2017).

^aSome caregivers reported more than one ECE type in the last year.



New First 5 partnership with Leshner Foundation to jumpstart a Ready Community, Ready Schools, Ready Families initiative in East Contra Costa County

First 5 Contra Costa is pleased to announce the launch of a new initiative to increase school readiness of East County children and transform the region into one that prioritizes early childhood development and early literacy. With a new, five-year grant from the Dean and Margaret Leshner Foundation totaling over \$1.1 million dollars, First 5 will concentrate its existing efforts and build new community partnerships to address the unacceptable lack of readiness among children in East Contra Costa. First 5's recent study, *Ready or Not, Here We Come!*, revealed wide gaps in school readiness across the county, with the lowest readiness rates in Pittsburg and East County, where rapid population growth has outpaced supportive services for families.

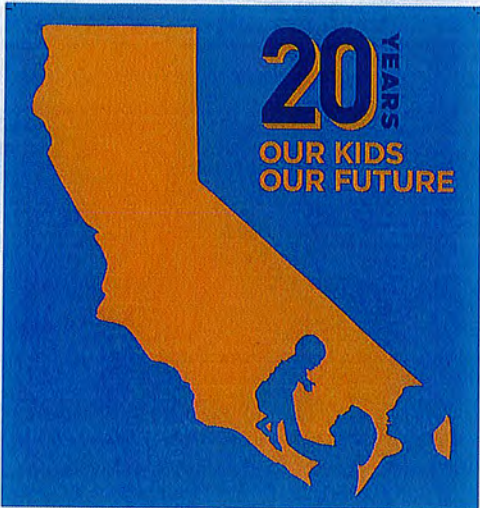


First 5 Response

First 5 is committed to improving the trajectories of children in East County. The solution will require a combination of community engagement and capacity building, expansion of evidence-based programs and services to support families with young children, and commitment and buy-in by leaders in all sectors of the region to support the healthy development of young children.

After an initial research and planning phase, First 5 will set about to form a "table" around multiple agencies and sectors can identify linkages, promote a "think big mentality" and harness the momentum of working together as one community with common goals at three key levels:

- **Ready Community** will build commitment to children's development among community leaders. Through thoughtful relationship-building from the collaborative "table", First 5 and other community leaders can identify the high-level needs for addressing school readiness and service provision.
- **Ready Schools** will pursue recommendations outlined in the "*Ready or Not, Here we Come!*" report to improve school transitions and improve parent engagement. Recommendations will be pursued through deep collaboration with districts paired with technical assistance and tools.
- **Ready Family** will reintroduce First 5 Centers in East County as regional hubs that focus on strengthening families, increasing resiliency and building social networks. The Centers will serve as local flagships for family resources and where local schools, neighborhoods agencies and advocates can formally and informally form strategic partnerships.




20 YEARS
OUR KIDS
OUR FUTURE

Contra Costa Library Commission

November 15, 2018

Sean Casey
Executive Director

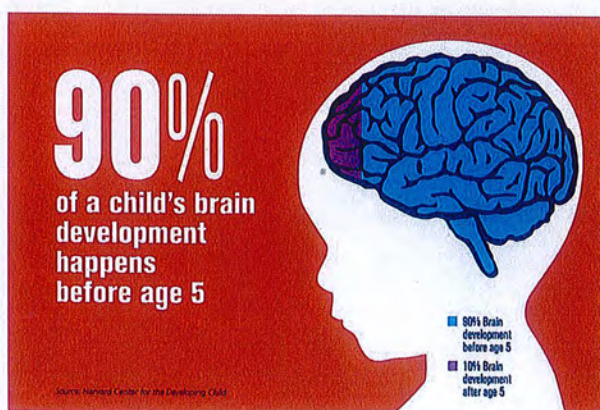


FIRST 5
CONTRA COSTA

The first years of life are critical.

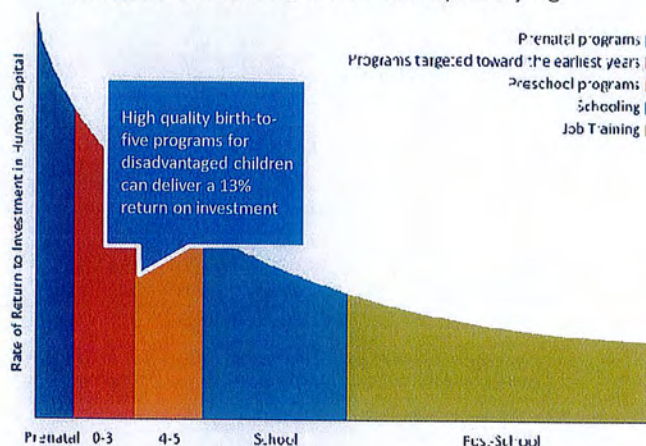
"Early experiences affect how the brain develops, shaping how children learn, behave, and grow."

- The Center for the Developing Child at Harvard University



The earlier the investment, the greater the return.

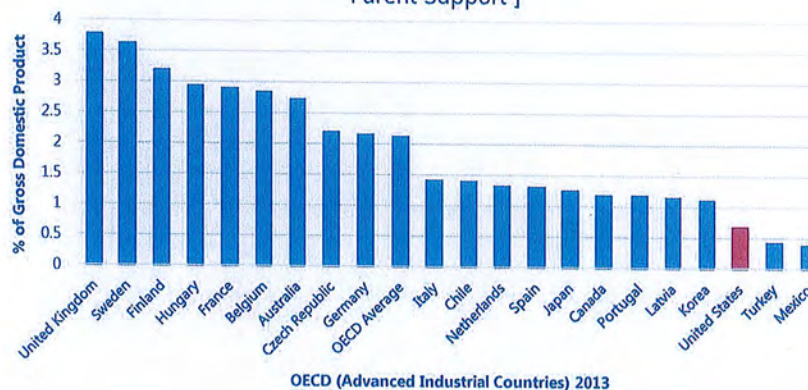
Return on Investment in Human Capital by Age



Source: James Heckman, Nobel Laureate in Economics

Yet the US lags behind its global peers in spending on young families.

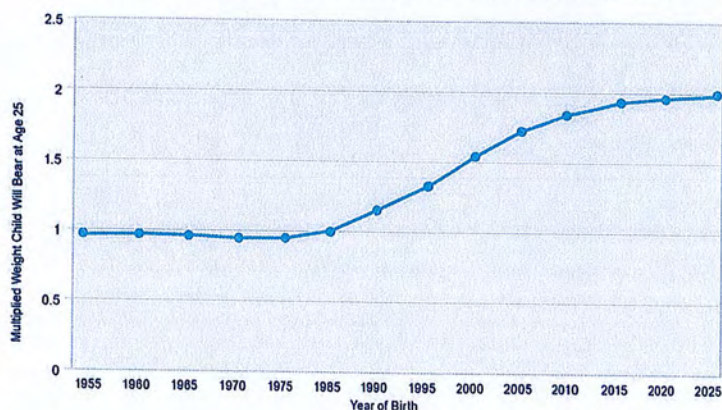
Public Spending on Young Families as a % of GDP
[Child Tax Credits, Childcare, Paid Family Leave, and Single Parent Support]



Source: OECD (Organization for Economic Co-operation and Development) 2013

As California's workforce shrinks, children's health, education and well-being become more important.

A California child born today carries nearly twice the adult economic and social role of a child born in 1985



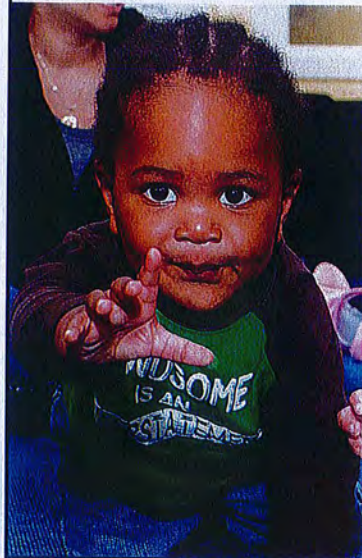
Source: Dowell Myers: California's Diminishing Resource: Children; Lucile Packard Foundation for Children's Health, 2017.

Three sobering facts about young children in Contra Costa

1. Among children 0-5, **20% or 15,800 kids live in poverty**
 - 42% in Richmond/San Pablo
 - 31% in Pittsburg/East Concord
 - 20% in Antioch
2. One in five Contra Costa children enter kindergarten **not ready for school**
 - Pittsburg USD: 39%
 - San Ramon Valley USD: 8%
3. 131,000 Contra Costa adults are at **significantly increased risk** for severe health and behavioral health outcomes **as a result of traumatic events in childhood**

What we need from you:

Prioritize children.



School districts can

- Expand access to high-quality early childhood education.
- Include early childhood programs in LCAPs.

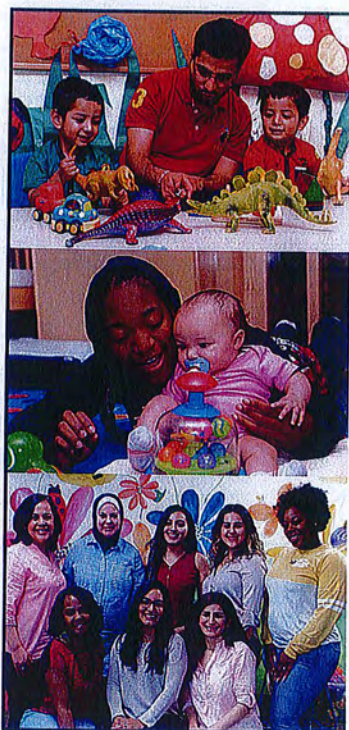
Cities can

- Expand access to child care & preschool with new facilities.
- Build and improve the spaces that strengthen families.



First 5 Initiatives: Early Childhood Education

Over 160 childcare and preschool providers – serving over 5,000 children – participate in **Quality Matters**, an effort to raise the quality of early learning for children who most need it



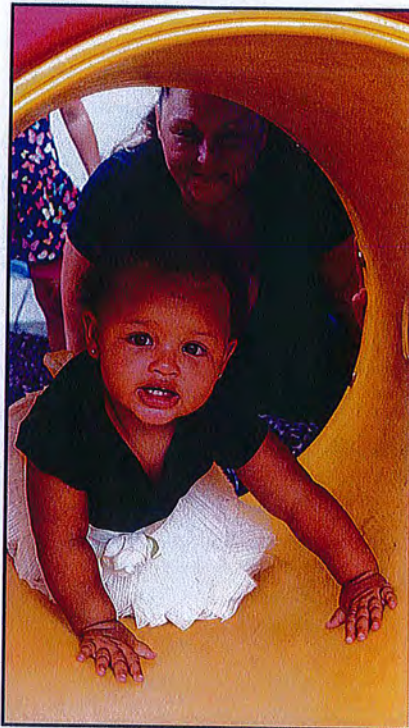
First 5 Initiatives: Family Support

Over 2,100 families in First 5 Centers last year, with increases in parent knowledge and positive practices

New East County First 5 Center under renovation in Pittsburg

Over 300 families in newborn home visiting program with Early Head Start





First 5 Initiatives: Early Intervention

The Help Me Grow system connects children to the early screening and community services they need to thrive.

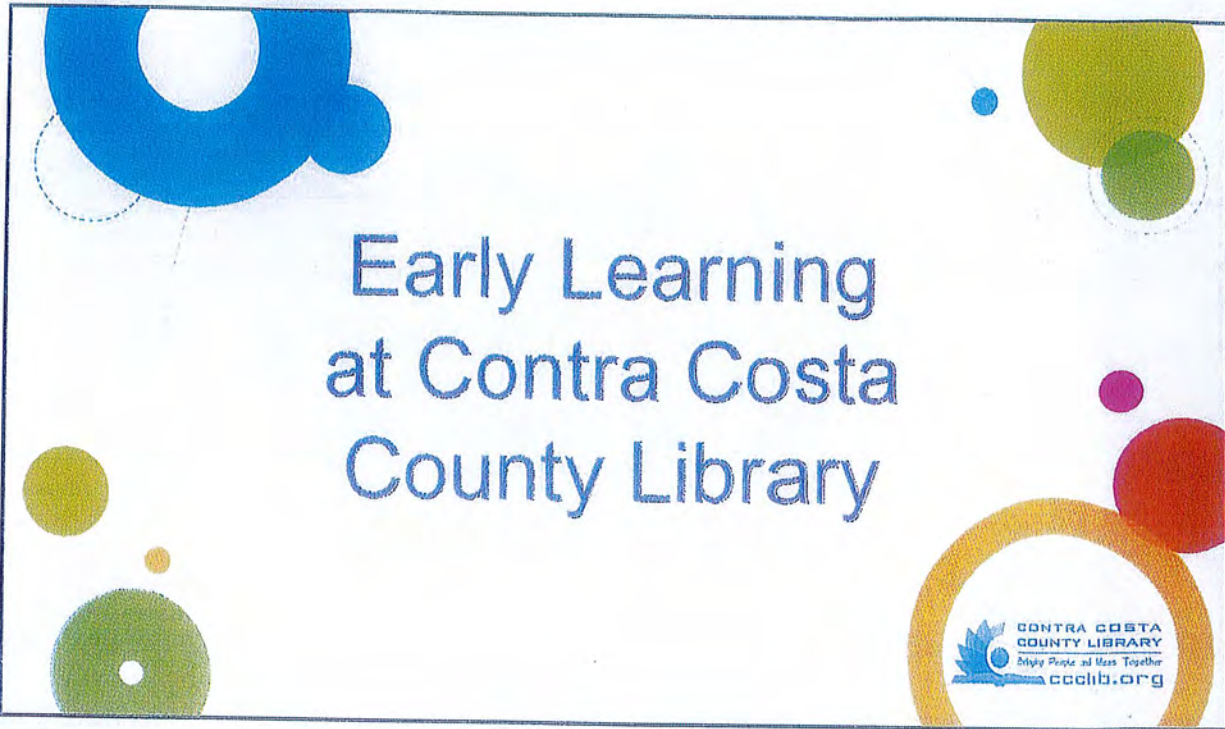
- Expanded pediatric screening & referral
- 211 phoneline child specialists and support
- Community awareness campaign summer 2018



First 5 Initiatives: Regional Community Groups

Over 150 residents in leadership training in three regions

Secured over \$2.5 million in local funds for park improvements in San Pablo, Concord, Pittsburg and Antioch



Early Learning at Contra Costa County Library



CONTRA COSTA
COUNTY LIBRARY
Bringing People and Ideas Together
ccclib.org



Hello Again!

Amy Mockoski
Librarian Specialist
Youth Services

amockosk@ccclib.org

“

“From the time a child is born, he or she is learning every waking moment. In fact, babies and toddlers are either learning or sleeping. And between birth to age 5, a child learns at a speed unmatched the rest of his or her life. It is during these years- when more than 85 percent of a child's brain is formed- that crucial brain connections are created.”

-Children's Reading Foundation

Preparing children to read starts with...

- Talking
- Reading
- Singing
- Writing
- Playing



Strategic Plan

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

Objective: Increase opportunities for literacy and lifelong learning by a minimum of 25 percent.

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

How does the Library promote good early literacy practices?



By providing educational programming inside and outside the library, free access to quality materials and vibrant learning spaces.



Within the Library

Storytimes

Kindergarten Countdown

All Abilities Playgroups

Early literacy spaces

Countywide All Abilities Playgroups

Brentwood	Hercules	Pittsburg
Clayton	Oakley	San Pablo
Concord	Orinda	Ygnacio Valley
El Cerrito	Pleasant Hill	

- ♥ Ask experienced professionals about your toddler's development.
- ♥ All Abilities Playgroups hosted by libraries all over Contra Costa County.
- ♥ For ages 0-3. Siblings are welcome too.
- ♥ Ask your librarian for more information.



CONTRA COSTA
COUNTY LIBRARY
Bringing People and Ideas Together
ccclib.org

“Play is often talked about as if it were a relief from serious learning. But for children, play is serious learning.”

-Fred Rogers



Beyond the Library

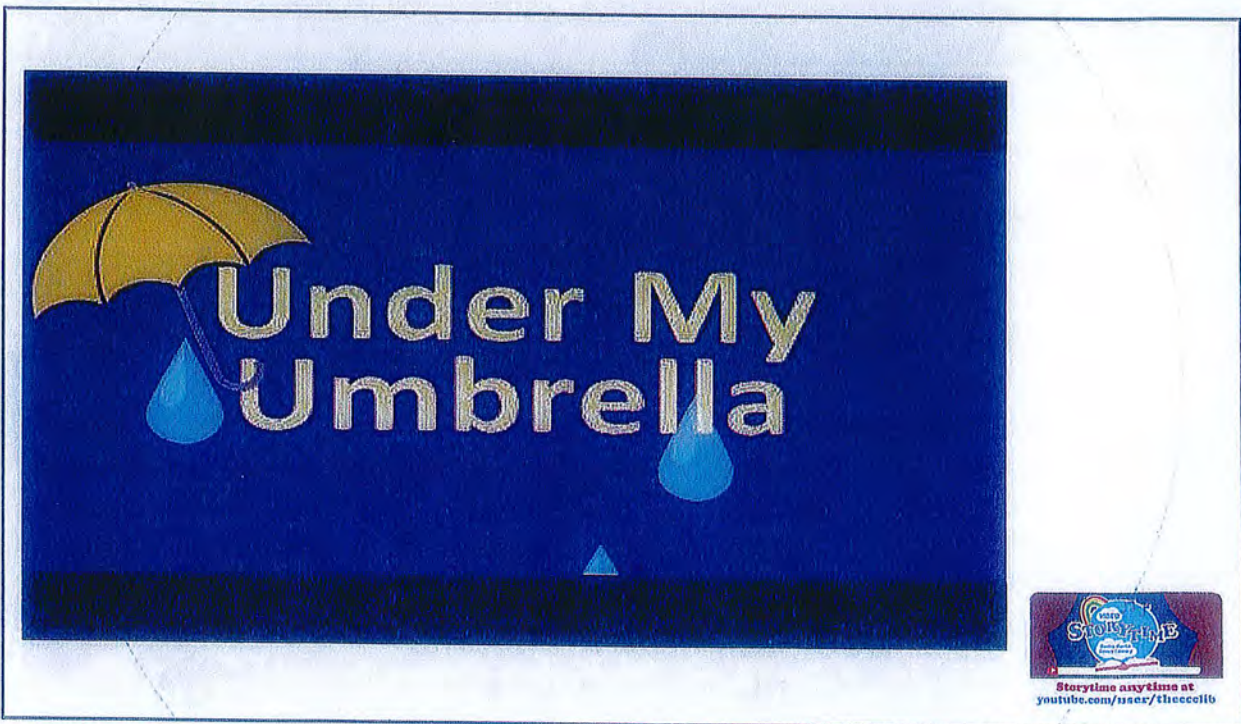
STEAM @ First 5

Outreach storytimes

Stories to Go Kits

Book Rich Environments

Video Storytimes



Thanks!



Any questions?

Amy Mockoski
Youth Services Librarian Specialist
amockosk@ccclib.org

Presentation template by SlidesCarnival

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 6

MEETING DATE: **Thursday, March 21, 2019**

AGENDA ITEM #: **8**

ITEM: **ACCEPTANCE OF MINUTES**

RECOMMENDED ACTION:

Commission members will approve or amend the minutes from the January 17, 2019 Commission Meeting.

MEETING OF THE LIBRARY COMMISSION
Minutes

DATE: Thursday, January 17, 2019

1. CALL THE MEETING TO ORDER / ROLL CALL

Chair, Don McCormick, called the meeting to order at 7:00 p.m.

LASTNAME	FIRSTNAME	TITLE	REPRESENTING	PRESENT	ABSENT	EXCUSED
		VACANT	City of San Pablo			
		VACANT	City of Clayton			
		VACANT	City of Hercules			
		VACANT	City of Lafayette (Alternate)			
		VACANT	City of Martinez			
		VACANT	City of Pittsburg			
Bracken	Katherine	Library Commissioner	City of Pleasant Hill			x
Chong	Adriana	Library Commissioner	Town of Danville			x
Chong	William	Library Commissioner	District II	x		
Conescu	Jeremy	Library Commissioner	City of Orinda (Alternate)		x	
Faye	Vivian	Library Commissioner	City of Brentwood	x		
Fitzpatrick	Arnold	Library Commissioner	City of Oakley (Alternate)	x		
Fischer	Michael	Library Commissioner	City of El Cerrito			x
Gilcrest	Kathy	Library Commissioner	City of San Ramon	x		
Herrick	Leanne	Library Commissioner	City of Pittsburg (Alternate)		x	
Hoisington	Mary Ann	Library Commissioner	City of Lafayette	x		
Huh	Dr. John M.	Library Commissioner	City of Antioch	x		
Kelly	Juan	Library Commissioner	City of Orinda	x		
Knoll	Carolyn	Library Commissioner	District II (Alternate)		x	
Koops	J. Barry	Library Commissioner	City of El Cerrito (Alternate)	x		
LaLanne	Yvonne	Library Commissioner	City of Walnut Creek	x		
McCormick	Don	Library Commissioner	CCC District 3	x		
Molinelli	Jasun	Library Commissioner	City of Walnut Creek (Alt)		x	
Pena-Mendrek	Yolanda	Library Commissioner	City of Oakley	x		
Pursley	George	Library Commissioner	City of Pinole	x		
Robinson	Rich	Library Commissioner	CCCCD	x		
Mackey	Lynn	Library Commissioner	Office of Education	x		x
Smith	Alan B.	Library Commissioner	CCC District 4	x		
Smith	Tommy	Library Commissioner	City of Concord	x		
St. Pierre	Deborah	Library Commissioner	CCC District 4 (Alternate)		x	
Valdez	Margie	Library Commissioner	Central Labor Council			x
Wernet	Patty	Library Commissioner	Town of Moraga			x
Wilson	Peter	Library Commissioner	CCC District 5			x
Woodrow	Don	Library Commissioner	CCC District 1			x

Total Commission positions: 24
Commission positions filled: 21
Commission positions vacant: 5
Commission quorum: 13

With thirteen commissioners present, a quorum was established.

2. INTRODUCTIONS

The Chair requested everyone introduce themselves and explained to any members of the public that this was not required. No audience members came forward.

3. PUBLIC COMMENT

No members of the public came forward to comment.

4. PROJECT EQUITABLE ACCESS

Deputy County Librarian Nancy Kreiser presented an overview of Project Equitable Access, the Library's elimination of fines. On January 1, 2019 with the County Board of Supervisors' approval, the Library discharged all assessed fines and fees on library accounts as of January 1, 2019, as well as eliminated fines. The Library's Marketing and Media Coordinator, Brooke Converse showed a video that she produced for the Library showcasing the "Goodbye to Fines" public message. The Library received a good amount of media coverage for the Goodbye to Fines press release. Media coverage included the East Bay Times, Bay City News Service, SF-Gate, CBS-5 in San Francisco, a news source in Detroit, Michigan ran the story through their news wire service. Other local media covered the story in the Richmond Standard, KCBS Radio, Brooke did an interview with KQED – NPR this week, East County Today, Patch, Brentwood Press and San Francisco Chronicle. San Mateo Library also eliminated fines later in January, so since Contra Costa County Library eliminated fines first, we were mentioned in all subsequent news stories. Several stories went out again mentioning Contra Costa County Library when San Francisco Public Library announced that they are presenting eliminating fines to their library commission on January 17, 2019. Last week Nancy Kreiser did a television interview with KPIX-5 at the Martinez Library. Brooke showed the television interview from the KPIX-5 website. The Library is also marketing the news through email to 210,549 email addresses to Library cardholders. 160,350 people opened the email, 6,510 people clicked on active links in the email. 900 people signed up for new cards this week, the usual amount is 200. There is additional filmed footage that the Library will produce for release on social media. Brooke passed out flyers for the "Goodbye to Fines" campaign for commissioners to take to pass out at their outreach meetings.

Deputy County Librarian Nancy Kreiser shared the following:

The Library has received between 15-20 phone calls, emails, or written letters – mostly from people who interpreted no late fines as no responsibility. Patrons are really satisfied when they hear why we've done this and patrons are going to be accountable if materials aren't returned. Library staff have heard from people that are concerned about hold queues or Lucky Day items not being returned. We've provided staff with talking points and FAQs are posted on our public website. This is something that other library systems tell us isn't a problem. Avid, high volume users continue to visit frequently and return materials in a timely fashion. Part of our response is an acknowledgement that a change like this needs assessment and monitoring as we go forward.

More than 1000 materials have come back to the Library as of today's date. Approximately ¼ of those items are being added back into the collection. We are adding the items that are still relevant, in demand, and in good condition. The earliest book that came back so far was from 2014.

Nancy shared several stories of patrons returning to the library. One of which was a regular patron who came to the desk that had 4 lost children's books. She was very hesitant and embarrassed that she had not returned them. Her mother had passed away around Thanksgiving and as imagined, library books

were not a top priority. The patron was prepared to pay the \$80, and when she was told she didn't have to pay because of the new campaign she broke into tears of happiness and relief.

80 Library systems in the country have gone "fine free" and it is trending in public libraries. As we look at Library policies, Lost Materials policies can get complicated, so the variations on timing of when items go lost and what is refundable is very detailed. When more detailed questions arise, we are directing patrons to the Goodbye to Fines FAQs or one-on-one staff answers, as the information is too lengthy to fit into marketing emails and dialogs that should be kept concise.

75% of blocked cards were due to lost materials. All of those charges were wiped clean as of January 1, 2019, as approved by the County Board of Supervisors.

Melinda Cervantes shared the campaign with Richmond Public Library director, Katy Curl and learned that RPL is conducting research to evaluate the elimination of fines. Melinda also shared this with the Urban Libraries Council and Bay Area Library Information Systems directors.

Commissioner Kelly asked what number of items were lost as of the end of last year. Nancy Kreiser had a percentage of the total amount, but not a number. Melinda mentioned that there is a certain amount of attrition that has to be built into business operations and the number of lost items is a number than we can get. We are very happy to see so many items coming back.

5.A. WORKING COMMITTEE REPORTS

Chair McCormick reviewed the handout of the 2019 Library Commission Work Plan. The Work Plan contains objectives and initiatives tied to promoting the library. One on the funding front, whether it be public or private funding and the other is community outreach unification. The Commission is trying to evolve the work plan to be a guide to actionable items that commissioners can accomplish. Advocacy to the public, either with your town, district, city or other organization may be something in which each commissioner can participate. Commissioners were encouraged to look at where they can contribute and which goals they can help with, the local or legislative side. By the end of the year every commissioner should have a robust list of accomplishments towards these goals. The Commission will revisit these goals at each meeting to share ideas and focus on the 2019 Work Plan goals instead of waiting until the end of the year to revisit.

Commissioner Gilcrest shared several items where she actively assisted related to the work plan. She is in touch with the San Ramon Library Advisory Committee to see if she can meet with a member from their group.

Commissioner Kelly shared that commissioners can also help the Friends groups. Melinda mentioned that Commissioner Kelly is active in other local community network groups, and for all commissioners, Library staff is available to deliver presentations about library services.

Chair McCormick is looking for commissioners that are interested in helping with the legislative subcommittee, and foundation exploratory committee.

Commissioner Gilcrest shared that it would be good for all commissioners to meet with the Assembly person assigned to their District, especially newly-electeds to inform them about the Library.

Commissioner T. Smith suggested a list or spreadsheet that's included with or extracted from the minutes to measure the activities to document what was done.

Commissioner Hoisington suggested reaching out to schools and school districts. We haven't had anyone with the community colleges for ages, and should look into that again. [Commissioner Robison was appointed to the Library Commission in 2018 by the Contra Costa County Community College District] Commissioner Kelly suggested one or two commissioners "in charge" of one or two goals.

Commissioner Faye suggested reaching out to school librarians, and school staff.

Melinda suggested a SharePoint file online where everyone could access the information and ideas being shared. We will need to check if that fits into the framework of the Bylaws to give all commissioners access.

Commissioner Pursley shared his experience over the last year of campaigning the Pinole City Council for more hours than the current 24 per week at the Pinole Library. Commissioner Pursley worked with the PTA, local high school principal, and attended many city council meetings over the year. The City Council found that the money is available. Three new Pinole City Council members were at the December 18, 2018 meeting, with many questions answered by Commissioner Pursley, Deputy County Librarian Gail McPartland, and County Librarian Melinda Cervantes.

5.B. **REPORT OF THE LEGISLATIVE WORKING COMMITTEE**

Commissioner A. Smith reported that the Library Commission's advocacy must mirror the County Board of Supervisors Legislative Priorities. If there was something in Sacramento that the County Board of Supervisors is not advocating for, the Library Commission cannot advocate for it. The Commission cannot write letters directly to legislators as was done in the past. We do draft letters of support for the Board of Supervisors to send to legislators. Next Tuesday the Board will be approving the list of their legislative priorities, and they are the same as they were last year. Melinda will email the list out to Commissioners. They are divided between state and federal issues. The federal issue is IMLS (Institute of Museum and Library Services) and the state issue is LSTA (Library Services Technology Act). These are the only grant funding sources for museums and libraries. In the past these were not an issue, until the programs were slated to be reduced or eliminated. The Library Commission usually waits to find out from ALA (American Library Association) if there will be a push to support various legislative programs. We are good for this fiscal year, but will find out in a few months how these issues need to be addressed. Given that Nancy Pelosi's political career started on the San Francisco Library Commission, we may have a favorable opinion there. The issue that is not on here that they did support last year is Innovative Programs for Literacy, which is from the Dept. of Education. There was an uprising from libraries across the country, and it did not get eliminated last year. That may become an issue again this year. On the state level there is also the Public Library Fund (PLF). PLF was passed in 1980 for the state to backfill library budgets that were cut by Prop 13; Governor Brown canceled that funding. The law remains on the books and libraries are hopeful that it could come back.

The second item is Literacy Support for Public Libraries. Last year it was \$5-6 million, and may be the same amount this year.

Library Construction and Library Construction bonds. Commissioner A. Smith talked to Governor Newsom in the past and Governor Newsom is a supporter of public libraries.

ACA-1 amendment information was passed out to all commissioners about funding for infrastructure.

Chair McCormick asked that the Library consider putting together a one-page "cheat sheet" of the legislative terminology of library bills, players, history, etc. He volunteered to work on the format.

Melinda mentioned that the California Library Association (CLA) and the American Library Association (ALA) each has legislative committees. These committees generally draft one-page pieces that are easy

to print and take with you when you meet to share information with local legislators. The Library will begin scheduling meetings with local legislators very soon. Anyone who wants to be on a listserv for CLA can join and will receive all the updates directly. [provide the link to calix HERE]

Commissioner Smith talked about various data that the commission has included in draft letters for support and examples of political contacts with which to share the information.

6. A. COMMISSION BYLAWS REVISION

The commissioners voted on the bylaws revision to give flexibility of meeting times.
It was agreed by consensus that the new bylaws be adopted.

STRATEGIC PLAN DRAFT

- 6. B.** Deputy County Librarian Gail McPartland presented the history of the current Strategic Plan; the results of the patron survey sent out last year; and the Strategic Plan update draft of the Library's vision, goals and objectives as provided in the Library Commission Packet attachment #8. Commissioners wanted more time to review the draft attachment and want to move it to the March 2019 meeting as the first item. Commissioners are expected to bring their suggestions to the next meeting. The action for this item will be recommending approval of the draft by the Board of Supervisors.

The Strategic Plan data presentation will be appended to the January 17, 2019 minutes.

After a brief discussion the Commission voted unanimously to move this item to the March agenda so they have more time to review the attachment.

6.C. COMMISSION MEETING SCHEDULE 2019

Chair McCormick reminded all that the meeting schedule was included with the agenda packet and is posted on the library's public website. Please note the dates and locations.

OTHER BUSINESS

7. ACCEPTANCE OF MINUTES

The minutes for the meeting of September 27, 2018 will be provided at the next meeting on Thursday, March 21, 2019. In addition the November 2019 minutes will be provided with the March 21, 2019 agenda.

8. ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS

The Friends and Foundation Forum will be held at the San Ramon Library in the spring. [the Forum has been rescheduled for fall 2019]

Commissioner Huh (Antioch) passed around a flyer of upcoming events at the Antioch Library.

9. COUNTY LIBRARIAN REPORT

County Librarian Cervantes invited commissioners to review her written report for an update on what is happening in the Library *(appended to these minutes)*. Melinda wanted to draw

commissioners' attention to a few pieces. Wherever you are, please share the information about *Goodbye To Fines*, especially on social media. Melinda also distributed the flyer for the Library's "Read To 2020" reading initiative. This is another item commissioners should talk about with city councils and local community groups. Another item of interest are the facility updates for the El Sobrante and the Pleasant Hill libraries. Multiple Oak Park construction projects, will require closing and demolishing the current Pleasant Hill Library and relocating to a temporary site for 18-24 mos. The temporary library will be located at the Pleasant Hill Senior Center and is expected to open in early fall 2019.

10. AGENDA SETTING FOR NEXT MEETING AND FUTURE TOPICS

The following topics were suggested for inclusion at the next meeting of the Commission:

- Revisit the draft of the 2019 Strategic Plan
- Discuss how the Commission can get more involved with school boards and local colleges
- Launching new website, background work begins in February.

Submitted by Walter Beveridge
Administrative Aide, Contra Costa County Library

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.

INITIATIVES

The *Project Equitable Access* initiative to eliminate overdue fines and revisions to the Fines and Charges Schedule Policy was approved by the Board of Supervisors on December 11, 2018. On December 18, 2018, the Board of Supervisors approved discharging uncollectible debt for outstanding fines and charges for all accounts. We launched a public awareness campaign on January 2, 2019 that will continue for the next 6-12 mos. Already, in the first few weeks, over 500 overdue items have been returned and new and replacement library cards have been issued. Staff reports that the public is overjoyed, even tearful, that they and their families can now fully utilize the library once again.

Read2020 launched November 30, 2018 and challenges all to sign up and read through January 1, 2020. Pick a challenge and read a book, eBook or listen to an audiobook. <https://guides.ccclib.org/read2020>

- [Track your monthly reading progress.](#)
- Click the link Reading Challenges to see the list of monthly challenges.

Happy Reading!

FACILITIES

The Pleasant Hill Library building program and schematic design phases of the project will continue through summer 2019. Pleasant Hill City Council, Contra Costa County Board of Supervisors and Pleasant Hill Recreation and Parks are moving forward with plans for site development including the design for a grand boulevard on Monticello Street. The Pleasant Hill Library will relocate to a temporary library in August 2019 in preparation for the demolition of the former Library Administration/Pleasant Hill Library building. Site preparation and construction for the New Pleasant Hill Library will begin in September 2019. More information on the New Pleasant Hill Library Project may be found online at <https://www.ci.pleasant-hill.ca.us/1226/Library-Project>

The El Sobrante Library restoration project is under construction. In addition to Principal Architects ROBERT WEST and DENNIS HUMPHRIES in partnership with BRW ARCHITECTS and Project Manager David Ruiz, MS Commercial, Incorporated, are working closely with CCC Public Works Department to design and construct the new El Sobrante Library for a projected opening in summer 2019. Floor Plans are available for public viewing and comment in the Lobby of the San Pablo Library.

STATE LEGISLATION AND FUNDING

Governor Newsom Releases First State Budget that includes funding for library programs and prison literacy. Governor Newsom introduced a \$209 billion proposed Budget, of which \$144 billion is General Fund (e.g. versus "special funds," etc.). The Governor has focused a great deal of new funding in health and human services and K-12 and higher education, including early childhood education, special education, and providing the first two years free for community college enrollees.

The Governor is proposing the following:

- "Online Service Systems - \$1 million General Fund one-time for online systems for use by public libraries to support efficient access to resources."

- "Lunch at the Library - \$1 million General Fund one-time for library districts to develop summer meal programs for students in low-income communities."

Additionally, libraries and literacy were woven into the Governor's remarks in various ways today. For example, Governor Newsom announced he was "...committed to literacy in the prisons. You will hear me talk about this [issue] this year, next year, and in the 3rd year....There is no greater return on an investment than teaching a person to read." Governor Newsom is providing \$5.5 million for a package of programs "specifically aimed at improving literacy rates among the offender population..." There are six components of the Governor's plan: Diagnostic remedial reading program through "Reading Horizons," Computer-based learning through "Aztec," English as a Second Language program, Teacher Mentor Program, Literacy Coaches, and Literacy Mentor Program.

The Legislature will commence hearings on Governor's Newsom's Budget in late February or early March. Governor Newsom will also produce a "May Revision" of the State Budget in May, which will feature a more accurate revenue projection, taking into account April tax receipts. The Budget must be passed and sent to the Governor by June 15. We will keep you updated as these issues progress through the legislative process.

Website: <https://www.cla-net.org/page/1094>

PERSONNEL UPDATE

NEW APPOINTMENTS:

Adam McKinney, Clerk-Experienced Level (20/40), Library Administration/Public Services
Chamanie Davis, Clerk-Experienced Level (20/40) Oakley Library
Taylor Rose, Library Assistant-Journey Level, (P.I.), Public Services
Jared Escobar, Library Assistant-Journey level (40/40), Walnut Creek Library
Madhavi Gupte, Clerk-Experienced Level (20/40), Dougherty Station Library
Ayelet Firstenberg, Library Assistant-Journey Level (PI), Public Service
Kevin Mills, Library Assistant Journey Level – Teen Services (40/40), San Ramon Library to Library Assistant Journey Level – Adult Services (40/40), San Ramon Library
Holley Arvesen, Library Assistant-Journey Level, (P.I.), Public Services
Jennifer Winograd, Library Assistant-Journey Level, (P.I.), Public Services
Nina Mohan, Library Assistant-Journey Level, (40/40), Walnut Creek Library
Desiree Castro-Manner, Library Assistant-Journey Level, (32/40), Antioch Library
Gabriella (Bella) Merrill, Library Assistant-Journey Level (20/40), Moraga Library
Xenia Lal, Library Assistant-Journey Level -Bi-Lingual (40/40), Concord Library effective
Lauren Boag, Library Assistant-Journey Level, (40/40), San Ramon Library, to Library Assistant-Journey Level, (20/40), Dougherty Station Library
Sandra Stewart, Librarian, (40/40), Danville Library
Anasa Tatum, Clerk-Experienced Level (20/40), Pinole Library to Clerk-Experienced Level (20/40), Kensington Library
Shane Denbow, Driver Clerk, (20/40, Temporary), Shipping Department
Kelli Nero, Library Assistant-Journey Level, (20/40), Pittsburg Library

PROMOTIONS:

Albert Garcia, Library Assistant-Advanced (20/40), San Pablo Library to Librarian-Adult/Teen Services (40/40), San Pablo Library, effective November 19, 2018

Noelle Burch, Librarian (40/40), Juvenile Hall and Orin Allen Libraries, to Community Library Manager, (40/40) Martinez Library, effective December 3, 2018
 Nirit Schnitzer, Librarian Trainee (32/40), Moraga Library to Librarian (32/40), Moraga Library
 Kim Baillie, Information Systems Specialist III, (40/40), Automation Department, to Network Administrator I, (40/40), Automation Department

COMMUNITY OUTREACH / TRAINING

- Attended various meetings with the City of Pinole to discuss increasing open hours to 35 hours per week beginning July 1, 2019
- Attended various meetings with the City of Pleasant Hill to discuss the design and timeline for construction of the new Pleasant Hill Library. Construction begins in September following the relocation to a temporary library in August.

EVENTS TO CALENDAR

- American Library Association Midwinter Meeting, Seattle, WA: January 25-29, 2019
- Corporation for Education Network Initiatives in California (CENIC) Annual Conference, San Diego, CA: March 18-20, 2019
- American Library Association Annual Conference and National Library Legislative Day, Washington, DC: June 20-25, 2019
- Urban Libraries Council Annual Forum, September 2019
- California Library Association Annual Conference, Sacramento, CA: November 3-5.

GRANTS / DONATIONS / SCHOLARSHIPS / AWARDS

We thank the many Friends, Foundations and other donors for their generous gifts to the Library.

GRANTS

Pacific Library Partnership CLSA allocation 18/19	10/15/2018	\$11,661.00
CALIFA -bilingual books	10/15/2018	\$9,385.52
1819 California State Library - Literacy Services	9/26/2018	\$18,000.00
Grants		\$39,046.52

FRIENDS AND FOUNDATIONS

Clayton Community Library Foundation - materials	9/26/2018	\$10,000.00
BRE Library Foundation Laptops and Kiosk	12/12/2018	\$45,440.65
Friends of Lafayette Materials	1/10/2019	\$7,500.00
Friends of Lafayette Extra Hours	11/30/2018	\$6,860.76
Friends of Lafayette Materials	10/8/2018	\$7,500.00
	Lafayette	\$21,860.76
Friends of Moraga Q1 Sunday Hours	12/18/2018	\$7,066.49
Friends of Moraga 17-18 materials	11/30/2018	\$1,749.37
	Moraga	\$8,815.86

Friends of Orinda Programs	1/10/2019	\$8,000.00
Friends of Orinda -materials	1/10/2019	\$7,000.00
Friends of Orinda materials	11/19/2018	\$15,000.00
	Orinda	<u>\$30,000.00</u>
San Ramon Library Foundation-book trucks	11/30/2018	\$1,165.76
Walnut Creek Library Foundation Periodicals	1/8/2019	\$4,167.50
WCLF FOR YVL Periodicals	1/8/2019	\$2,960.00
		<u>\$7,127.50</u>
Friends of Hercules for materials	9/26/2018	\$5,000.00
Friends and Foundations		\$129,410.53
GIFTS		
Gundtz Fund PHL Programs	9/24/2018	\$10,020.33
San Francisco Foundation ECL Programs	1/8/2019	\$9,500.00
Gifts		\$19,520.33

2019 LIBRARY COMMISSION MEETING SCHEDULE AND LOCATIONS (Pending approval of the Revised Library Commission Bylaws by the Board of Supervisors, the Library Commission will meet on the 3rd Thursday every other month beginning January 2019)

Thursday, January 17, 7-9pm at Library Administration, 777 Arnold Dr., Ste. 210 Martinez
Thursday, March 21, 7-9pm at the **Concord Library, 2900 Salvio Street, Concord**
Thursday, May 16, 7-9pm at the **Concord Library, 2900 Salvio Street, Concord**
Thursday, July 18, 7-9pm at the **Brentwood Library, 35 Oak St., Brentwood**
Thursday, September 19, 7-9pm at Library Administration, 777 Arnold Dr., Ste. 210, Martinez
Thursday, November 21, 7-9pm at Library Administration, 777 Arnold Dr., Ste. 210, Martinez

Respectfully submitted by Melinda Cervantes, County Librarian

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 7

MEETING DATE: Thursday, March 21, 2019
AGENDA ITEM #: 9
ITEM: COUNTY LIBRARIAN'S REPORT

RECOMMENDED ACTION:

Commission members will receive a copy of the County Librarian's Report.

INITIATIVES

The *Project Equitable Access* initiative to eliminate overdue fines and revisions to the Fines and Charges Schedule Policy was approved by the Board of Supervisors on December 11, 2018. On December 18, 2018, the Board of Supervisors approved discharging uncollectible debt for outstanding fines and charges for all accounts. We launched a public awareness campaign on January 2, 2019 that will continue for the next 6-12 mos. Already, in the first few weeks, over 500 overdue items have been returned and new and replacement library cards have been issued. Staff reports that the public is overjoyed, even tearful, that they and their families can now fully utilize the library once again.

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The El Sobrante Library restoration project is under construction. In addition to Principal Architect DENNIS HUMPHRIES in partnership with BRW ARCHITECTS and Project Manager David Ruiz, MS Commercial, Inc., are working closely with CCC Public Works Department to design and construct the new El Sobrante Library for a projected opening in summer 2019. A significant change to the floorplan is the relocation of the meeting room to the opposite corner to allow for more natural light and to open the views of the park and amphitheater to library visitors. Other improvements include ADA compliant public restrooms near the front entrance, a larger children's area and a new teen space. The public meeting room will be available during library open hours and county sponsored meetings/events. The redesigned El Sobrante Library Floor Plans are available for public viewing and comment in the Lobby of the San Pablo Library.

STATE LEGISLATION AND FUNDING

The CLA Legislative Committee has created a monthly advocacy plan. Each month there will be a new feature. February is the month for planning for *Day in the District*, which will be in March. Whereas there is no specific date in March/April to visit elected officials, CLA encourages California librarians and library advocates to show up in force in March to talk to their local, state, and federal electeds about the great work libraries are doing, invite them to an event or two, and talk about what resources libraries need to do more. Please see the handouts outlining *Day in the District*, tips for talking with legislators, engaging local support groups in the visits and legislative issues for 2019. Additional information may be found at <https://www.cla-net.org/page/737>

The State Legislature held hearings on Governor's Newsom's Budget in the last few weeks. Governor Newsom will also produce a "May Revision" of the State Budget in May, which will feature a more accurate revenue projection, taking into account April tax receipts. The Budget must be passed and sent to the Governor by June 15. CLA will provide updates as these issues progress through the legislative process. Website: <https://www.cla-net.org/page/1094>

PERSONNEL UPDATE

NEW APPOINTMENTS:

- **Elaine Kociolek**, Adult Literacy Program Manager, Project Second Chance

REASSIGNMENTS:

- **Lauren Boag**, Library Assistant-Journey Level, Adult/Teen Services (20/40), Dougherty Station Library to Library Assistant-Journey Level, Teen Services (40/40), San Ramon Library
- **Rebekah Mrasz**, Clerk-Experienced Level (40/40), Children & Family Services, to Clerk-Senior Level (40/40) San Pablo Library,
- **Margaret Smith**, Librarian – Youth Services (40/40), Ygnacio Valley Library to Librarian – Youth Services (32/40), Martinez Library

TEMPORARY UPGRADES:

- **Corrie Grimshaw**, Library Assistant-Journey Level (P.I.), Public Services, to Library Assistant Advanced (40/40), Virtual Library, effective March 4, 2019

RETIREMENTS:

- **Robert Nelson**, Library Assistant-Journey Level at Ygnacio Valley Library announced his retirement

COMMUNITY OUTREACH / TRAINING

- Attended various meetings with the City of Pleasant Hill to discuss the design and timeline for construction of the new Pleasant Hill Library. Construction begins in early fall following the relocation to a temporary library in September.

EVENTS TO CALENDAR

- American Library Association Annual Conference/National Library Legislative Day, Washington, DC: June 20-25, 2019
- Urban Libraries Council Annual Forum, Salt Lake City, UT: *Preparing to Lead on AI + Digital Citizenship* October 16-18, 2019
- California Library Association Annual Conference, Pasadena, CA: October 24-26

GRANTS / DONATIONS / SCHOLARSHIPS / AWARDS

We thank the many Friends, Foundations and other donors for their generous gifts to the Library.

Grants and Gifts	Date Posted	Amount
Friends of the Danville Library Endowment Fund, for materials for Danville Library	1/25/2019	\$4,000.00
Crockett Community Foundation - grant for extra hours Crockett Library	2/8/2019	\$20,000.00
Friends of Hercules Library - for Materials for Hercules Library	1/25/2019	\$5,000.00
TOTAL		<u>\$29,000.00</u>

2019 LIBRARY COMMISSION MEETING SCHEDULE AND LOCATIONS (Pending approval of the Revised Library Commission Bylaws by the Board of Supervisors, the Library Commission will meet on the 3rd Thursday every other month beginning January 2019)

Thursday, January 17, 7-9pm at Library Administration, 777 Arnold Dr., Ste. 210 Martinez
 Thursday, March 21, 7-9pm at the **Concord Library, 2900 Salvio Street, Concord**
 Thursday, May 16, 7-9pm at the **Concord Library, 2900 Salvio Street, Concord**
 Thursday, July 18, 7-9pm at the **Brentwood Library, 35 Oak St., Brentwood**
 Thursday, September 19, 7-9pm at Library Administration, 777 Arnold Dr., Ste. 210, Martinez
 Thursday, November 21, 7-9pm at Library Administration, 777 Arnold Dr., Ste. 210, Martinez

Respectfully submitted by Melinda Cervantes, County Librarian