


MEETING OF THE LIBRARY COMMISSION

A G E N D A

Doors open at 6:45 p.m.

DATE: Thursday, May 24, 2018
TIME: **7:00 p.m. LIBRARY COMMISSION MEETING**
LOCATION: **Library Administration, Quail Room**
777 Arnold Drive, Suite 210, Martinez, CA 94553

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

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

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

Library Commissioners, please **call Library Administration**, at (925) 608-7700 by 5 p.m. **Wednesday, May 23, 2018 if you will NOT be at the meeting.** A quorum must be established before a meeting can be held. A record is maintained of Commissioner's attendance.

- 1. 7:00 p.m.**
(5 mins.)
CALL THE MEETING TO ORDER / ROLL CALL
The Library Commission Chair will call the meeting to order. Commissioners will introduce themselves for the record.
- 2. 7:05 p.m.**
(5 mins.)
INTRODUCTIONS
Visitors will have an opportunity to introduce themselves; self-introductions are voluntary.
- 3. 7:10 p.m.**
(5 mins.)
PUBLIC COMMENT
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.
- 4. 7:15 p.m.**
ACTION
(20 mins.)
CONTINUED BUSINESS
WORKING COMMITTEE REPORTS – *Attachments 1 and 2*
 - A. Vice-Chair Wilson will report on the activities of the Work Plan & Annual Report Working Committee. **(10 minutes)**
 - B. Commissioner Alan Smith will report on the activities of the Legislative Working Committee. **(10 minutes)**

5. 7:35 p.m.
A. DISCUSSION (20 mins.) **NEW BUSINESS**
LIBRARY SERVICES FOR PEOPLE WITH DISABILITIES –
Deputy County Librarian Alison McKee will discuss services provided by the library for people with disabilities.
- B. 7:55 p.m.
DISCUSSION (15 mins.) **STRATEGIC PLAN ASSESSMENT & THE ROLE OF THE COMMISSION – Attachment 3**
Presentation of the 2014-2017 Strategic Plan Assessment and Draft 2020 Strategic Plan. Followed by a discussion of the role of the Library Commission as it relates to the 2020 Strategic Plan. County Librarian Cervantes/Vice-Chair Wilson
- C. 8:10 p.m.
DISCUSSION (15 mins.) **ORANGEBOY DATA/ANALYTICS – Attachment 4**
Discussion of the OrangeBoy analytical data presented at the annual Library Forum event. Deputy County Librarian Gail McPartland
- D. 8:25 p.m.
INFORMATION (10 mins.) **BYLAWS / APPROVED APRIL 24, 2018 – Attachment 5**
Final steps taken to achieve approval of the revised commission bylaws. County Librarian Cervantes
6. 8:35 p.m.
ACTION (5 mins.) **ACCEPTANCE OF MINUTES – Attachment 6**
Commissioners will approve or amend the minutes for the meeting of March 22, 2018.
7. 8:40 p.m.
INFORMATION (10 MINS.) **ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS**
Commissioners or library staff may make announcements regarding the Library Commission and Library or Friends group activities of interest to other Library Commission members.
8. 8:50 p.m.
INFORMATION (5 MINS.) **COUNTY LIBRARIAN REPORT – Attachment 7**
County Librarian Melinda Cervantes will report on items of interest to Commissioners.
9. 8:55 p.m.
ACTION (5 MINS.) **AGENDA SETTING FOR NEXT MEETING and FUTURE TOPICS**
Commissioners will suggest items for future meetings.
10. 9:00 p.m. **ADJOURNMENT TO THE July 26, 2018 LIBRARY COMMISSION MEETING at the San Ramon Library, 100 Montgomery Street, San Ramon, CA 94583.**

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 1

MEETING DATE: Thursday, May 24, 2018

AGENDA ITEM #: 4.A.

ITEM: REPORT OF THE WORK PLAN & ANNUAL REPORT
WORKING COMMITTEE

RECOMMENDED ACTION:

Commissioners will be asked to submit their contributions to the 2018 Work Plan for the first half of the year.

CONTRA COSTA COUNTY LIBRARY COMMISSION 2017 ANNUAL REPORT PLANNING WORKSHEET

Commissioners:

Please complete page 1 with your activities, accomplishments, and training information up to this point in 2018.

On page 2, please offer suggestions for the Work Plan and Objectives for 2019.

Please return this form by June 1, 2018 as a mid-point report for this year. A subsequent request will be sent to cover the remainder of the year.

The results of Commissioners two reports will be incorporated into the draft Annual Report and Work Plan provided at the November 15, 2018 Commission meeting. The final Report and Work Plan will be submitted to the Board of Supervisors to satisfy advisory board annual reporting requirements.

Interim report prepared by:

NAME: _____, Library Commissioner

1. Activities (either as a group or as an individual Library Commissioner):

2. Accomplishments (either as a group or as an individual Library Commissioner):

2018 ANNUAL WORK PLAN PLANNING WORKSHEET

Goal 1: Monitor outcomes of existing plan and advise on new plan development

Objective 1:

Objective 2:

Goal 2: Advocate for public library funding required to meet assessed county needs.

Objective 1:

Objective 2:

Objective 3:

Goal 3: Identify ways to ensure stable and adequate funding for county libraries

Objective 1:

Objective 2:

Goal 4: Provide link between the community and Contra Costa Library

Objective 1:

Objective 2:

Objective 3:

Goal 5: Provide a forum for the public to express views regarding Contra Costa Library

Objective 1:

Objective 2:

Goal 6: Ensure the continued effectiveness of the Contra Costa Library Commission

Objective 1:

Objective 2:

Objective 3:

**Library Commission suggestions for the
2017 Annual Report/2018 Work Plan**

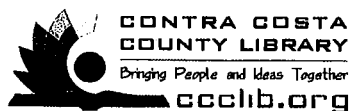
2018 Contra Costa County Library Commission

Library Commission meets 4th Thursday of alternating months

Library Commission meets at Library Administration, 777 Arnold Drive, Martinez
Brian Campbell-Miller, Chair Peter A. Wilson, Vice Chair Staff: Melinda Cervantes,
County Librarian

Submit worksheet, **by June 1, 2018**, by fax (925) 608-7761, e-mail Wbeverid@ccclib.org or mail to:

Walter Beveridge, Administrative Aide
Contra Costa County Library
777 Arnold Drive, Suite 210
Martinez, CA 94553



2018 Work Plan

Goal 1: Monitor outcomes of existing strategic plan and advise on new plan development

- Obj. 1: Review final report on outcomes of 2014-17 strategic plan and identify areas of success and continuing need (Mar)
- Obj. 2: Identify areas of success and need for further work in subsequent efforts (May)

Goal 2: Advocate for public library funding required to meet assessed county needs

- Obj. 1: With the approval of the County Board of Supervisors, provide letters of support for public funding initiatives to city/town mayors and county supervisors for submission to state and federal representatives (Mar—May)
- Obj. 2: Continue to advocate for reduction in majority requirement for library-only bond measures, from two-thirds to 55% at the state level (Mar—May)
- Obj. 3: Advise the County Librarian on priorities for spending based on the mission statement, strategic plan and operational necessities (Mar)

Goal 3: Identify ways to ensure stable and adequate funding for county libraries

- Obj. 1: Seek collaboration with Friends of the Library, Library Foundation and Friends Council organizations of Contra Costa County Library to study methods, structures, source types, and results of private fundraising for county libraries (Jan – May)
- Obj. 2: Increase the Commission's understanding of the basis for current county funding for Contra Costa Library (Jan), and explore opportunities for increased funding from public sources (Mar)

Goal 4: Provide a link between the community and Contra Costa County Library

- Obj. 1: Represent commission with "friends of the library," library foundations, community advisory groups, other civic/community groups (Ongoing)
- Obj. 2: Brief City Councils, County Supervisors, and other appointing bodies on library matters and work of Commission (Ongoing).
- Obj. 3: Participate in "Annual Friends, Foundations and Commission Forum" organized by County Librarian (May)

Goal 5: Provide a forum for the public to express views regarding Contra Costa County Library

- Obj. 1: Review and respond to communications received by the Commission through the Library website or other means, and during public comment at meetings (Ongoing)
- Obj. 2: Present feedback to the County Librarian and the Board of Supervisors regarding concerns expressed by members of the community concerning CCCL, as appropriate (Ongoing)

Goal 6: Ensure the continued effectiveness of the Contra Costa County Library Commission

- Obj. 1: Commissioners (a) attend meetings; (b) maintain certification of Brown Act/Better Governance Ordinance training; (c) pursue activities adhering to purposes and duties of the Commission (see Bylaws); (d) continue to develop knowledge of county library

services and communities it serves; (e) submit an annual report and work plan to the board of supervisors

Obj. 2. Form committees for nomination of officers ((Jul—Sep) and special projects, as needed.

Obj. 3 Obtain final approval of revisions to Commission bylaws as proposed in the 2016 revitalization effort.

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 2

MEETING DATE: Thursday, May 24, 2018

AGENDA ITEM #: 4.B.

ITEM: REPORT OF THE LEGISLATIVE WORKING
COMMITTEE

RECOMMENDED ACTION:

No action required.

Walter Beveridge

From: alan smith <alanbsmith@sbcglobal.net>
Sent: Wednesday, May 09, 2018 2:30 PM
To: Walter Beveridge
Cc: Kathleen Gilcrest; Juan Kelly; Michael Allan Fischer
Subject: Fw: [Calix] "Day in the District is HERE!"

Walter please include this as an attachment for the commission packet as our committee report.

Team this shows an issue...Day in the District is usually much earlier; comes with a message about why it is important; shows some urgency and this one is still plugging SCA3 which is DEAD due to lack of votes as we have discussed.

See ya later this month. And yes Melinda reports it looks as though there will be no visits this year.

as

----- Forwarded Message -----

From: California Library Association <info@cla-net.org>
To: calix@listserv.cla-net.org
Sent: Monday, April 30, 2018 1:52 PM
Subject: [Calix] "Day in the District is HERE!"

Day in the District is

HERE

and

CLA

has several resources available to assist with your advocacy for libraries!

<http://www.cla-net.org/?page=737>

Tools to assist you in your advocacy

Materials

- Day in the District 2018 Talking Points
- Key Committee Members
- Sample Letter
- Day in the District Ideas

- SCA 3 Fact Sheet
- SCA 3 Postcard
- CLA Legislative Visit Worksheet
- California Public Libraries and CENIC

Helpful Links

- Find your Assembly Member or State Senator
- Locate and track bills in the California State Legislature

You can unsubscribe at: http://listserv.cla-net.org/mailman/options/calix_listserv.cla-net.org

Calix mailing list

Calix@listserv.cla-net.org

http://listserv.cla-net.org/mailman/listinfo/calix_listserv.cla-net.org

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 3

MEETING DATE: Thursday, May 24, 2018

AGENDA ITEM #: 5.B.

ITEM: STRATEGIC PLAN ASSESSMENT & THE ROLE OF THE
COMMISSION

RECOMMENDED ACTION:

No action required.

Strategic Plan Alignment

Contra Costa County Library

May 9, 2018



31

Strategic Vision and Goals

"...the pulse of our community. Working together, we spark imagination, fuel potential, and connect people with ideas and each other"

- The Library ensures easy, equitable access to library services for all Contra Costa County residents
- The library champions personal and community engagement in literacy and reading to enrich lives
- The library delivers a consistent, high-quality, and inviting experience at all points of contact
- The library successfully promotes its value, programs and opportunities to the community

Progress towards Goals

- **Goal 1: The Library ensures easy, equitable access to library services for all Contra Costa County residents**
 - Some libraries: New hours
 - Facilities refreshes, updates
 - Expand beyond library walls (outreach)
 - Library staff more present in communities
- **Goal 2: The library champions personal and community engagement in literacy and reading to enrich lives**
 - New computer access (Laptop lending)
 - New policies (Fine free cards for minors, patron conduct)
 - New Services (Career online high school, Readers Initiative, Kindergarten Readiness)
 - Measurement and Engagement Tools (Savannah)

Progress towards Goals

- **Goal 3: The library delivers a consistent, high-quality, and inviting experience at all points of contact**
 - Library staff more present in communities
 - New dedicated positions (Adult and Youth Services, Outreach, digital services, marketing)
 - Staff training (Staff Development Day, Customer Service, new managers)
 - New policies (Fine free cards for minors, patron conduct)
 - Catalog search enhancements
- **Goal 4: The library successfully promotes its value, programs and opportunities to the community**
 - Voice of the Customer feedback (customer survey)
 - Growing marketing presence
 - Expand beyond library walls (outreach)
 - New Merchandising (Lucky Day)
 - Measurement and Engagement Tools (Savannah)

Strategic Plan Alignment



CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 4

MEETING DATE: Thursday, May 24, 2018

AGENDA ITEM #: 5.C.

ITEM: ORANGEBOY DATA/ANALYTICS

RECOMMENDED ACTION:

No action required.

Contra Costa County Library

May 5, 2018

Contra Costa County Library

May 5, 2018



Agenda

- Introduction
- Customer and Market Overview
- Strategic Plan Alignment

Contra Costa County Library

May 5, 2018



Meet OrangeBoy, Inc.

- Who we are: Founded in 1996, OrangeBoy, Inc. uses a customer-centric, data-driven approach to help organizations meet their customers at their point of need with great efficiency and high impact
- What we do: OrangeBoy has worked with nearly 100 libraries across North America to manage and measure library performance



Contra Costa County Library

May 5, 2018



Market Analysis

Contra Costa County Library

May 5, 2018



CCCPL Serves Contra County, CA

	USA	California	Contra Costa
Population (2018 Est.)	326,533,070	39,695,753	1,094,135
Projected Growth(2018-2023)	3.50%	4.05%	5.24%
Median Age	38.36	36.91	40.27
Households w/ person 18 and younger	33.53%	37.47%	37.58%
Non-English spoken at home	21.37%	44.33%	33.44%
Median Household income	\$60,133.17	\$70,635.58	\$96,601.38
2018 Families Below Poverty	11.74%	11.00%	6.95%
No H.S. Degree Above 25	13%	17.90%	9.88%



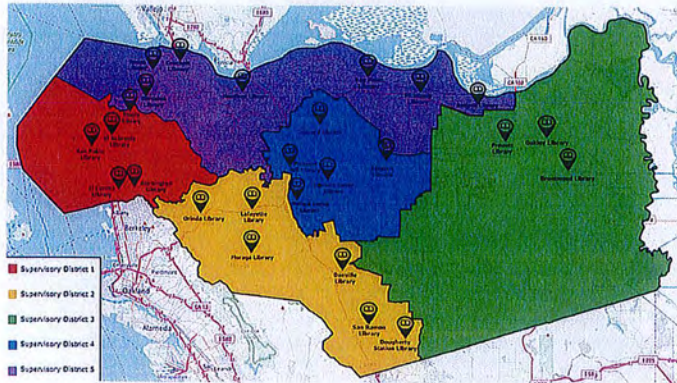
OrangeBoy Inc.

Comparison Counties

	Contra Costa	Alameda County	Santa Clara County	Solano County
Population (2018 Est.)	1,094,135	1,672,270	3,620,985	444,393
Projected Growth(2018-2023)	5.24%	5.50%	5.27%	4.43%
Median Age	40.27	38.33	38.19	38.10
Households w/ person 18 and younger	37.58%	34.61%	36.47%	38.18%
Non-English spoken at home	33.44%	44.03%	48.60%	29.66%
Median Household income	\$96,601.38	\$91,129.30	\$102,719.71	\$73,975.21
2018 Families Below Poverty	6.95%	7.99%	6.85%	9.93%
No H.S. Degree (age 25 and up)	9.88%	12.63%	12.69%	12.49%



OrangeBoy Inc.



Map of Supervisorial Districts

7/5/2018

OrangeBoy Inc.

Supervisorial Districts

	Supervisorial District 1*	Supervisorial District 2	Supervisorial District 3	Supervisorial District 4	Supervisorial District 5
Population (2018 Est.)	106,281	237,528	240,674	232,378	222,793
Projected Growth(2018-2023)	4.13%	5.08%	7.45%	3.86%	5.00%
Median Age	40.66	44.88	37.22	41.36	37.98
Households w/ person 18 and younger	35.09%	36.38%	46.48%	31.12%	39.27%
Non-English spoken at home	48.39%	26.47%	29.66%	31.12%	40.27%
Median Household income	\$75,713.60	\$142,258.93	\$95,981.11	\$92,851.54	\$76,041.64
2018 Families Below Poverty	10.42%	2.50%	6.65%	6.79%	11.04%
No H.S. Degree Above 25	17.53%	2.30%	9.96%	8.40%	15.80%

*Excludes the city of Richmond

OrangeBoy Inc.

Market Penetration

Orange County Library

May 9, 2018



Market Penetration

What it Measures:

- The Household Market Penetration metric measures the percentage of households with at least one active card, served in the library's service area. The larger the percentage, the broader the library's reach in your community.

Why it is Important:

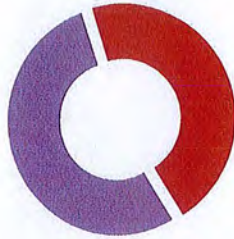
- Market penetration measures the overall reach of the Library in its service area.
- Market penetration is an indicator of how much of your service area is engaged with your Library.
- It makes an important argument about the popularity or demand for the Library's services. The growth and decline of household market penetration provides an understanding of the value you deliver to your community.

Orange County Library

May 9, 2018



System Market Penetration



21% of households in the Library's service area have at least one active library card

76,167		370,007		21%
The total number of <u>households</u> in your service area with at least one cardholder record in Savannah with a last activity date during the past 12 months	÷	The number of households in your service area, according to US Census Bureau Projections for the current year	=	The percentage of households in your service area that have at least one active library card

Costa County Library

May 4, 2018

OrangeBoy Inc.

11

Market Penetration by District

District	Total Households	Active Households	Market Penetration
District 1	76,968	11,560	15%
District 2	90,532	25,510	28%
District 3	74,293	8,608	12%
District 4	91,038	18,765	21%
District 5	76,077	11,781	15%
Total	408,908	76,224	19%



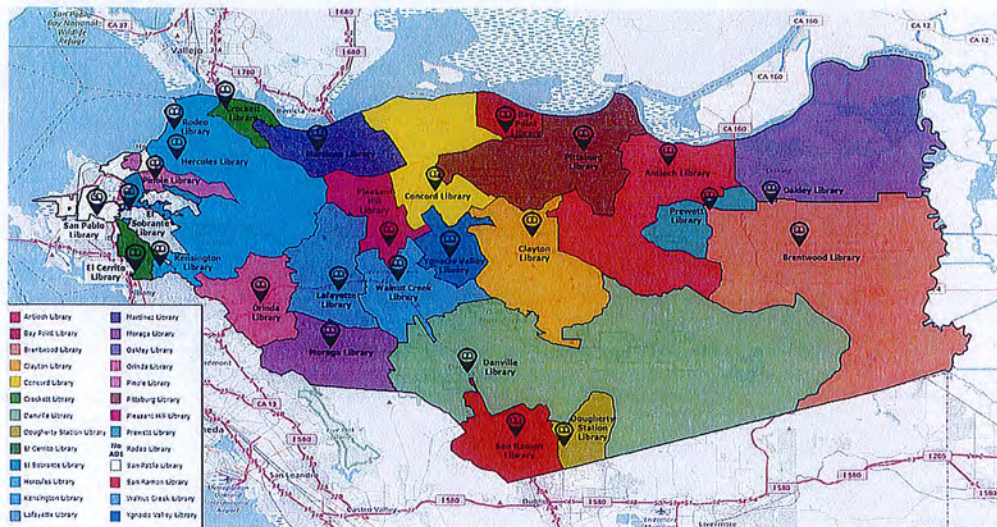
Costa County Library

May 4, 2018

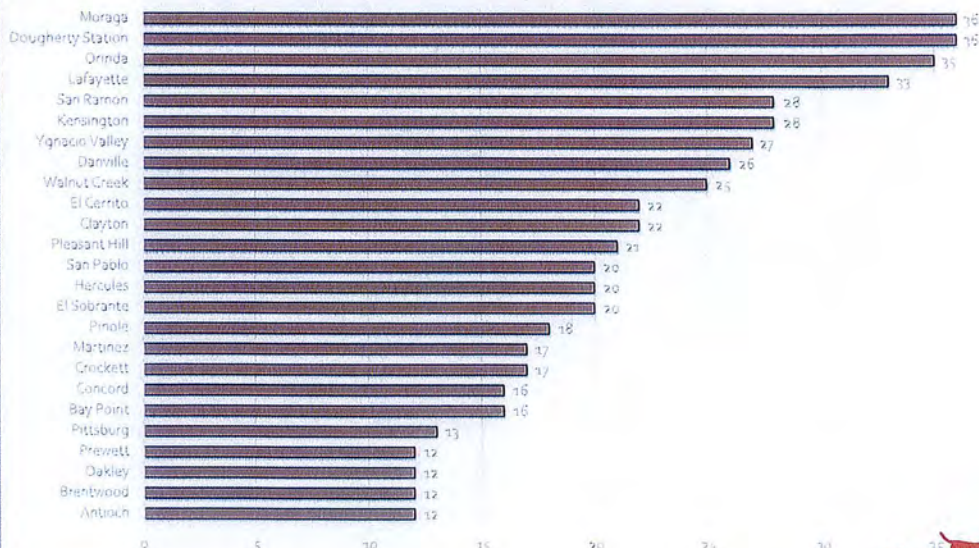
OrangeBoy Inc.

12

CCCPL Map (by branch service area)



Market Penetration by ADI



Cardholder Survey

Contra Costa County Library

May 9, 2018



15

Cardholder Survey

- Sent to all customers with valid emails above the age of 18: 185,712

Total Responses	21,402
Completed Responses used in analysis	18,345
Response Rate	12%
Write in responses to questions	3,041

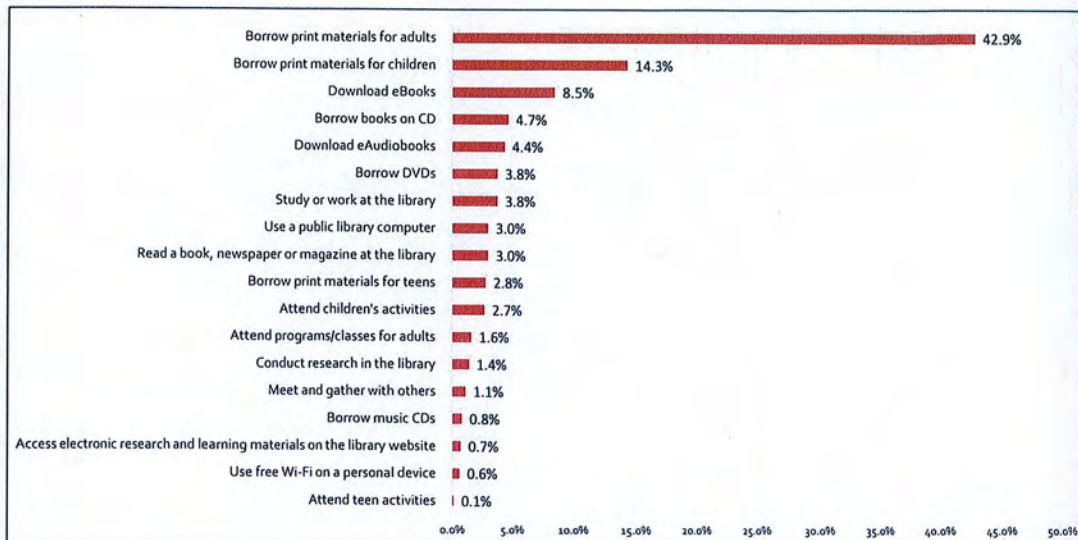
Contra Costa County Library

May 9, 2018



16

Primary Library Use



Contra Costa County Library

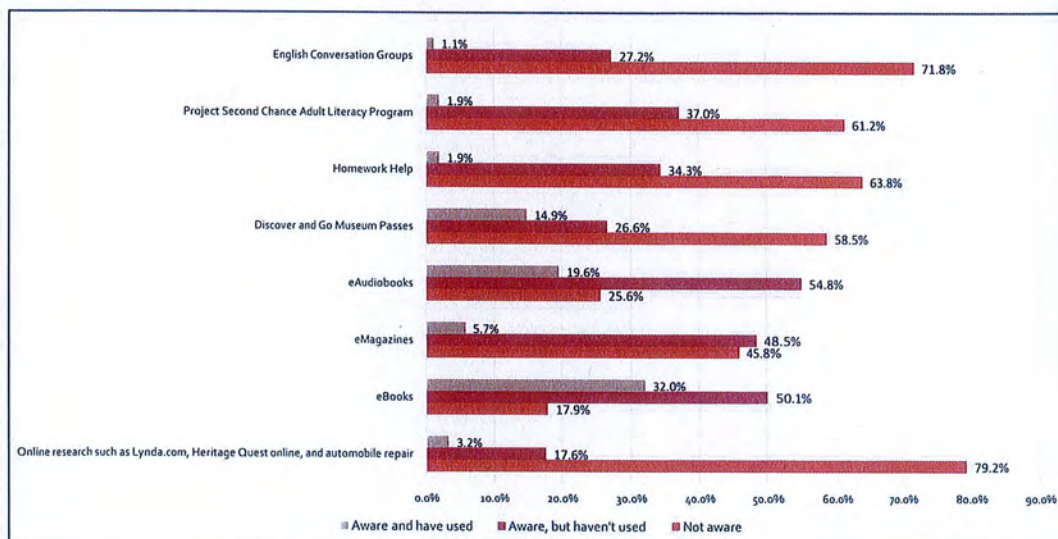
Question: What would you say was the PRIMARY way you used the library?

May 2014

OrangeBoy inc.

37

Awareness of Library Services



Contra Costa County Library

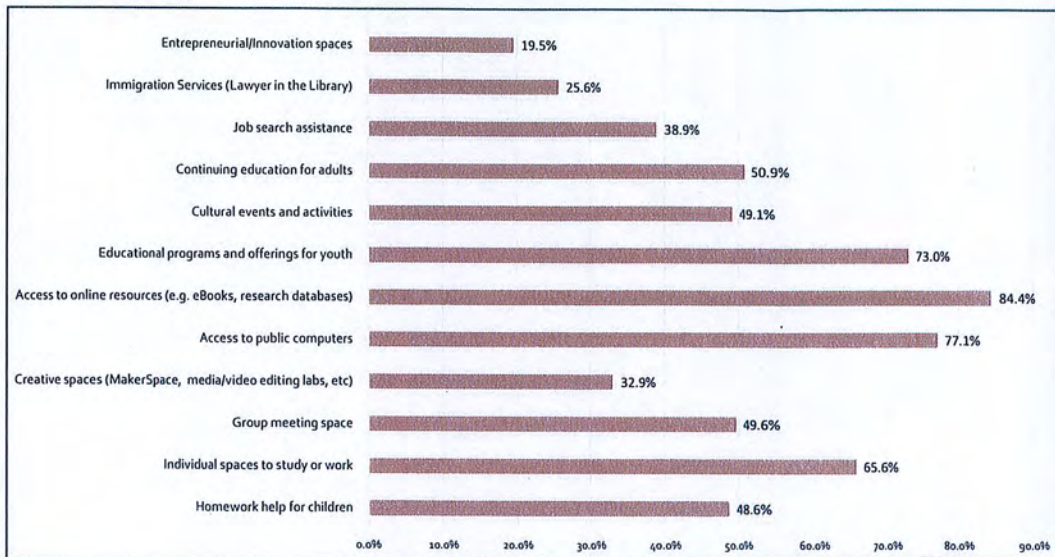
Question: Are you aware that the Contra Costa County Library offers these services?

May 2014

OrangeBoy inc.

38

Services the Library Should be "Actively Involved"



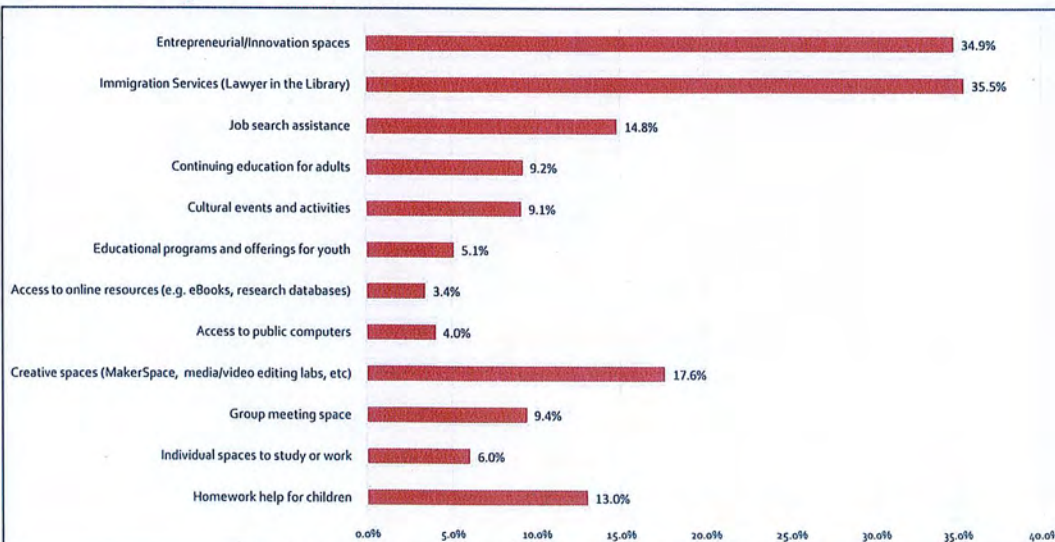
Contra Costa County Library

May 5, 2018

OrangeBoy Inc.

19

Services the Library Should Not be "Actively Involved"

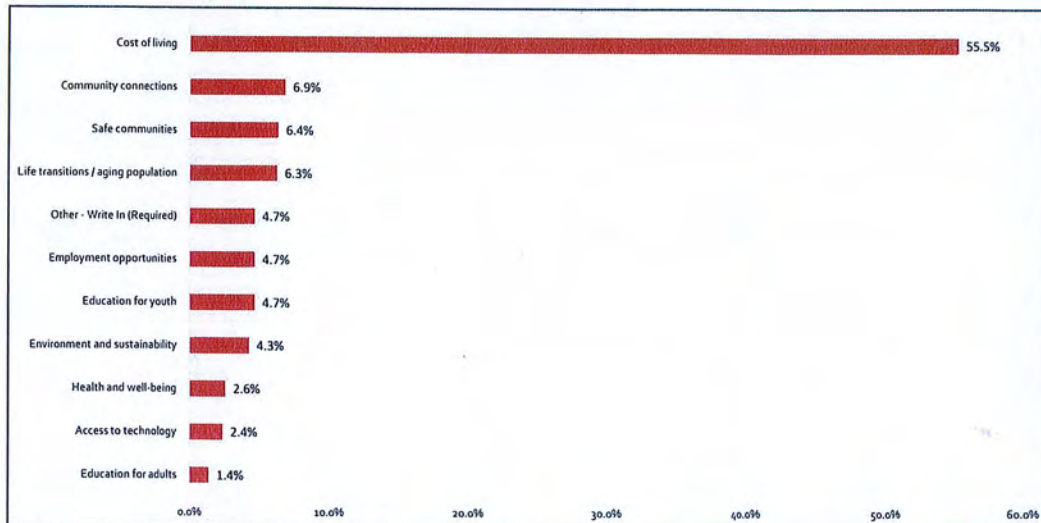


Questions: In your opinion, how involved should the library be in providing the following community services? Not involved

OrangeBoy Inc.

20

Challenges in Community



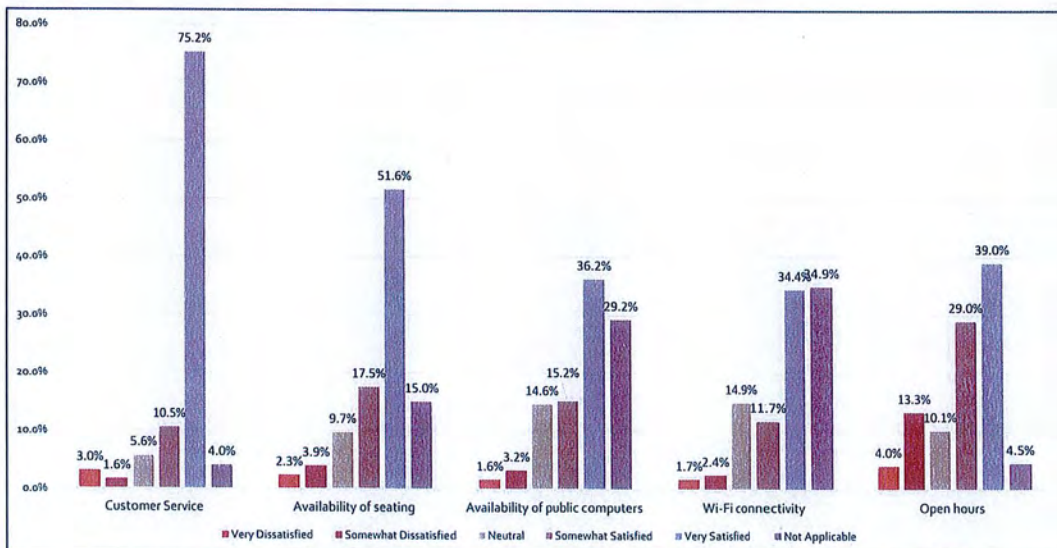
Santra Costa County Library

Question: What is the biggest challenge you see in your community? Please select only one option

May 9, 2018

OrangeBoy Inc.

Facilities and Staff Satisfaction



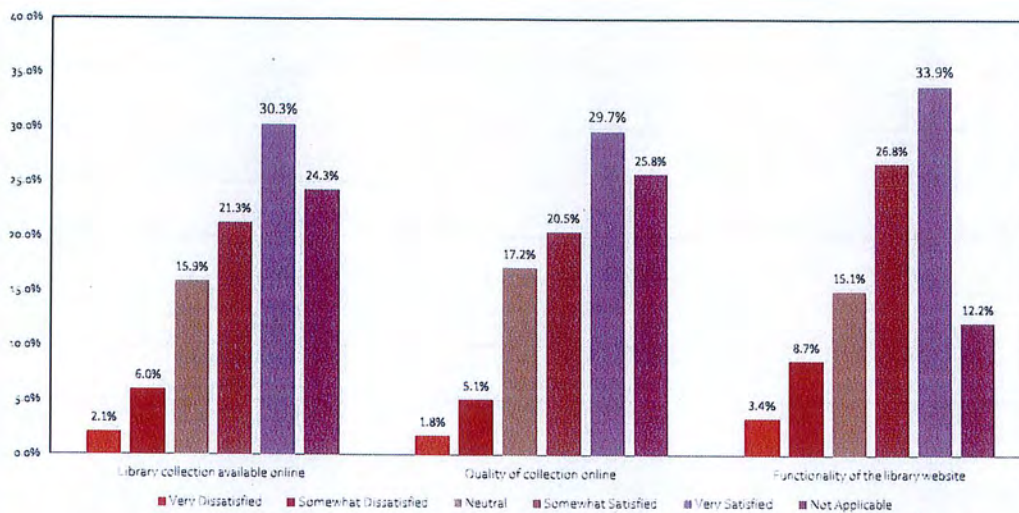
Santra Costa County Library

Question: Please rate your satisfaction with the library's services. Choose "Not Applicable" if a service is not relevant to your library experience.

May 9, 2018

OrangeBoy Inc.

Online Services Satisfaction



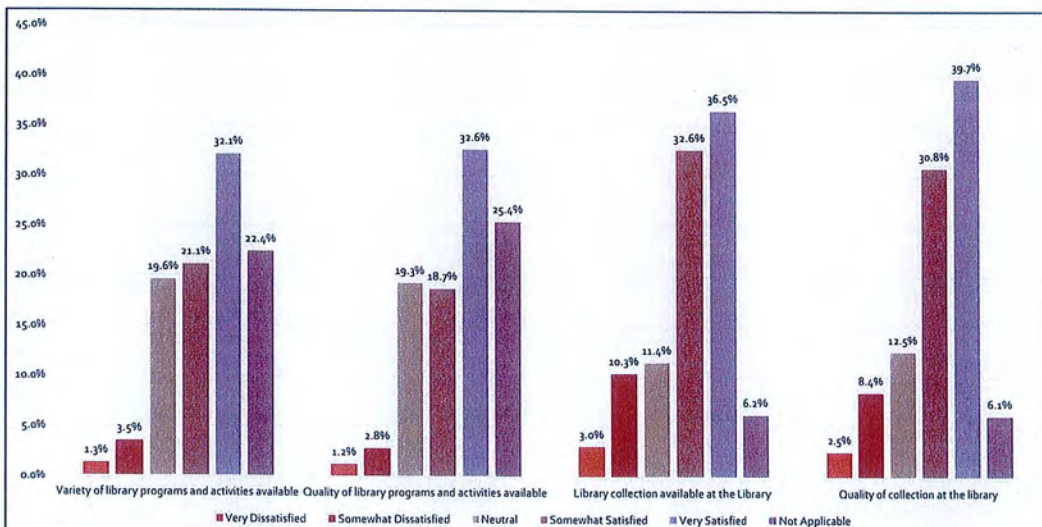
Contra Costa County Library

Question: Please rate your satisfaction with the library's services. Choose "Not Applicable" if a service is not relevant to your library experience.

May 5, 2018

OrangeBoy Inc.

Collection & Programming Satisfaction



Contra Costa County Library

May 5, 2018

OrangeBoy Inc.

Net Promoter Score

Santra Costa County Library

May 14, 2018



25

Net Promoter Score

- Customers are categorized into three groups depending on how they answered the 0-10 scale:
 - **Promoters** are happy supporters (9-10)
 - **Passives** are satisfied, but likely to stray (7-8)
 - **Detractors** are dissatisfied and critical (0-6)
- The final **net promoter score** provides a score that focuses on both increasing promoters and decreasing detractors

$$\begin{array}{l} \text{Net} \\ \text{Promoter} \\ \text{Score} \end{array} = \% \text{ Promoters} - \% \text{ Detractors}$$

In Savannah®, this survey is sent on a weekly basis to a random sample of recent customers to get immediate and continuous feedback, and responses are recorded and measurable within the business intelligence suite program.

Santra Costa County Library

May 14, 2018



26

Industry Benchmarks



- Apple has a NPS of **89** – Closes loop with detractors within 24 hours and found that every hour spent calling detractors generates more than \$1,000 in revenue



- Cisco has an NPS of **50**



- Nikon has an NPS of **61**



- Walmart has an NPS of **40**



- Macy's has an NPS of **31**

Contra Costa County Library

May 5, 2018



27

NPS Results

NPS Survey sent to ALL cardholders

18,140 responses

Promoters – 11,699

Passives – 4,253

Detractors – 2,188

NPS Score:

52.4

17. How likely are you to recommend the Contra Costa County Library to a colleague or friend? Rate this on a scale of 0-10.



Contra Costa County Library

May 5, 2018



28

Active Cardholder NPS Result

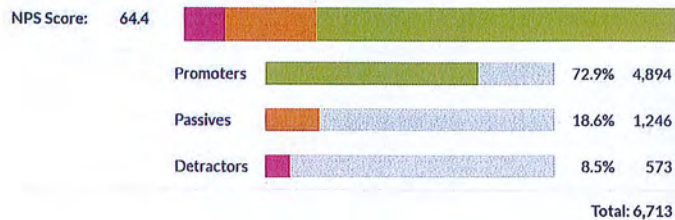
NPS Survey Results for Active
Customers:

Total 6,713 responses

- Promoters – 4,894
- Passives – 1,246
- Detractors – 573

NPS Score:
64.4

1. How likely are you to recommend the Contra Costa County Library to a colleague or friend? Rate this on a scale of 0-10.



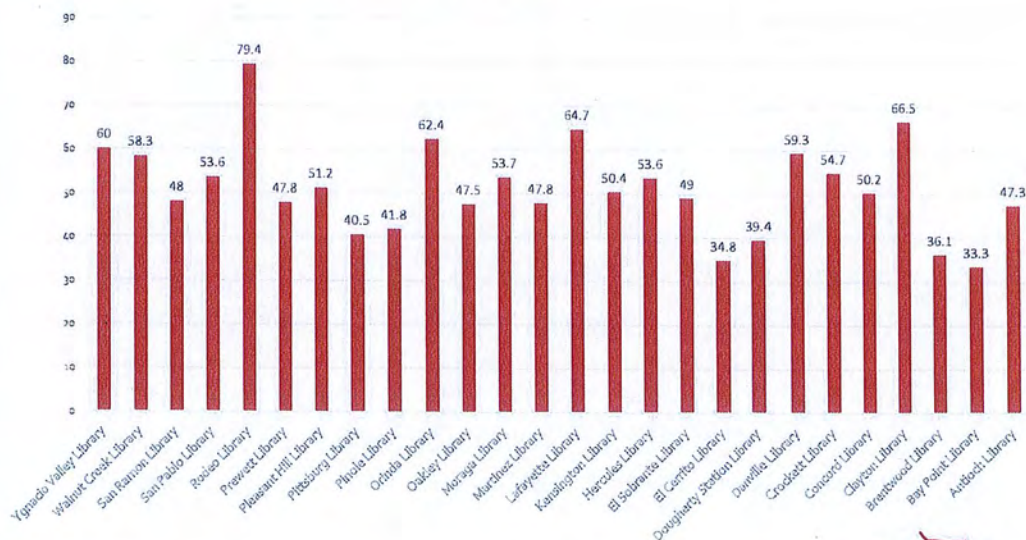
Contra Costa County Library

May 9, 2018

OrangeBoy inc.

29

All Location NPS Results



Contra Costa County Library

May 9, 2018

OrangeBoy inc.

30

Strategic Plan Alignment

Contra Costa County Library

May 5, 2018



Strategic Vision and Goals

"...the pulse of our community. Working together, we spark imagination, fuel potential, and connect people with ideas and each other"

- The Library ensures easy, equitable access to library services for all Contra Costa County residents
- The library champions personal and community engagement in literacy and reading to enrich lives
- The library delivers a consistent, high-quality, and inviting experience at all points of contact
- The library successfully promotes its value, programs and opportunities to the community

Contra Costa County Library

May 5, 2018



Progress towards Goals

- Goal 1: The Library ensures easy, equitable access to library services for all Contra Costa County residents
 - Some libraries: New hours
 - Facilities refreshes, updates
 - Expand beyond library walls (outreach)
 - Library staff more present in communities
- Goal 2: The library champions personal and community engagement in literacy and reading to enrich lives
 - New computer access (Laptop lending)
 - New policies (Fine free cards for minors, patron conduct)
 - New Services (Career online high school, Readers Initiative, Kindergarten Readiness)
 - Measurement and Engagement Tools (Savannah)

Contra Costa County Library

May 5, 2018



33

Progress towards Goals

- Goal 3: The library delivers a consistent, high-quality, and inviting experience at all points of contact
 - Library staff more present in communities
 - New dedicated positions (Adult and Youth Services, Outreach, digital services, marketing)
 - Staff training (Staff Development Day, Customer Service, new managers)
 - New policies (Fine free cards for minors, patron conduct)
 - Catalog search enhancements
- Goal 4: The library successfully promotes its value, programs and opportunities to the community
 - Voice of the Customer feedback (customer survey)
 - Growing marketing presence
 - Expand beyond library walls (outreach)
 - New Merchandising (Lucky Day)
 - Measurement and Engagement Tools (Savannah)

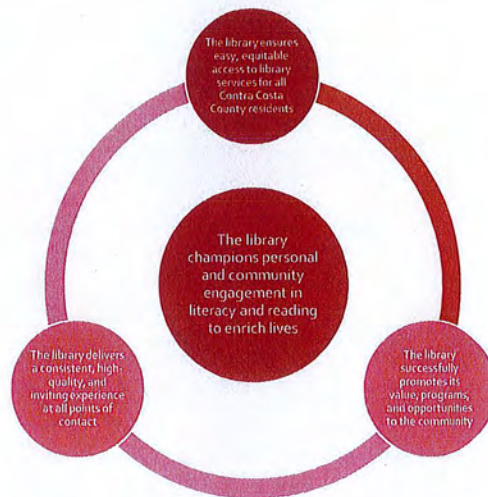
Contra Costa County Library

May 5, 2018



34

Strategic Plan Alignment



Contra Costa County Library

May 9, 2018

 **OrangeBoy** inc.

35

Ongoing Strategic Planning

- Coordinated efforts to promote library system across the county
- Institutional discipline to focus on priorities
- Measurement to demonstrate impact

Contra Costa County Library

May 9, 2018

 **OrangeBoy** inc.

36

Ongoing Work

Contra Costa County Library

May 5, 2016



37

Intelligent Library Management



- Focus on your customers and how they interact with the library
- Direct resources to areas generating the greatest public good
- Drive real-time assessment of library performance

June 14, 2016

May 5, 2016



38

- Savannah is a software-as-a-service that offers a suite of tools that allows you to measure and analyze customer behavior, gather customer feedback, and communicate with target customer groups



A data warehouse that offers secure storage, integration and analysis of library data sources. Data also connects to Excel and BI tools like Microsoft Power BI and Tableau, for data analysis and visualizations.



Customer contact management with record tagging capabilities and GIS mapping to provide spatial analysis of your customers.



A business intelligence report library with Key Performance Indicators (KPI), including peer comparisons to other libraries. Reports also provide customer insights via proprietary library usage segmentation.



Targeted email messaging and survey tools that can be automated to communicate and learn directly from your customers about library services, and loyalty and satisfaction through Net Promoter Score (NPS).

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 5

MEETING DATE: Thursday, May 24, 2018

AGENDA ITEM #: 5.D.

ITEM: BYLAWS (Approved April 24, 2018)

RECOMMENDED ACTION:

No action required.



Contra
Costa
County

To: Board of Supervisors
From: Melinda Cervantes, County Librarian
Date: April 24, 2018

Subject: Amended and Restated Bylaws of the Contra Costa County Library Commission

RECOMMENDATION(S):

ADOPT the Amended and Restated Bylaws of the Contra Costa County Library Commission, as recommended by the Library Commission and County Librarian.

FISCAL IMPACT:

No fiscal impact.

BACKGROUND:

The Library Commission was established by the Board on March 12, 1991. The 1991 Board Order established the composition and powers of the Commission. Since that time, a number of changes have occurred that have affected the Commission. The City of Richmond elected to leave the Commission. Two new members were added to the Commission when the City of Oakley incorporated in 2000 and the College District was invited to join.

On December 19, 2017, the Board approved the current composition of the Commission and assorted changes to the powers of the Commission. At the same time, the Board directed the Librarian to propose, within ninety days, revisions to the Commission's bylaws to reflect the approved changes. The proposed Amended and Restated Bylaws are attached.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR ☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: 04/24/2018 ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: April 24, 2018

David J. Twa, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: Walt Beveridge
925-608-7730

cc:

BACKGROUND: (CONT'D)

The following key terms are incorporated into the Amended and Restated Bylaws:

1. Composition. When all of the positions are filled, the Commission will be comprised of no fewer than twenty-four voting members and no more than twenty-eight total members. The Commission will have the following voting members: Eighteen city (town) representatives, five representatives of the County, with each member of the Board having one appointment, and one member appointed by the Contra Costa Central Labor Council, for a total of twenty-four voting members. In addition, the Commission will have four ex officio (non-voting) members, with each of the following entities having one appointment: the Contra Costa County Office of Education, the Contra Costa Friends Council, the East Bay Leadership Council and the Contra Costa Community College District.

2. Term. Each member will serve a 4-year term and may be reappointed by their appointing authority. Each member, including a member appointed to fill a vacancy, will hold the seat for which they were appointed until the expiration of the term for that seat, or until that member's earlier resignation or removal in accordance with the bylaws.

Each member is being appointed to one of four "classes," as assigned by the Librarian. The purpose of the classes is to enable the expiration dates of members' terms to be staggered. A copy of the class assignments is attached. Some members will have a "transition term," to bridge them from their current term to the term that applies to their class.

3. Quorum. A quorum for all meetings is thirteen voting members.

4. Voting. Except for a vote related to an amendment to the bylaws, the work of the Commission may proceed by consensus as long as there is no objection from a member to proceeding in this manner. When a member requests a recorded vote, the matter may only be approved if it is approved by a majority of the County members present and a majority of the City members present. For purposes of such a vote, the vote of the Labor Council member will be counted as a City member vote.

5. Amendments to Bylaws. Only the Board of Supervisors may amend the Commission's bylaws. A recommendation to the Board that the bylaws be amended must be approved by an affirmative vote of 60% of the voting members of the Commission.

6. Working Committees. The Commission may appoint working committees of no more than five members. All working committees will make progress reports to the Commission at the Commission's regular meetings. All working committees are encouraged to contain a representative mix of County members, City members and non-voting members.

CONSEQUENCE OF NEGATIVE ACTION:

If these revised bylaws are not approved, there will be inconsistencies between the existing bylaws and the Board Order of December 19, 2017, which made changes to the composition and powers of the Library Commission.

CHILDREN'S IMPACT STATEMENT:

No children's impact.

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

Adopted April 24, 2018

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

I. NAME

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

II. AUTHORITY

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

III. PURPOSE

The Commission is created for the following purposes:

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

IV. DUTIES

The Commission shall perform the following advisory functions:

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

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

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

V. COMPOSITION

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

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

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

- Contra Costa Community College District

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

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

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

VI. DURATION AND TERM

A. General.

1. Term. Following any applicable Transition Term, as defined below, each Member will serve 4-year term and may be reappointed by their appointing authority. Each Member, including a Member appointed to fill a vacancy, will hold the seat for which they were appointed until the expiration of the term for that seat, or until that Member's earlier resignation or removal in accordance with these bylaws.
2. Definitions.
 - a) "Class 1" means the group of Members that have a four-year term beginning July 1, 2018.
 - b) "Class 2" means the group of Members that have a four-year term beginning July 1, 2019.
 - c) "Class 3" means the group of Members that have a four-year term beginning July 1, 2020.
 - d) "Class 4" means the group of Members that have a four-year term beginning July 1, 2021.
 - e) "Current Term" means the term in effect at the time these bylaws are amended and restated by the Board in 2018.
 - f) "Transition Term" means the period of time that begins on the day after the Member's Current Term expires, and ends on (i) June 30, 2018, if the Member is in Class 1, (ii) June 30, 2019, if the Member is in Class 2, (iii)

June 30, 2020, if the Member is in Class 3, and (iv) June 30, 2021, if the Member is in Class 4.

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

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

VII. ATTENDANCE REQUIREMENTS

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

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

VIII. OPEN MEETINGS AND CONFLICT OF INTEREST

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

IX. OFFICERS

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

- D. The Secretary will keep the minutes of the meetings of the Commission. In consultation with the Chair, the Secretary shall prepare all agendas. The Secretary shall distribute all agendas, act as custodian of Commission records, keep a register of the contact information of each member, which information is to be furnished to the Secretary by each member and, in general, perform all duties incident to the office of Secretary.
- E. The Chair and Vice Chair shall be elected annually at the regular November meeting for a term of one year and may succeed themselves for one additional consecutive term. Officer vacancies are to be filled by election at the next regular meeting.

X. MEETINGS

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

XI. VOTING

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

XII. CONDUCT OF BUSINESS

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

XIII. COMMITTEES

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

XIV. AMENDMENTS TO THE BYLAWS

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

XV. PUBLIC ACCESS TO COMMISSION RECORDS

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

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 6

MEETING DATE: Thursday, May 24, 2018

AGENDA ITEM #: 6

ITEM: ACCEPTANCE OF THE MINUTES FROM MARCH 22,
2018

RECOMMENDED ACTION:

The Commission will approve or amend the minutes of the meeting on March 22, 2018.

MEETING OF THE LIBRARY COMMISSION
Minutes

DATE: Thursday, March 22, 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			
Boyd	Jeanne	Library Commissioner	City of Clayton (Alternate)		x	
Bracken	Katherine	Library Commissioner	City of Pleasant Hill			x
Canciamilla	Laura	Library Commissioner	City of Pittsburg			x
Conescu	Jeremy	Library Commissioner	City of Orinda (Alternate)		x	
Crowder	John	Library Commissioner	District 3 (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		
Gabriel	Andrew	Library Commissioner	City of Hercules (Alternate)		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		
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		
Phillips	Laurie	Library Commissioner	City of Lafayette (Alternate)		x	
Pursley	George	Library Commissioner	City of Pinole			x
Rennie	Donna	Library Commissioner	City of Martinez	x		
Smith	Alan B.	Library Commissioner	CCC District 4	x		
Smith	Tommy	Library Commissioner	City of Concord	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
Wright	Cindy	Library Commissioner	CCC District 2		x	
Pena-Mendrek	Yolanda	Library Commissioner	City of Oakley	x		

Total Commission positions: 24
 Commission positions filled: 22
 Commission positions vacant: 2
 Commission quorum: 13

With sixteen 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.A. OLD BUSINESS/RECOMMEND APPROVAL OF THE 2018 REVISED COMMISSION BYLAWS

Vice Chair Wilson began with a brief recap of the history of the bylaws revision process over the previous several years, ending with the clean and red-lined versions in this meeting's packet. After reviewing the new bylaws VC Wilson had one question for the County Librarian and that had to do with section four, "Duties" and why a number of items included in that section by the ad-hoc committee were no longer listed there. The answer was that the items no longer listed in the bylaws were listed in the "Purpose and Duties" section of the December 19, 2017 Board Order, "Reconstitution of the County Library Commission in Composition and Powers" which was approved by the Board at that meeting. A copy of this Board Order was also included in the January 2018 commission meeting packet. County Librarian Cervantes assured VC Wilson that including the duties in the Board Order rather than the bylaws was the proper place for them and would not preclude the commission from assuming those responsibilities. VC Wilson found that answer to be satisfactory. He then asked if there were any other questions and Kathy Gilcrest asked if County Librarian Cervantes could quickly summarize the changes made to the work of the ad-hoc committee. County Librarian Cervantes explained that there had been some language (mostly around purpose and duties) that was not agreeable to county counsel and that a majority of the changes were made to incorporate what the commission wanted, using language acceptable to counsel. For example the language regarding working committees and their being able to work outside of the actual commission meetings was one thing the commission really wanted. VC Wilson stated that commission meetings were not really the place to dig into certain specific issues and what was desired was the ability for several commissioners to be able to meet offline and conduct their research, then report back to the full commission. The groups need to be small enough (3 to 5 people) so as to avoid having a quorum. Commissioner Gilcrest then mentioned the desire of the original group that worked on the bylaws to be able to advocate for certain issues but that she did not see that language in the document. County Librarian Cervantes stated that the commissioners were free to advocate for any issues that were not in opposition to the Board's adopted legislative platform. VC Wilson reminded everyone that the Board of Supervisors doesn't want to fund an advisory body that becomes an advocate for something that they don't support and he thinks that is a reasonable position. There are ways the commission can advocate to them, which is part of the responsibility of the commission, as long as it is done in the right way.

Commissioner Fischer then pointed out that section 4.D. under Duties ("Provide reports to the Board and the County Librarian when the Commission deems such reports to be timely and appropriate") when held up to the purpose of the commission, is worded such that it gives the commission the authority it desires as long as it's done in the form of a recommendation.

At this point Commissioner Hoisington expressed some concern that the method of voting gave too much authority to the Board appointed entities as opposed to those of the cities.

Commissioner A. Smith mentioned that he would be abstaining from the vote because the bylaws as presented did not match up with what had previously been decided in 2016 as far as this voting issue. County Librarian Cervantes explained that the special entities votes would be counted with either the Board appointees or the cities but that a majority of both would be required for a vote

to pass. This type of vote will only come into play when a member of the commission calls for a vote rather than voting by consensus.

There being no other questions, VC Wilson made a motion to ask the Board of Supervisors to approve the final version of the Bylaws of the commission as presented at the meeting. The motion was seconded by Commissioners Menichelli and Fischer. Chair Campbell-Miller called for a vote:

*Recorded votes –

AYES: Vivian Faye; Michael Fischer; John Huh, Ph.D.; Juan Kelly; Yvonne LaLanne; Brian Campbell-Miller; Don McCormick; Sandra Menichelli; Tommy Smith; Peter Wilson; Kathy Gilcrest; Donna Rennie; Margie Valdez; Yolanda Pena-Mendrek

NAYS: Mary Ann Hoisington

Abstentions: Alan B. Smith

VACANT: City of San Pablo; City of Clayton

NOT PRESENT: Katherine Bracken; Laura Canciamilla; George Pursley; Patty Wernet; Don Woodrow; Cindy Wright

With 14 AYES, one NAYS and one Abstention, the motion to recommend approval of the revised commission bylaws carried.

4.B. FY 2018/19 LIBRARY BUDGET AND COMMISSION PRIORITIES

County Librarian Cervantes began by reminding the commissioners that at meetings in November and again in January they had come up with a list of items that they felt were their priorities for the budget for the next fiscal year. There were a total of 17 suggestions which VC Wilson was able to consolidate into four broad categories; after working to incorporate them into the budget, the commission would be presented with an update on the current budget cycle including how their suggestions had been addressed in the budget. Administrative Services Officer (ASO) Linda Martinez of Budget/Finance would be making the presentation.

Ms. Martinez began by explaining that the initial library budget was submitted to the County Administrator's Office at the end of February in advance of the full recommended budget for presentation to the BOS on April 17th. Next the BOS will vote to adopt the recommended budget for the county on May 8th. Employee salaries and benefits once again represents the largest portion of the budget at 74%, followed by services and supplies at 16%, inter-departmental charges at 9% and fixed assets at 1%. This represents an almost identical footprint when compared to the previous budget. The FY 17/18 budget had services and supplies at 17% and inter-departmental charges at 8%, the difference of the cost of purchasing two new vehicles. A question was raised about what constitutes inter-departmental charges. Ms. Martinez explained that these were charges from one department that provided services to another, such as Human Resources, Printing, County Counsel, etc.

Next, Ms. Martinez spoke to the commission's four budget priorities and what the library has in the budget for each. The four categories are Marketing/Outreach, Stable Funding Sources, Technology and Staffing/Hours. Under Marketing and Outreach the first thing to note is the hiring of a new graphic designer, Rafael Lopez. For part of last fiscal year this position was vacant. Rafael will be working on creating a consistent branding message across the system, using similar graphics and

color schemes to establish the library's "look." Also in this category is the plan for the trucks purchased last year; they will be wrapped with graphics designed to get the library's message out into the public. Another element of this area is a new website for the library and upgraded network. Finally, the library is under contract with a market analytics and research firm that specializes in data analytics for libraries. This is a powerful marketing tool that will increase awareness of library programming, attendance and circulation. The first phase was issuing a library survey to ascertain progress towards each goal in the Strategic Plan. Deputy County Librarian Gail McPartland informed the commission that this firm had sent a request to each of the library's 200,000 patrons with email addresses, asking them to participate in a general satisfaction survey (not targeted to a specific municipality or library service); the survey has received over 18,000 responses which is significant and enough to really see how we're doing and what we're learning about our community.

Questions were asked by the commissioners about how the library came by the email addresses and how diverse the 18,000 responses are. Deputy McPartland informed the commission that the firm the library is working with was extremely pleased with the response rate and that response rate should provide quite a bit in terms of usable demographic information. The emails are part of the process of signing up for a library card. If you provided one when you signed up then you were sent an invitation to participate in the survey.

The next budget priority of the commission is stable funding sources. For FY18/19 the library is again expecting an increase in the budget of approximately 5%, similar to the increase last year. As long as property values remain stable or increase, this will be the main stable source of revenue for the library. The establishment of a new East County Delta Library Foundation would also help stabilize funding, especially in the eastern portion of the county.

Next on the commission's list of priorities is Technology. The library has recently added a number of new databases that library patrons can access, including BrainFuse, Kanopy, Lynda.com, Niche Academy, Newsbank and Rosetta Stone. Equipment the library has purchased or is planning to purchase includes four Laptop Anytime lending kiosks where patrons will be able to check out a laptop computer to use while in the library where deployed, including the new Brentwood Library. Also planned are additional installations of digital signage and upgrading WiFi across the system.

The final area of focus for the commission is Staffing and Hours. When construction of the new Brentwood Library is completed in September, the library will be open 56 hours per week. Early next year, when the El Sobrante Library reopens another 35 hours of service will be available to the community. This won't increase staffing, as the El Sobrante employees have been temporarily reassigned to other locations, but the 35 open hours will resume. The Brentwood library is currently operating under a reduced weekly schedule in their temporary location and will return to 56 open hours. Commissioner Hoisington asked if 35 hours would remain the base for open hours across the system and County Librarian Cervantes confirmed that per a 2011 agreement with the cities, 35 hours funded by the county would remain the base.

Ms. Martinez thanked the commissioners for their input and thoughts around the budget and reminded them that the final budget should be in place by the next commission meeting.

5.A. NEW BUSINESS / ESTABLISH AN ANNUAL REPORT & WORK PLAN WORKING COMMITTEE

Chair Campbell-Miller asked if there was a motion to establish an Annual Report & Work Plan Working Committee. VC Wilson made the motion and it was seconded by Commissioner Gilcrest. VC Wilson

explained the annual process for collecting the data for the annual report and how the work plan for the following year was generated. This will be the responsibility of the Vice Chair of the commission. VC Wilson expressed the hope that information could be collected more frequently rather than trying to recall everything at the end of the year.

Having a motion and a second in hand, Chair Campbell-Miller called for a vote on forming this committee:

*Recorded votes –

AYES: Vivian Faye; Michael Fischer; John Huh, Ph.D.; Juan Kelly; Yvonne LaLanne; Brian Campbell-Miller; Don McCormick; Sandra Menichelli; Tommy Smith; Peter Wilson; Kathy Gilcrest; Donna Rennie; Margie Valdez; Yolanda Pena-Mendrek; Mary Ann Hoisington; Alan B. Smith

VACANT: City of San Pablo; City of Clayton

NOT PRESENT: Katherine Bracken; Laura Canciamilla; George Pursley; Patty Wernet; Don Woodrow; Cindy Wright

By unanimous vote the Commission voted to form the Annual Report & Work Plan Working Committee.

Next Chair Campbell-Miller made a motion to nominate VC Wilson as the Chair of the newly formed Annual Report & Work Plan Working Committee. Commissioner Gilcrest seconded the motion. There were no other nominees for the position. Chair Campbell-Miller called the vote:

*Recorded votes –

AYES: Vivian Faye; Michael Fischer; John Huh, Ph.D.; Juan Kelly; Yvonne LaLanne; Brian Campbell-Miller; Don McCormick; Sandra Menichelli; Tommy Smith; Peter Wilson; Kathy Gilcrest; Donna Rennie; Margie Valdez; Yolanda Pena-Mendrek; Mary Ann Hoisington; Alan B. Smith

VACANT: City of San Pablo; City of Clayton

NOT PRESENT: Katherine Bracken; Laura Canciamilla; George Pursley; Patty Wernet; Don Woodrow; Cindy Wright

By unanimous vote VC Wilson was elected Chair of the Annual Report & Work Plan Working Committee.

VC Wilson then asked if any of the commissioners (including alternates, who may serve on committees) would care to work on this new committee with him. Commissioners Kelly and Smith (Concord) both volunteered to work with VC Wilson on the new committee. VC Wilson declared that they would meet soon to determine their next steps.

5.B. ESTABLISH A LEGISLATIVE WORKING COMMITTEE

Chair Campbell-Miller next called for the establishment of a Legislative working committee whose purpose would be to bring legislative matters to the commission's attention, including local and national issues regarding funding, and to draft letters of recommendation (in support or opposition to legislation impacting libraries) for the Chair of the Board of Supervisors to consider when appropriate. Commissioner Alan Smith (Dist. IV) made a motion to establish such a committee. Commissioner Hoisington seconded the motion. Chair Campbell-Miller called the vote:

*Recorded votes –

AYES: Vivian Faye; Michael Fischer; John Huh, Ph.D.; Juan Kelly; Yvonne LaLanne; Brian Campbell-Miller; Don McCormick; Sandra Menichelli; Tommy Smith; Peter Wilson; Kathy Gilcrest; Donna Rennie; Margie Valdez; Yolanda Pena-Mendrek; Mary Ann Hoisington; Alan B. Smith

VACANT: City of San Pablo; City of Clayton

NOT PRESENT: Katherine Bracken; Laura Canciamilla; George Pursley; Patty Wernet; Don Woodrow; Cindy Wright

By unanimous vote the commission voted to establish a Legislative Working Committee.

Next, Chair Campbell-Miller made a motion to nominate Commission Smith (Dist. IV) to be Chair of the newly formed Legislative Working Committee. This was seconded by Commissioner Gilcrest. There being no other nominations, the vote was called:

*Recorded votes –

AYES: Vivian Faye; Michael Fischer; John Huh, Ph.D.; Juan Kelly; Yvonne LaLanne; Brian Campbell-Miller; Don McCormick; Sandra Menichelli; Tommy Smith; Peter Wilson; Kathy Gilcrest; Donna Rennie; Margie Valdez; Yolanda Pena-Mendrek; Mary Ann Hoisington; Alan B. Smith

VACANT: City of San Pablo; City of Clayton

NOT PRESENT: Katherine Bracken; Laura Canciamilla; George Pursley; Patty Wernet; Don Woodrow; Cindy Wright

By unanimous vote Commissioner Smith was elected Chair of the newly formed Legislative Working Committee.

Commissioner Smith asked if any of the commissioners would care to assist him on this new committee and stated that he'd hoped Commissioner Gilcrest might consider it. Commissioners Peña-Mendrek, Fischer and Gilcrest all volunteered to work on the new committee with Commissioner Smith.

5.C. WORKING COMMITTEE REPORTS

Commissioner Smith commented on the letters sent previously by the Board of Supervisors to Senators Feinstein and Harris regarding the Institute of Museum and Library Services (federal) funding and brought up that he thought it appropriate to send one to Governor Brown to say "Thank You" for his support. He will draft this letter shortly and get the BOS on record as thanking the Governor.

Next Commissioner Smith referred to a letter he'd asked Administrative Assistant Walter Beveridge to share with the commission. In 2013 the Marrakesh Treaty was created to increase access to foreign published works for members of the blind, visually impaired or otherwise print-disabled community. This legislation was held up for several years as the publishing companies wrestled with the idea of giving away free books to the blind. Common sense finally prevailed and now the Judiciary and the Foreign Relations committees will be voting on it next month. It is an issue that has true bi-partisan support. He has drafted a letter to those voting on the issue and would like to share his soft copy with the members of the commission so that they may edit it and send out their own versions of the letter.

Commissioner Peña-Mendrek mentioned a recent meeting she'd had with Sen. Bill Dodd. The subject of SCA-3 came up and Sen. Dodd said he would try again but wasn't as hopeful as some of the supporting legislators would be moving on and not in a position to support the legislation. Commissioner Fischer asked if the new committee would like the city councils to get involved in the letter writing and Commissioner Smith stated he would be happy to have that kind of support. Commissioner Gilcrest then asked if the ALA communication forwarded by Walter could be sent to other people to include them in the letter writing campaign and again the response was a resounding "yes."

5.D. BAYPOINT COMMUNITY MURAL

Senior Community Library Manager Ginny Golden (Bay Point and Pittsburg Libraries) introduced herself to the commissioners and began her presentation by informing the group that the idea for this was formed a few years back when she'd met the artist, Rafael Lopez during the Library's summer reading program. In addition to being a muralist he also illustrates children's books. This mural project meets several of the objectives of the Strategic Plan by engaging children in literature and by lifting up the community and engaging them in the library.

Mr. Lopez uses motifs from his Latin heritage and bright colors to create his extraordinary works. He has created these for communities across the country as well as the Library of Congress and the United States Post office. He lives half the year in San Diego, California and the rest of the time in Mexico.

(Ms. Golden's full PowerPoint presentation is appended to these minutes).

6. ACCEPTANCE OF THE MINUTES

Commissioner Alan Smith suggested a revision to the minutes on page 8. Line 7 on that page contains the word "despite" and the suggested change is to revise that to "in response to."

As no other suggestions for changes were offered, Commissioner Smith made a motion to accept the minutes with the suggested change. The motion was seconded by Commissioner Kelly.

*Recorded votes –

AYES: Vivian Faye; Michael Fischer; Mary Ann Hoisington; John Huh, Ph.D.; Juan Kelly; Yvonne LaLanne; Brian Campbell-Miller; Don McCormick; Sandra Menichelli; Alan B. Smith; Tommy Smith; Peter Wilson; Kathy Gilcrest; Donna Rennie; Margie Valdez; Yolanda Pena-Mendrek

NAYS: None

Abstentions: None

VACANT: City of San Pablo; City of Clayton

NOT PRESENT: Katherine Bracken; Laura Canciamilla; George Pursley; Patty Wernet; Don Woodrow; Cindy Wright

With 18 AYES, Zero NAYS and Abstentions, the motion to accept the minutes of the November 16, 2017 Library Commission meeting (with edits) carried.

7. ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS

- Commissioner Gilcrest commented that the San Ramon Library is simply breathtaking.
- Commissioner Fischer mentioned that the El Cerrito Library is getting their 50 hours per week and will soon be open 7 days per week. April 4th is the "First Wednesday" event to celebrate being open on that day for the first time. Second, the El Cerrito city council voted to approve sending letters in support of the IMLS to Senators Feinstein and Harris. And finally, Commissioner Fischer mentioned attending a presentation by State Librarian Greg Lucas at the Mechanics Institute titled "What the Hell is a Twenty First Century Library?" Commissioner Fischer has notes from the presentation he can share if anyone is interested.
- Commissioner Menichelli shared an article from Local Happenings (Napa, Sonoma and Contra Costa Counties) where the Danville Library has received an award for outstanding customer service. Also, the Danville Library will be participating in a pilot program called the Idea Box where children can submit ideas for improving their local library.
- Commissioner Smith (Concord) shared something sponsored by the Loma Colorado Library in Rio Rancho, New Mexico called Water Cooler Wednesdays where entrepreneurs are invited in to network, share ideas and use library resources to develop their start-ups and various businesses. This is jointly sponsored by the Small Business Association and the ALA.
- Commissioner Peña-Mendrek mentioned the recent addition of fresh paint and a laptop lending kiosk at the Oakley Library.
- Commissioner Kelly thought the new carpet at the Orinda did wonders for the branch.
- Commissioner Huh mentioned the Antioch Library would soon be having their 50th anniversary celebration. One of the original builders of the library has been identified and will attend the celebration.
- Commissioner Faye mentioned the new library in Brentwood is beginning to generate a lot of excitement and the Friends and Foundation there are working to augment the budget for putting the finishing touches on it. She also mentioned an opportunity for those who are interested to tour the Mechanics Institute Library on April 2nd at 6pm in San Francisco. It's only a couple of blocks from the Montgomery BART Station and is very interesting.
- Commissioner Fitzpatrick mentioned the STEAM instead of STEM program at the Oakley Library over spring break, where the additional A stands for Art. Also, he has been involved at the library (which in Oakley is shared by the community and the high school) trying to ease tensions there by working with the kids.
- Commissioner McCormick stated that Commissioner Fitzpatrick was being very modest and that he had been able to reduce tensions there by coming in and working with the kids and the school administration. Commissioner McCormick also mentioned that the Brentwood Library has been awarded funds from two grants: \$300,000 from the Leshner Foundation and another \$20-30,000 from Fremont Bank.
- Commissioner Hoisington has letters written to Senators Feinstein and Harris and also Congressman Mark DeSaulnier in support of literacy funding.
- Chair Campbell-Miller mentioned that the Hercules Library Foundation has funded the replacement of furniture in the children's area of the library and it looks great. They are now looking for furniture for the outdoor children's garden area. He also mentioned reading to kids (along with another librarian)

on Dr. Seuss' birthday. He read Horton Hatches an Egg and wore a safari outfit complete with the hat and was able to read to multiple classrooms full of kids.

8. COUNTY LIBRARIAN REPORT

County Librarian Cervantes began by stating that there was a significant amount of information in her written report to the commission but that there were several items she wanted to call specific attention to at this meeting.

- **The Simpson Family Literacy Project:** She attended a fantastic event at the Lafayette Library with Joyce Carol Oates, who is the writer-in-residence for the project. There will be events all throughout the year so this would be another opportunity for any of the commissioners to get familiar with a different branch of the library if you find you are able to attend.
- **Annual Report:** These will going out to all the cities with their annual letter where we outline their fees for the year. This time around instead of a different report for each of the libraries there is only this single report. The absence of a graphic designer contributed to this decision, along with the idea that this is one library system, not 26. The individual library information will be available once the new website is up and running.
- **Recruiting:** The Deputy County Librarian position (currently filled by Nancy Kreiser as a T/U) will be posted in early April.
- **El Sobrante Branch Fire Update:** Deputy County Librarian McPartland began by mentioning the El Sobrante library had been damaged by a fire that started in a porta-potty on the grounds in the evening of February 27th. The fire ran up the side of the building and into the roof area, requiring the fire fighters to cut holes in the roof for ventilation. This, in turn, allowed water to enter the building, although the cause of a majority of the damage is from the smoke. The fire is being investigated by the authorities. The county's Public Works department has brought in the fire restoration firm they work with to assess the damage and begin to make estimates regarding repairs. Things that cannot be cleaned up and used again have been disposed of and things that can be salvaged have been cleaned up, wrapped and will be stored at restoration management until the library is about to reopen. By the end of next week the building will be entirely empty. We need to move quickly like this in order to begin getting estimates from the various insurance adjusters. The staff of the library have all been relocated to work in other branches, mostly in West County since patrons who are frequent library users will mostly go to the branch nearest them until 'their' branch has reopened. Many members of library staff have been to the site multiple times, working with the various crews there and trying to figure out where we go from here. The restoration process will likely begin next week, starting with pulling out all of the carpet which was heavily damaged in the event. The ceiling (which had the holes cut into it for venting) will need to be replaced and since it is the popcorn-type ceiling it is an asbestos hazard and will require special handling to remove it all. While the ceiling is down it makes sense to upgrade the old lighting throughout the building. New LED lights will be installed all over the building. New paint, carpet and redone bathrooms are all part of the plan, as are bringing the building up to various codes/compliance. We will be bringing in Linda Demmers to help with the redesign

process. So far we don't have a thought about when the library might reopen since we haven't fully determined the extent of the damage, however one year is not an unreasonable time frame.

9. AGENDA SETTING FOR NEXT MEETING AND FUTURE TOPICS

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

- ADA report from Alison McKee, Deputy County Librarian
- Budget Detail presentation (Linda Martinez)
- Foundation Report / new Delta Foundation
- More art in the Libraries / Programming update
- Juvenile Hall Poetry Book
- Moving Commission meetings around to other libraries

10. ADJOURNMENT TO THE MAY 24, 2018 LIBRARY COMMISSION MEETING AT THE SAN RAMON LIBRARY

Chair Campbell-Miller adjourned the meeting at 8:55 pm.

Submitted by Walter Beveridge
Administrative Aide, Contra Costa County Library

FY 18-19 Library Recommended Budget

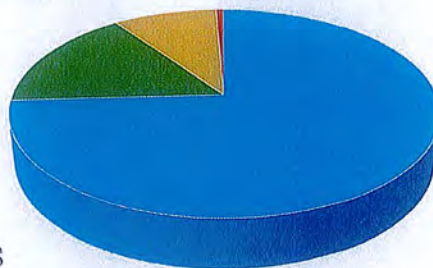
Preliminary Budget Schedule FY 2018/19

April 17, 2018 - BOS: Budget Hearing

May 8, 2018 - BOS: Budget Adoption

Contra Costa County Library Recommended 2018/19 Budget

- Salaries & Benefits 74%
- Services & Supplies 16%
- Interdepartmental Charges 9%
- Fixed Assets 1%



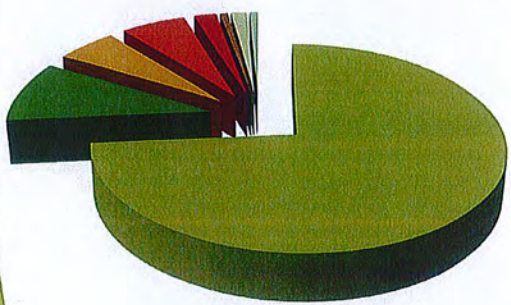
Adult and Youth Materials, and Databases
FY 17-18: \$3,084,657
FY 18-19: \$3,159,549

GOALS	Objective: <i>Develop and implement a strategic marketing communication plan</i>	2018/19 Budget
Marketing & Outreach	<ul style="list-style-type: none"> • <u>Graphic Designer</u> - Hired a new designer in January 2018. • <u>Library Truck Wraps</u> - The mobile advertising is designed to increase awareness of Library programs in different areas of the county. • <u>Website</u> - The new website will have a much sleeker, easy to navigate design and several opportunities for marketing that we have not had before including hosting video content. • <u>Market Research Analytics</u> - We are under contract with a company that specializes in data gathering and market research analytics for libraries. This is a powerful marketing tool that will increase awareness of library programming, attendance and circulation. 	
	<p>Objective: <i>Explore approaches for improving library hours, facilities and services</i></p> <ul style="list-style-type: none"> • 5% Projected increase in property tax revenues • Establish East County "Delta" Library Foundation 	
Stable Funding Sources		

GOALS	Objective: <i>Explore and implement technology to enhance the customer experience</i>	2018/19 Budget												
Technology	<table border="0"> <tr> <td colspan="2">• <u>New Databases</u></td> <td><u>Equipment</u></td> </tr> <tr> <td>BrainFuse</td> <td>NewsBank</td> <td>Laptop Anytime Kiosks – Deploy 4 kiosks 1 at New Brentwood Library</td> </tr> <tr> <td>Kanopy</td> <td>Niche Academy</td> <td>Digital Signage – Complete installation at all libraries</td> </tr> <tr> <td>Lynda.com</td> <td>Rosetta Stone</td> <td>Wifi Upgrade - Upgrade Wifi at all libraries</td> </tr> </table>	• <u>New Databases</u>		<u>Equipment</u>	BrainFuse	NewsBank	Laptop Anytime Kiosks – Deploy 4 kiosks 1 at New Brentwood Library	Kanopy	Niche Academy	Digital Signage – Complete installation at all libraries	Lynda.com	Rosetta Stone	Wifi Upgrade - Upgrade Wifi at all libraries	
	• <u>New Databases</u>		<u>Equipment</u>											
BrainFuse	NewsBank	Laptop Anytime Kiosks – Deploy 4 kiosks 1 at New Brentwood Library												
Kanopy	Niche Academy	Digital Signage – Complete installation at all libraries												
Lynda.com	Rosetta Stone	Wifi Upgrade - Upgrade Wifi at all libraries												
Staffing & Hours	<p>Objective: <i>To work closely with all cities/towns to achieve 35 base hours of service and encourage funding additional hours</i></p> <ul style="list-style-type: none"> • Open new Brentwood Library – 56 hours per week • Re-Open El Sobrante Library – 35 hours per week 													

Library Expenditures: FY 2017-18

\$31,213,457



■ Salaries and Benefits	\$22,947,621	73.5%
■ Adult and Youth Materials & Databases	\$3,084,655	9.9%
■ Facilities, Maintenance & Utilities	\$1,721,405	5.5%
■ Other Services and Supplies	\$1,846,011	5.9%
■ Interdepartmental Charges	\$672,157	2.2%
■ Office Expenses	\$228,640	0.7%
■ Professional Services	\$454,626	1.5%
■ Communications	\$258,342	0.8%

A Book-to-Action Project
brought to you by
The Bay Point & Pittsburg Libraries
Mt. Diablo Unified School District



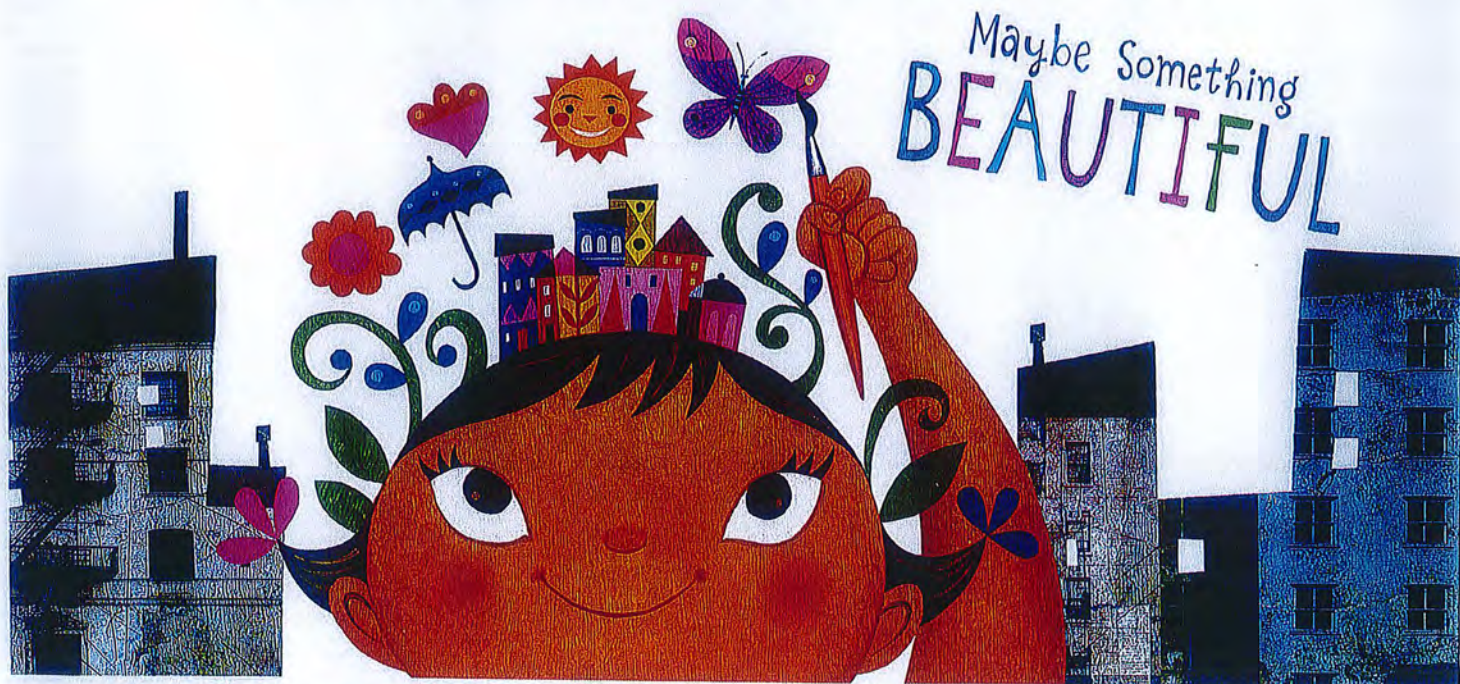
Come paint with award-winning
muralist Rafael López!

Bay Point Community Mural

Shore Acres Elementary
351 Marina Road, Bay Point
May 12, 2018, 9am-2pm
Crafts, Music, Dance, Free Books & Fun!

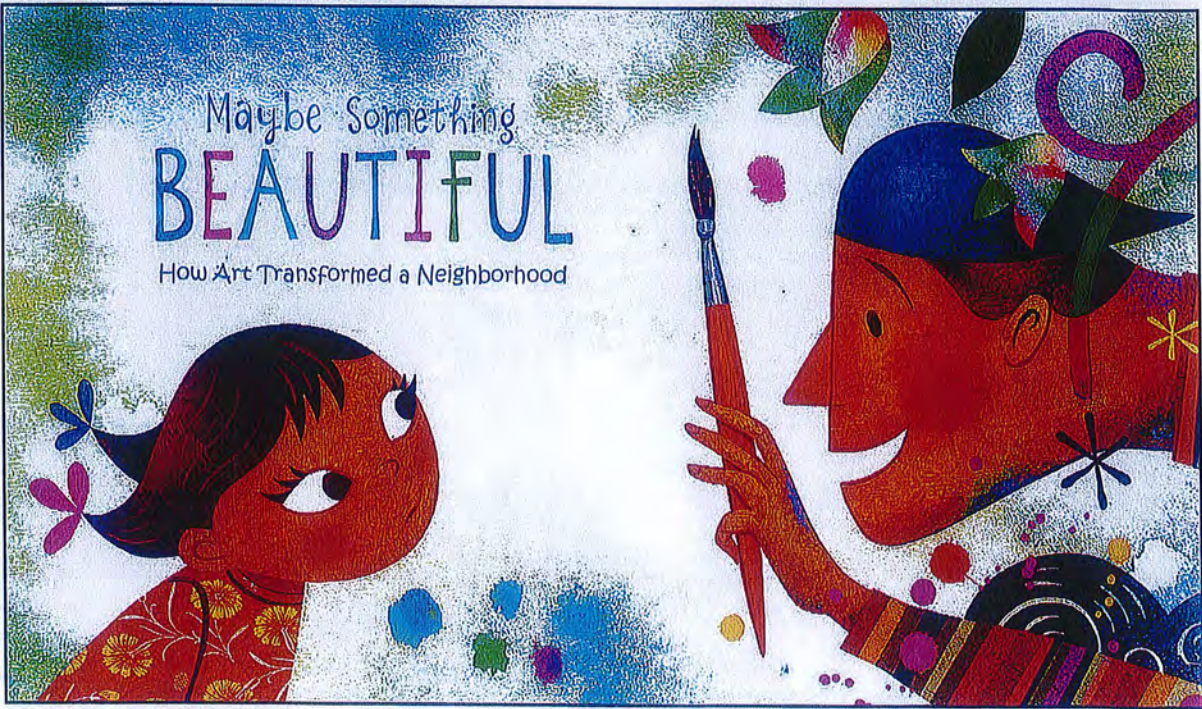
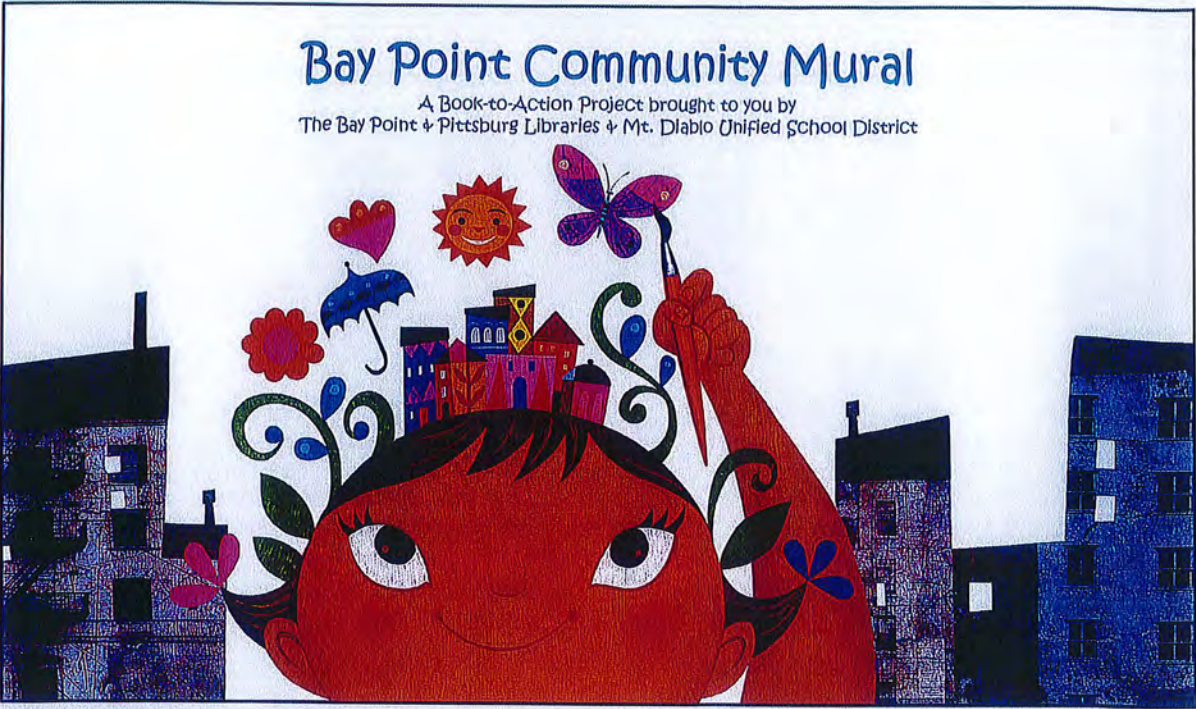
For more information visit ccclib.org

"Pick up a paintbrush and join the celebration!"



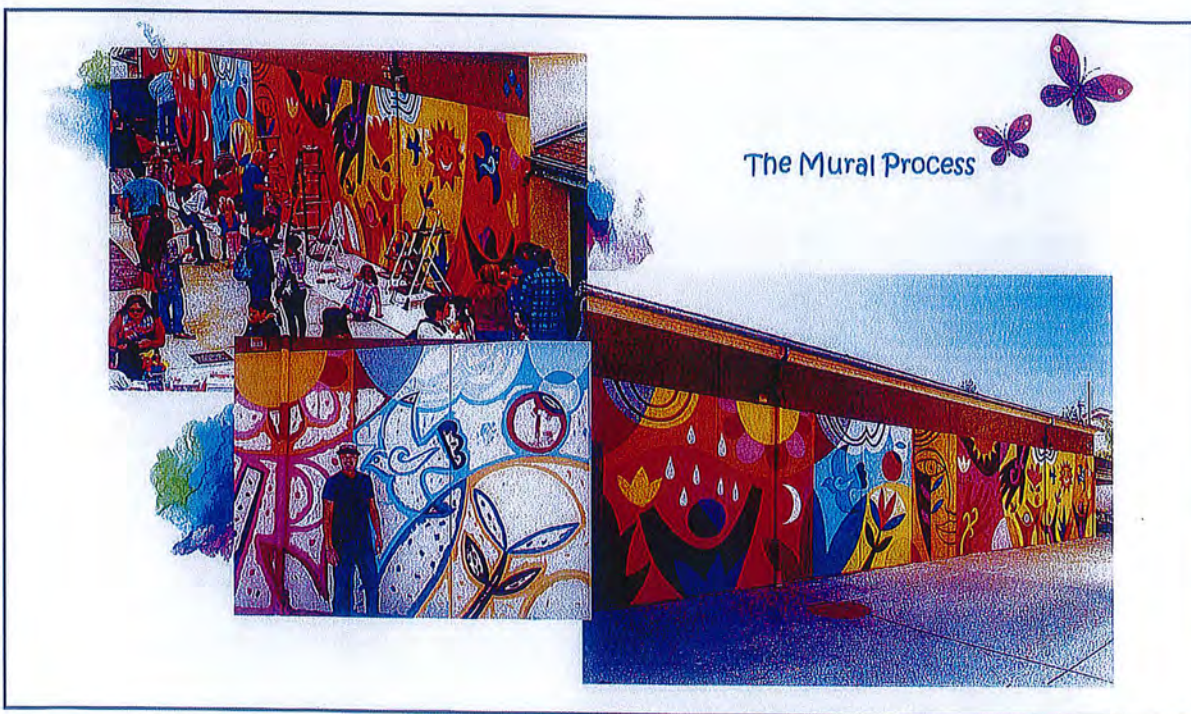
Art © 2016 from *Maybe Something Beautiful* by F. Isabel Campoy and Theresa Howell,
illustrated by Rafael López, published by Houghton Mifflin Harcourt





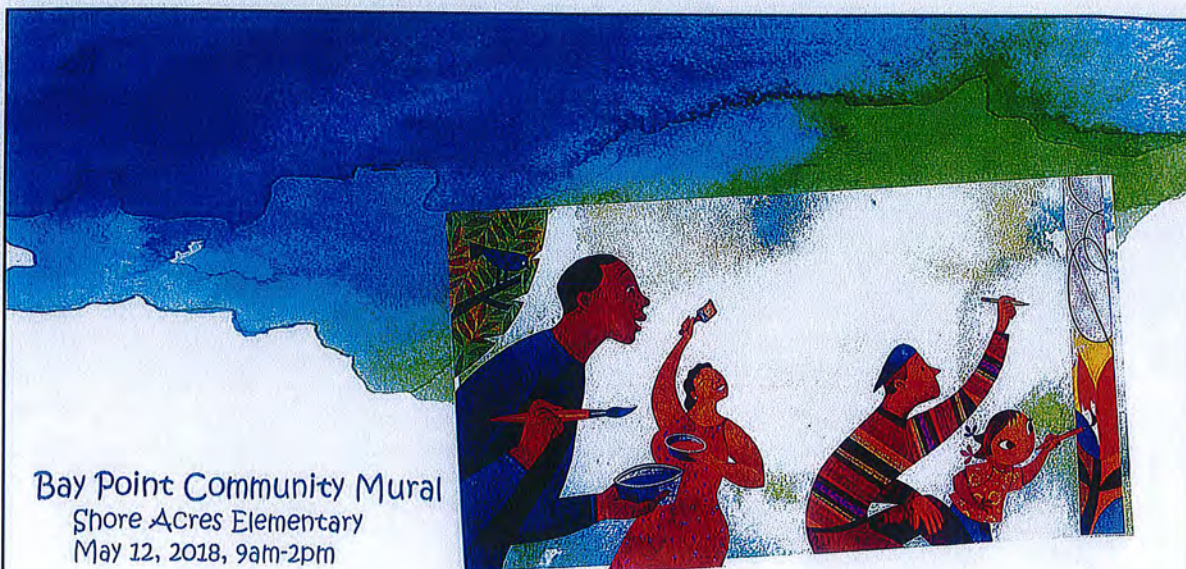


Mexican-American Award-winning
Illustrator & Muralist
Rafael López



The Mural Process



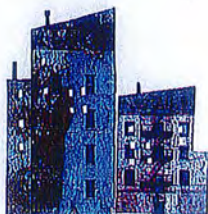


Bay Point Community Mural
Shore Acres Elementary
May 12, 2018, 9am-2pm

Come paint with muralist Rafael López!
Crafts, Music, Dance, Free Books & Fun!

**"Together, they created something more
beautiful than they had ever imagined."**

Mt. Diablo Unified School District
Bay Point MAC
Pittsburg Arts & Community Foundation
Pittsburg Teen Mural Intern Program
Friends of the Pittsburg Library
Supervisor Federal Glover, Contra Costa County, District 5
REading ADvantage
Bay Point Community All-N-One
Pittsburg Women's Community League
Ambrose Teen Center
Pittsburg High Latinos Unidos
California Center for the Book/California Library Association
Corporate Sponsor NRG/GenOn Energy Services



Bay Point Community Mural

"Pick up a paintbrush and join the celebration!"



CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 7

MEETING DATE: Thursday, May 24, 2018

AGENDA ITEM #: 8

ITEM: COUNTY LIBRARIAN REPORT

RECOMMENDED ACTION:

No action required.

County Librarian's Report to the Library Commission
Thursday, May 24, 2018

MAJOR ACCOMPLISHMENTS:

1. COMMISSION

- *Library Commission 2018 Revised Bylaws* approved by the County Board of Supervisors on April 24, 2018.
- Along with Commissioner Yolanda Peña-Mendrek, participated in the ALA Annual National Library Legislative Day in Washington, D.C., May 7-8, 2018.
- Events to calendar:
 - ALA Annual Conference, New Orleans, June 21-26, 2018
 - Urban Libraries Council Annual Forum, Baltimore, MD, Sept. 5-7, 2018
 - California Library Association Annual Conference, Nov. 1-4, 2018

2. PERSONNEL

- Actively hiring qualified candidates to stabilize branch staffing. Current recruitments include: Librarian Specialist, Senior Library Literacy Assistant; Community Library Manager, Senior Community Library Manager and Deputy County Librarian
- New appointments and/or reassignments: Kim Baillie, (TU) Network Administrator I; Elsie Tep, Librarian, Ygnacio Valley Library; Ian Richards, Adult Services Librarian/Orinda; Serenity Wilcox, Librarian, Martinez Library; Nissa Nack, Librarian (20/40) Pinole Library, effective March 26, 2018
- Retirements: Carol Yuke, Librarian, Ygnacio Valley Library

3. FACILITIES

- A fire on February 27, 2018 at the El Sobrante Library caused structural, water and smoke damage to a portion of the building. The fire occurred after closing and no public or staff were injured. The library is closed for restoration and repairs until further notice.
- The Pleasant Hill Library building program and schematic design phases of the project will continue through summer 2018. Next Pleasant Hill Library Town Hall Meeting is scheduled for June 12, 2018.
- Update of Facility Refreshes scheduled for 2018:

In process:

ANT – carpet, interior paint and meeting room furniture

ECL – carpet, interior paint and furniture

ESL – new roof, structural repair, carpet, paint and furniture

KEN – interior paint and furniture (closed June 4-14)

PRW – new self-check machine and increased space for new seating and tables.

Completed:

CON – remodel public bathrooms

OAK – carpet, laptop bar, new seating area for teens

ORI – carpet

YVL – new staff service desk installed

4. LEGISLATION / BUDGET

FY 2018-19 County Budget Process:

<http://www.contracosta.ca.gov/documentcenter/view/48912>

5. GRANTS / SCHOLARSHIPS / AWARDS

- The Walnut Creek Library Foundation received a grant in the amount of \$57,000 from the Leshar Foundation for early literacy toys, furnishings and manipulatives.
- The Brentwood Library Foundation received a \$300,000 grant from the Leshar Foundation for the new Brentwood Library.
- Donations were received from a number of individuals totaling \$1,700 to support programs and collections for the Danville, El Sobrante, Lafayette, Moraga and Orinda libraries, and the 50th Anniversary of the Antioch Library.
- Project Second Chance, Inc. has been awarded a grant in the amount of \$4,000 from Dollar General to update the Wilson Reading System materials to the new 4th edition.

6. COMMUNITY OUTREACH / TRAINING

- Celebrated the grant funded Book to Action Mural Project at the Shore Acres Elementary School in Bay Point with illustrator, Rafael Lopez and hosted by Pittsburg/Bay Point Library Manager, Ginny Golden on Saturday, May 12, 2018.
- The 2nd Annual Library Friends, Foundations and Commission Forum was held on Saturday, May 5, 2018 at the San Pablo Library. Highlights included a presentation from Sandra Swanson, CEO & Founder, OrangeBoy, Inc., an analytical and market research software platform being used to better understand the communities served by the Library.
- Attended the new Pleasant Hill Library planning, community engagement and design meetings with city and county agencies.
- Participated in the El Sobrante Library Book House redesign discussions hosted by District I Supervisor John Gioia.
- Participated in discussion of leadership development training for library staff.
- Facilitated the 25th Annual CCC Board of Supervisors Cesar Chavez Celebration in the BOS Chambers on March 27, 2018

Respectfully submitted by Melinda Cervantes, County Librarian