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MEETING OF THE LIBRARY COMMISSION
Minutes

DATE: Thursday, March 21, 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	CCC District 1			
		VACANT	City of Lafayette (Alternate)			
		VACANT	City of Martinez			
		VACANT	CCC District 4 (Alternate)			
Bracken	Katherine	Library Commissioner	City of Pleasant Hill			x
Chong	Adriana	Library Commissioner	Town of Danville	x		
Chong	William	Library Commissioner	District II	x		
Daojensen	Dr. Thuy	Library Commissioner	City of Brentwood	x		
Faye	Vivian	Library Commissioner	City of Brentwood (Alternate)	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		
Maher	Janette	Library Commissioner	Town of Moraga (Alternate)		x	
McCormick	Don	Library Commissioner	CCC District 3	x		
Merchant	Kathy	Library Commissioner	City of Orinda (Alternate)	x		
Molinelli	Jasun	Library Commissioner	City of Walnut Creek (Alt)	x		
Pena-Mendrek	Yolanda	Library Commissioner	City or Oakley			x
Pursley	George	Library Commissioner	City of Pinole	x		
Robinson	Rich	Library Commissioner	CCCCD			x
Mackey	Lynn	Library Commissioner	Office of Education	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		
Ward-Jackson	Dr. Evangelia	Library Commissioner	City of Hercules	x		
Wernet	Patty	Library Commissioner	Town of Moraga	x		
Wilson	Peter	Library Commissioner	CCC District 5	x		

Total Commission positions: 24
 Commission positions filled: 20
 Commission positions vacant: 4
 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 visiting audience members came forward. Commissioner T. Smith (CON) introduced Concord Vice-Mayor Tim McGallian who was present to welcome the Commission to the Concord Library and offer any possible assistance to the commission.

3. PUBLIC COMMENT

No members of the public came forward to comment.

4. CCC LIBRARY SPECIAL COLLECTIONS

The report in this attachment is titled "Pleasant Hill Library Collection Assessment and Recommendations, Spring 2019." Deputy County Librarian Gail McPartland introduced herself as one of three Deputy County Librarians, responsible for the West County library branches, plus the Juvenile Hall libraries, Project Second Chance (PSC) and Collection Development. The reason for this agenda item has to do with the closure of the Pleasant Hill Library and its relocation to a temporary facility while the new one is under construction. The document has descriptions of the collections and staff recommendations about dispensation of the collections.

Local History Collection. This collection has two parts: the Vault Collection and the Baldwin Room and is 3,050 items. The Vault Collection contains items unique to Contra Costa County and many are irreplaceable. The Baldwin Room contains many items related to the northern part of the state. The Vault Collection is in a temperature and humidity controlled environment. There is no sprinkler system, gas or other fire-suppression systems in the vault. There is no facility in the current library system with preservation capability or that has the room for a 3000 piece collection, so the library is exploring other custodians for this material. Important things being considered include the ability to preserve the collection and accessibility to the citizens of Contra Costa County. A meeting is set up later this month with the Contra Costa Historical Society to tour their facility and speak with the people in charge. Their facility (located in downtown Martinez) has open hours similar to those of the library and they have the ability to preserve the collection as well. This collection is the hardest one to place because of the need for preservation and accessibility.

Genealogy Collection, a long standing collection in Pleasant Hill Library. This collection contains 3,300 items such as old phone books, books, magazines and genealogy information for the region such as family histories, military service info, immigration/passenger records and so forth. In 2018 a good portion of this collection was moved to the Walnut Creek Library because of its central location, number of open hours, and available space. This collection has experienced an increase in use since this relocation. The recommendation is that the 3300 items still at Pleasant Hill be moved over to Walnut Creek to join the rest of the collection there. Local genealogy societies agree with this recommendation.

Microfilm Magazines, Newspapers and Census Data Collection. The size of this collection is estimated at around 20,000 items comprised of microfilm containing magazines, newspapers and census information. Once the materials that are duplicates of online resources have been removed approximately 5500 reels will remain. There are three libraries in the county that have microfilm readers: Pinole, Antioch and

Walnut Creek (which has the one that was originally at Pleasant Hill). The plan for these items is to sort the items by the geographic region they represent and relocate them to the corresponding geographical area.

Federal Depository Library Program Documents Collection. This is a very special program to the library and we take our responsibility as a Federal Depository Library very seriously. Contra Costa County Library has participated in this program since 1966. The library has been a partial depository library, which means we get many, but not all, federal government publications. In 2008, the library began a subscription to Marchive which includes links to original publications and provides access to the community through those links. Libraries must have the federal government's permission to remove items once they've been placed in your care. The library has been vetting items through the federal government and other libraries to keep, send to other libraries, or remove entirely.

State and Local Government documents collection (4,700 items) contains things like state budget information, local government items such as ABAG (Association of Bay Area Governments) reports, MTA (Metropolitan Transportation Authority) documents, and other agencies that we all recognize when we hear the acronyms. Staff have been inventorying the collection and sending lists to the State Depository seeking guidance from them about redundancy and whether or not things are obsolete in this collection. We are at the point now where we are contacting the agencies whose documents we hold to ask whether they would like them back, whether they can be removed or if they should be retained at another Contra Costa County library. This process will take some effort to finish.

Storage and Magazine Collections (approximately 7,500 items).The practice in this county (and indeed in many large county libraries) was that the smaller branches mostly contain a reading collection and the central library was more of a research/archive facility where the smaller branches would send last copies of items to be archived there. We have since moved away from this to a peer library system but due to its beginnings as a central library the Pleasant Hill Library still has many of these types of items. These collections are being reviewed item by item to identify those of historical value so they can be retained. Circulating Collection (over 92,000 items). The first floor of the library contains the children's and teen's collections, fiction and non-fiction, and the Lucky Day collection, among others. This is where someone will find the best-seller they want to read, or a travel book for a trip they're considering. Every item is being reviewed and subjected to a number of decisions; for example, can this item be used by another branch, can it be retained to use at the temporary Pleasant Hill library, or is it in such poor condition or so obsolete that it has served its purpose?

Commissioner Kelly asked how often the Local History collection circulated or was viewed? The measure of the value of any collection is how often someone looks at it and he wondered if there were any statistics (daily, monthly, by decade) that could be used to measure how often the collection was used. He also asked what other libraries were doing with similar items. Gail responded that the items in this collection do not circulate as many are one-of-a-kind and extremely fragile. The Local History collection is more of a browsing collection where patrons can look them over and look at whatever they'd like. The items in the Vault Collection are only accessible by staff who will help you find what you are looking for then will go and retrieve it. Staff page items four or five times per week. As far as what other libraries are doing, much of it is the same as we are doing because every other library in the country is subject to the same sort of limitations on space.

Commissioner Fischer expressed some concern over the Historical Collection, as many of the items contained in it are likely irreplaceable. He wondered if, rather than give ownership over to the historical society, consideration was being given to the idea of owning the items jointly, thereby retaining some say as far as decisions made in the future. His concerns stem from the lack of a steady source of funding and reliance on donations to maintain the facility and the collection. Gail mentioned that yes, these were all things being considered. She also mentioned that the county provides funding for the historical society so she was confident they would remain in business and the collection would be available to the public. Melinda mentioned that it would most likely be spelled out in any Memorandum of Understanding (MOU) what would become of the collection in the event of a closure or relocation.

Commissioner Ford then asked if plans to move items to other libraries included plans to move them back once the new library is built, and secondly, do the vault items need to remain at a library within the county or could they be sent to someplace like Cal Berkeley where the facilities to care for them properly already exist? Gail responded the plans were to keep them within the county due to the specific nature of the items. The library has been in contact with UC Berkeley Library to discuss their interest. Melinda added the new library will be 23,000 square feet, which when compared to the existing building at 38,000 square feet, means that there just won't be the room in the new building for all of these collections. Plus, the city has indicated they want to move away from the central library scenario just as the library does, so those items will not return to Pleasant Hill unless the plan is for them to become circulating items and thus incorporated into the history and non-fiction parts of the library. The new building will be able to accommodate 70,000 items compared to 88,000 now at Pleasant Hill (down from 92,000 when the report was written), and of the 88,000 only about 17% circulate, so it's a fairly light circulating collection. Once you look at the data, it makes you realize that we probably have quite a few items in there that need to move on and the good news is there will be an influx of funds that will be available to bring in new items to the library. At the same time, we want to preserve what we can and what makes sense to hold onto.~~Deputy County Librarian Gail McPartland introduced herself as one of three Deputy County Librarians, responsible for the West County library branches, plus the Juvenile Hall libraries, Project Second Chance (PSC) and Collection Development. The attachment for this agenda item is titled "Special Collections." The reason for this agenda item has to do with the closure of the Pleasant Hill Library and its relocation to a temporary facility while the new one is under construction. What this means for these collections (which are currently kept at the Pleasant Hill library) is that there is a lot of work to do. After analyzing these numerous special collections, decisions must now be made about what to do with them, both during the temporary period and beyond. Gail encouraged any commissioners who have not been to Pleasant Hill to see these collections to do so, mentioning that it's a lot of fun to look through them.~~

~~The report in this attachment is titled "Pleasant Hill Library Collection Assessment and Recommendations." These are from staff and are recommendations about what should become of these special collections. Gail stated she would walk the commission through the report so they would understand exactly what the collections were and why the recommendations in the report were made. She encouraged the commissioners to ask questions as she went through the report.~~

~~The first collection in the report is the Local History Collection. This collection size is 3,050 items and is a very, very special collection. It's referred to as the Vault Collection. It's off to the left as you enter the Pleasant Hill library and actually looks like a big bank vault. This part of the collection contains items unique to Contra Costa County and many are irreplaceable. The rest of this collection can be found in the Baldwin Room in the glassed-in book cases and contains many items related to the northern part of the state. The~~

~~Vault Collection is in a temperature and humidity controlled environment, but that is it in terms of preservation efforts. There is no sprinkler system, gas or other fire suppression systems in the vault. The concerns for this collection are accessibility and preservation, so that when it arrives where it's going it arrives in good shape and can be maintained that way. There is no facility in the current library system that has the room for a 3000 piece collection, so the library is exploring other custodians for this one. Important things being considered include the ability to preserve the collection and accessibility to the citizens of Contra Costa County. A meeting is set up later this month with the Contra Costa Historical Society to tour their facility and speak with the people in charge. Their facility (located in downtown Martinez) has open hours similar to those of the library and they have the ability to preserve the collection as well. This collection is the hardest one to place because of the need for preservation and accessibility. The next collection is the Genealogy Collection, a long standing collection in Pleasant Hill. This collection contains 3,300 items such as old phone books, books, magazines and genealogy information for the region such as family histories, military service info, immigration/passenger records and so forth. In 2018 a good portion of this collection was moved to the Walnut Creek library because of its central location, number of open hours and available space. This collection has experienced an increase in use since this relocation. With the blessing of the local genealogy societies, the recommendation is that the 3300 items still at Pleasant Hill be moved over to Walnut Creek to join the rest of the collection there.~~

~~The next collection is the Microfilm Magazines, Newspapers and Census Data Collection. The size of this collection is estimated at around 20,000. We are using an estimate because the collection has never been reviewed and catalogued. It is comprised of rolls of microfilm containing magazines, newspapers and census information. Once the materials that are duplicates of online resources have been removed approximately 5500 reels will remain. There are three libraries in the county that have microfilm readers: Pinole, Antioch and Walnut Creek (which has the one that was originally at Pleasant Hill). The plan for these items is to sort the items by the geographic region they represent and relocate them to the correct geographical area.~~

~~Next is the Federal Depository Library Program Documents Collection. This is a very special program to the library and we take our responsibility as a Federal Depository Library very seriously. This is a federal program that has existed since the 40's or 50's. Since 1966 we have been a partial depository library, which means we get many, but not all, federal government publications. Back in 2008, we began moving to an electronic only collection using Marchive, which includes links to the original documents and provides access to the community through those links, so we will be moving towards becoming a fully digital library of these items. The items held physically are subject to an interesting process in order to remove them from the collection. You must have the federal government's permission to remove items once they've been placed in your care. For ten months or so the library has been sending out list after list to other libraries asking if any would care to take custody of these items and we're asking the government if these items are either held somewhere else already or are obsolete and therefore able to be removed. Some items have been relocated to other libraries, and our work has reached the point where we know what we're expected to do with the rest, so this is a huge hurdle to have gotten over.~~

~~The State and Local Government documents collection (4,700 items) contains things like state budget information going back quite a ways, and local government items such as ABAG (Association of Bay Area Governments) reports and things going back to the 70's, MTA (Metropolitan Transportation Authority) documents, and other things that we all recognize when we hear the acronyms. We have been inventorying the collection and sending lists to the State Depository (yes, the state has one too), seeking~~

guidance from them about redundancy and whether or not things are obsolete in this collection also. We are at the point now where we are contacting the agencies whose documents we hold to ask whether they would like them back, whether they can be removed or if they should be retained at another Contra Costa County library. This process will take some effort to finish.

The Storage and Magazine Collections (approximately 7,500 items) is actually two collections. The Storage Collection is fascinating (if you're a librarian). The practice in this county (and indeed in many large county libraries) was that the smaller branches mostly contain a browsing collection and the central library was more of a research/archive facility where the smaller branches would send last copies of items to be archived there. We have since moved away from this to a peer library system but due to its beginnings as a central library the Pleasant Hill library still has many of these types of items. They're not all fiction, either, containing newspapers, school books like the old Dick & Jane readers some of you may have carried to school. Some libraries refer to these as their "precious" collection. While many interesting things can be found in these collections, like old runs of Life magazine and other titles, many are well out of date as far as usefulness and should probably have been disposed of a good fifteen to twenty years ago. These collections are being reviewed item by item to pick out those that may have some historical value and decisions about whether or not they should be kept (and where) will be made. This process has already begun, which you will notice if you go to the Pleasant Hill library and look around. There are a number of shelves with holes while this process is taking place.

This brings us to the Circulating Collection (over 92,000 items). This collection is all over the first floor of the library. It contains the children's and teen's collections, fiction and non-fiction, the Lucky Day collection...everything else. These are the items patrons care most about as it is all the newest stuff in the library's inventory. This is where someone will find the best seller they want to read, or a travel book for a trip they're considering. What is happening with this collection is the same process as the magazine and storage collections; Every item is being reviewed and subjected to a number of decisions. Things like can this item be used by another branch, can it be retained to use at the temporary facility, is it in such poor condition or so obsolete that it has served its purpose? This is a fairly onerous process and the clock is ticking as we approach a deadline to relocate. Things will escalate in April and May as we get ready to move, so we will be making decisions about every single item in that library. We expect the community will have plenty of questions about these collections and wanted you all to have some answers up front in case any questions come your way.

Gail then opened the floor for questions. Commissioner Kelly asked how often the Local History collection circulated or was viewed? The measure of the value of any collection is how often someone looks at it and he wondered if there were any statistics (daily, monthly, by decade) that could be used to measure how often the collection was used. He also asked what other libraries were doing with similar items. Gail responded that the items in this collection do not circulate as many are one-of-a-kind and extremely fragile. The Local History collection is more of a browsing collection where patrons can look them over and look at whatever they'd like. The items in the Vault Collection are only accessible by staff who will help you find what you are looking for then will go and retrieve it. Since items don't circulate there are no statistics available on usage, however usage of a door counter to the vault area lets us know that staff enter this area of the library four or five times per week to retrieve items for people. As far as what other libraries are doing, much of it is the same as we are doing because every other library in the country is subject to the same sort of limitations on space.

~~Commissioner Fischer expressed some concern over the Historical Collection, as many of the items contained in it are likely irreplaceable. He wondered if, rather than give ownership over to the historical society, consideration was being given to the idea of owning the items jointly, thereby retaining some say as far as decisions made in the future. His concerns stem from the lack of a steady source of funding and reliance on donations to maintain the facility and the collection. Gail mentioned that yes, these were all things being considered as a Memorandum of Understanding (MOU) is created to spell out what is expected on both sides. She also mentioned that the county provides much of the funding for the historical society so she was confident they would remain in business and the collection would be available to the public. Melinda mentioned that it would most likely be spelled out in any MOU what would become of the collection in the event of a closure or relocation.~~

~~Commissioner Ford then asked if plans to move items to other libraries included plans to move them back once the new library is built, and secondly, do the vault items need to remain at a library within the county or could they sent to someplace like Cal Berkeley where the facilities to care for them properly already exist? Gail let him know that the plans were to keep them within the county due to the specific nature of the items, plus if there was any interest in them from any of the UC campuses, Bradley Ogden, the consultant helping us make decisions about the collection would certainly be aware of any outside interest. Melinda then finished up by saying that the new library will be 23,000 square feet, which when compared to the existing building at 38,000 square feet, means that there just won't be the room in the new building for all of these collections. Plus, the city has indicated they want to move away from the central library scenario just as the library does, so those items will not return to Pleasant Hill unless the plan is for them to become circulating items and thus incorporated into the history and non-fiction parts of the library. The new building will be able to accommodate 70,000 items compared to 88,000 now at Pleasant Hill, and of the 88,000 only about 17% actually circulate, so it's a fairly light circulating collection. Once you actually look at the data, it makes you realize that we probably have quite a few items in there that need to move on and the good news is there will be an influx of funds that will be available to bring in new items to the library. At the same time, we want to preserve what we can and what makes sense to hold onto.~~

5. ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS

Chair McCormick began by thanking Maryann and Juan for speaking up at the previous meeting and requesting that this agenda item be moved to a spot earlier in the meeting. While there are a number of important presentations to hear and other important work to do, this part of the meeting is important also and often gets rushed through because it lands near the end of the meetings. Because they spoke up it is now much earlier on the agenda. He asked Yvonne if she would like to go first.

Commissioner LaLanne: The manager of the Ygnacio Valley library (Michael Beller) asked her to mention that the Jason Fagone presentation at the library last week about his book *The Women Who Smashed Codes* sold out completely. There were fifty people in attendance ~~in a small library~~. The author is local ~~now~~ and ~~now~~ works for the [San Francisco Chronicle](#) newspaper ~~and~~ is willing to ~~come to speak at other libraries and give talks~~. ~~He is a very dynamic speaker and the crowd at YVL was thrilled.~~

Commissioner A. Smith: At the BOS meeting on December 11, ~~2018~~ ~~he~~ [Commissioner A. Smith](#) used the public comment time to mention the Braille and Talking Book Library so that anyone listening would know what it was. He also engaged in a little back and forth with Supervisor Mitchoff. One of the things he mentioned is that of the 500,000 or so people who use this sort of library, they ~~read, or~~ [read on](#) average, fifty-six books per year. He commented to Sup. Mitchoff that that compared favorably to the thirty-seven books she'd read in 2017. She responded that he should wait and see what her total looked like for 2018.

~~(she mentions every year in January how many books she read the previous year). In 2018 she read over sixty books. She's a big library advocate and this kind of dialogue is good advertising for the library.~~

Commissioner Hoisington: Maryann ~~brought with her~~ shared a flyer from the Lafayette library that gives details about the UC Berkeley Spring session writing classes that will begin at the library around mid-April. The kick-off meeting has already happened, but the five classes don't begin until next month so it's not too late to sign up.

Commissioner A. Chong: College prep courses begin soon at the Danville library. There are also Park & Recreation presentations on wildflowers blooming in the bay area and where you can go to see them. Lots of rain equals lots of flowers.

Commissioner T. Smith: He just wanted to welcome everyone to the Concord library, his home away from home. He spends a lot of time here with his 5 year old daughter, who, as she puts it, "Loves the library!"

Commissioner Faye: ~~Attended the Drag Queen Story Time at the Brentwood library. The event was well attended, as there were over 350 people. There were also quite a few press and a minimum of protesters compared to what was expected. San Francisco City Lights is celebrating the 100th birthday of co-founder, poet and artist Lawrence Ferlinghetti by having an event on his birthday (March 24th) with several cafes in the area joining in the fun. City Lights is such a local treasure that Vivian thought it worth mentioning.~~ Attended the Drag Queen Story Time at the Brentwood library. The event was well attended, as there were over 350 people. There were also quite a few members of the press and a minimum of protesters compared to what was expected. San Francisco's City Lights Bookstore is having an event with several cafes in the area and it's such a treasure she thought it worth mentioning.

Commissioner Wernet: There has been a lot of housekeeping going on in Moraga lately. The library has had no heat for a month. The ~~eat~~ library facility is owned by the city town and they are replacing the HVAC unit. One recent friends meeting had to be moved due to the cold. Moraga also has a delightful new children's librarian! The friends are ~~also~~ having their book sale next month; ~~and~~ this is an event that always does very well.

Commissioner Huh: Brought in a stack of flyers for different events coming up at the Antioch library and will share them around the table.

Commissioner W. Chong: Began by apologizing for missing the roll call at the beginning of the meeting but he was coming from a creative writing workshop at the Orinda library. It was well attended and very interesting. At the last meeting he was so impressed by the "No Fines" video that he shared that and his notes from the meeting with the superintendent of schools and will make sure the word trickles down to the kids at the schools. He will also be sharing the First5 presentation from the meeting in November.

Commissioner Kelly: Spring is here and the Thursday night taco trucks have returned to the Orinda library. Some of the local merchants aren't too thrilled but the public loves it. The good news is that some of that foot traffic spills over into the library, so Thursday nights are busy there again. Food, music and books...what more could you want?

Commissioner Fischer: Met with the new City Manager in El Cerrito to discuss laying the groundwork for a successful bond measure to build a new library there. ~~He~~ Commissioner Fischer mentioned that at the opening of the new LGBT+ collection at the El Cerrito library they had a drag queen story time also. When asked how it had gone, he reminded everyone of El Cerrito's proximity to Berkeley and no more needed to be said. He also mentioned that the reason he missed the January meeting was because he'd been traveling. One of the stops on his trip was to the new library in Alexandria, Egypt. It's basically the mother of all libraries, just a fantastic stop on his trip. He encouraged everyone to go to their website (www.bibalex.org) and check out the photo gallery and some of the other information there.

6. STRATEGIC PLAN DRAFT / Second Reading

Chair McCormick reminded the commission that this item is a continuation of an agenda item from the previous meeting. A number of commissioners at that meeting had questions and others wanted more time to take the information home and digest it a little longer. Deputy County Librarian Gail McPartland ~~mentioned that she would not be covering the same ground as before but would, rather, finish up~~ began from with a brief review of the January presentation and where she left off then opened the floor for questions/comments. The first document in the attachment is the draft of the Strategic Plan which was covered in some detail at the last meeting. This is just a bare bones representation of the goals and specific objectives of the plan. The second document in the packet is a more fleshed out version of the same thing, containing some narrative around the items and making it more readable for the general public. The additional language and the layout are the major differences between the two. ~~The outside agency helping us with this has made~~ A number of suggestions ~~as far as of~~ how to deliver our message ~~and those suggestions can be seen here~~ are noted. ~~The first document is more for internal use and the second will be for the public to understand what we're up to.~~ County Librarian Cervantes then reminded the commission of the ~~pamphlet~~ Strategic Plan from 2014 to 2017 Assessment Report previously distributed some months back which was a summary of the Strategic Plan from 2014 to 2017. It's a nice glossy This Assessment Report summarizes ~~of~~ the successes ~~of the previous plan and is meant intended~~ to accompany the ~~second document~~ 2019 Strategic Plan ~~here~~: One tells of our previous plan and how it went and the other talks about what we will be doing as we move forward.

Gail wrapped up her summary of the two documents then opened the floor for questions. Commissioner Hoisington began with a question she asked at the last meeting, which was to question what possessed Library Management to specify some of the specific percentage increases as targets the way they did? She understands in some categories, like distribution of materials or the number of people through the door, how this would work but how do you go about measuring something like a person's happiness with the library year over year? Gail explained that an important part of strategic planning is that when you come up with a goal you must also provide some way to measure it so you'll know when you've succeeded. One thing the cities asked for from this plan was a way to measure success so they could all see how they were doing. Commissioner Hoisington still was somewhat skeptical about using the percentages for some of the categories. Chair McCormick and County Librarian Cervantes explained that pre- and post-visit surveys are often used for things like this and what is being measured are trends. Chair McCormick explained that a number of government contracts contain sections where measuring your customers satisfaction are required. They don't tell you how to do it, just that you need to. It can be asking if they're happy or sad, or a one to five scale, whatever works, just do it and be able to provide the results when asked. It's not enough to say your customers love you, you have to prove it, so every quarter or six months you might have the opportunity to respond to a survey. Commissioner Faye expressed some concerns over the way the specific questions would be asked. Many surveys can guide you to the answers they want you to give by the way the questions are asked. She has taken a number of them herself and many times has felt if only a question had been asked differently her answer would change. Melinda explained that there is some art and some science that goes into crafting these kind of questions, precisely to avoid asking leading questions, and the agency the library is working with understands these distinctions very well. Commissioner Kelly shared some of Commissioner Hoisington's concerns over the percentages, claiming that as long as the baseline is valid (whatever it happens to be) then you'd probably end up okay. Two other points he wanted to make were that in the two years that he's been a trained PSC tutor, he's only been called once, which could make it difficult to "maximize participation", and if every other metric is calling for a ten percent increase, why is "Increase circulation" set at three percent? Surely if everything

else can shoot for ten percent, why not circulation? Perhaps circulation needs to be redefined? Melinda pointed out that she agreed that bar may have been set too low, as the PEA (no fines) initiative has accounted for a nearly ten percent increase already.

Vice-Chair Wilson asked to follow up on commissioner Kelly's thoughts. He mentioned that the commission was all too aware of the differences that exist within the county in terms of income, education levels and so forth, and that differences exist within the libraries as well. You can see the differences by just visiting the different branches. So, increasing use of the library by ten percent in one community might be fairly simple, while in another it could be nearly impossible. He wanted to encourage the wider view of the performance measures. Commissioner W. Chong asked where the ten percent number originated from. Was it a measurement against libraries of comparable size, or is it a number that vaults us into the top of the class? Gail explained that the goals were meant to be stretch goals and the numbers came from a look back at our circulation and visits over the past 5 to 7 years, which have been declining. These stretch goals are meant to get us back to if not above previous levels, but not to be so outlandish that achieving them would be impossible. Commissioner Fitzgerald commented that customer satisfaction surveys are used all the time these days. He doesn't go to the bank all that often any more, but when he does, before he can even get back home he's gotten an email asking about his experience. Commissioner Ford wanted to thank the library for the effort they were making with this plan. He didn't share the concerns over percentages, as he felt certain that agency the library was using was savvy enough to be able to extrapolate from the data collected and present a balanced picture of what was happening across the county. He also thought the idea of a document for the public was a great idea and applauded that effort as well. Commissioner Ward-Jackson was also in favor of the public version of the plan, specifically the Key Performance Indicators (KPI) which were very clear and well-articulated, making it easy for the public to understand what was being measured and why. She also asked how much of a stretch it was to get the Net Promoter Score to 62, given we are already at 60. Gail explained that that was some of the work being done with the survey agency...looking for ways to continue to boost that number.

Chair McCormick wrapped up this topic by thanking Administration for going the extra mile as far as hiring the firm they did to guide their effort. He recalled at the forum event the previous year when OrangeBoy gave their presentation to the group how comprehensive it was and recommended to any new commissioners to go back through the archives and see what was shared at that event. He also appreciated all the effort by the commissioners who questioned the percentages, the questions themselves and the rest of the concerns they'd shared. Vice-Chair Wilson compared the effort to bring forth the 2014-17 strategic plan to the effort being made now and thought it was extraordinary. It is more inclusive, more thoughtfully presented than the previous report and he wanted to applaud the effort. Melinda congratulated Gail for shepherding the whole process and let the commission know that the plan would be going before the Board of Supervisors before the next meeting. She thanked them for their efforts and let them know that all their comments and suggestions would be taken into account and any adjustments to the plan would be made before going to the Board.

Next Commissioner A. Smith made a motion to send the Strategic Plan to the Board of Supervisors. Commissioner Kelly seconded the motion.

M-S-C by unanimous vote to send the Strategic Plan to the Board of Supervisors.

7. WORKING COMMITTEE REPORTS/Legislative Working Committee

A. Commissioner A. Smith began by saying he'd had quite the learning experience over the previous week and his presentation this evening would start with the simple and move to the more complex as far as sharing what he's learned. For starters, no one in Sacramento or in the library community wants to resurrect PLF (Public Library Foundation) so that's off the table. Also, no one wants to try for a library construction bond this year, so that's off the table. Now, usually we ask for an augmentation of funds for literacy projects. This year the [California Library Association](#) LA is standing pat, accepting the increase from last year as the funding level for this year.

Included in the packet is a letter that was drafted for the [Board of Supervisors](#) OS to thank Gavin Newsom for the augmentation of the budget for literacy programs. ~~Lara DeLaney, who~~ [Staff for the](#) ~~staffs the~~ BOS Legislative Committee for the BOS ~~_, said indicated~~ that such letters are not very effective and likely wouldn't even be read, so it will not be sent to the Governor. ~~Commissioner Hoisington questioned why someone on staff had the power to veto efforts like this and Melinda explained that Lara is very astute politically and has a good idea of what works and what does not and her opinion is that letters like this don't necessarily help you to get more.~~

Next, the [American Library Association](#) sent out an email last week to let everyone know that the Trump administration is once again trying to ~~kill off~~ [eliminate](#) the [Institute of Museum and Library Services](#). Because the ALA is not looking to increase funding for the IMLS, only to maintain previous funding levels, Alan has asked staff to look into whether or not the BOS would agree to send a letter that seeks the preservation of the IMLS. If he gets a positive response he will draft that letter and ask it to be sent to the Board.

Commissioner Fischer asked, ~~given the annual charade that the IMLS must endure re: funding,~~ whether it might be a good idea to get the cities involved by asking them to write letters and so forth. Alan thought that was probably not the best use of time and effort as the cities don't really have a dog in this fight...they don't stand to gain a thing. This is most appropriate for the BOS level. Vice-Chair Wilson asked whether or not it might be a good idea for those commissioners who'd been appointed by a supervisor to take the letter directly to them ~~instead of being denied by staff.~~ Melinda ~~thought offered that~~ a better idea might be to circle back ~~with Lara to the BOS Legislative Committee staff and have a conversation about it.~~

The final item ~~on Alan's agenda addressed a~~ was ACA-1. ACA-1 is the CLAs top legislative priority for 2019. For the benefit of the new commissioners, this is the amendment that will lower the passage threshold for infrastructure bond measures to 55% (down from 2/3's). This seemed very simple, as in the past few years we've had SCA-7 and SCA-3 which were library-only measures that didn't make it through the legislature. Things sounded like they would move forward then two weeks ago David Chu from San Francisco introduced AB1487 which would establish a regional taxing authority for the purpose of raising multiple billions of dollars within the nine bay area counties to build affordable housing. This could affect local communities taxing ability. At the Mayors Conference two weeks ago there was quite a bit of grumbling, because when you combine a measure like this one with Weiner's SB50 (transit-housing bill), then layer over that a measure like ACA-1 which makes it easier to pass bond measures, the Mayors ~~feel expressed concern over like they are~~ losing control over their communities. SB50 would allow a transit authority, like BART, to take away a portion of their parking areas to build housing units.

Commissioner Gilcrest reminded Alan of a strategy the commission used to employ: Draft a resolution here, then take it to the Mayors Conference for them to adopt. This was done many times years ago when

fighting for bond measures. Alan spoke with Gary Pokorny, the executive director of the Mayors Conference, who said if the commission passed a resolution and Alan brought it to the Public Comment portion of the meeting, he would see that it was considered at a future meeting. Alan drafted the resolution, only to be told that the commission no longer has the authority to pass resolutions, [this is an action of the BOS. like it had done years before.](#) The BOS has taken a wait and see [attitude-position](#) about ACA-1 so the commission is unable to take a position until the BOS has adopted one on the issue, which [won't may not](#) happen until there are hearings. Given all of this, we are unable to move forward on this at the present time.

Upon opening the floor for questions, Commissioner T. Smith summed up what he'd just heard then asked if, given the environment, had there been any thought to separating the library issues from the rest of the infrastructure issues, as libraries are their own sort of infrastructure. Alan opined that with over two hundred housing bills currently on the docket that a library bond measure would just get lost in the weeds. The entire legislature is focusing on housing now. Commissioner Smith then mentioned the idea of Opportunity Zones, [a mechanism, the latest buzzword](#) for attracting investment to an area, and brought up the notion that perhaps some focus on that might be something to capitalize on for library funds. What good is a new housing development if the residents don't have a library to go pick up some reading material or sign up for a literacy class? Alan again stated that we mustn't get ahead of the BOS on this, that it needs time to play out so they can adopt a position first.

For the benefit of the new commissioners, Melinda explained the role of the commission as an advisory body, not a governing body. That role is filled by the BOS. Most of what the commission does is to recommend to the BOS that they approve, or authorize or support some action. She understands how frustrating this can be at times, and realizes that some commissioners with deep experience and long memories may remember a time when the commission was more able to do things they are no longer able to do. This is most likely the result of some of the commissions and boards in the county getting ahead of the BOS on different issues. Alan confirmed that conversations he'd had with Supervisor Mitchoff over the years confirm that there were indeed commissions taking positions contrary to those of the BOS.

To wrap up, Alan mentioned speaking with Sen. Bill Dodd about the current state of politics. Dodd is a very astute legislator, who understands politics and understands budgets and he is of the opinion there are no legislative priorities in Sacramento these days. The House Speaker and the President Pro-Tem of the senate aren't setting down the priorities and so the legislature feels like a free-for-all. Given the number of issues to wade through, perhaps they just need a chance to sort through everything. Commissioner Hoisington asked if there might be any relief under Prop. 13. Alan mentioned that there was an effort to get commercial buildings out from under Prop. 13, which would raise about \$9 billion in additional tax revenue. California would need to raise \$18 billion to make it into the top ten states in terms of school funding. Dodd says if the money raised were dedicated to education he would support it, but if the funds were just for the general fund he would not.

7.
BB. WORKING COMMITTEE REPORTS/Work Plan and Annual Report Working Committee

Vice-Chair Wilson began by saying how glad he was to see everyone, especially to see them all sitting at the table. He had missed the previous meeting and the beginning of this one because he is [part a member](#) of the [Bblue- Ribbon panel-Committee on Campus District Visioning Project put together to make decisions about what is to become of](#) the Concord Naval Weapons Station as the land is developed. He

reminded the commissioners of a letter sent out by Walter back on March 11th which talked about this portion of the meeting and what would be happening tonight. This is where everyone will have a chance to share what they've done to meet the goals in the commission's work plan and Walter will record them as people speak. There won't be any forms to fill out or hand in, it will all be done here and Walter will send out the results a few weeks down the road when he's had a chance to get it down on paper. Peter offered to model what he wanted from everyone.

Vice-Chair Wilson: G2O2 (Goal 2, Objective 2): - Met with Federal Glover to discuss the proposed county budget cuts and the effect they might have on the library. He was able to clarify for Sup. Glover that the 1.49 % the library gets in property taxes isn't part of the general fund but rather a dedicated revenue stream so shouldn't be as easy to cut as a general fund line item. G2O3: Spoke with Sup. Glover about ways to possibly increase the library's budget and why. G3O3: -Updated Sup. Glover on the past few commission meetings and the issues brought up there. G3O4: Attended an event at the Antioch Library about the women's movement in Antioch. He learned quite a bit about Antioch he hadn't know before and it was a really nice event.

This is what Peter had managed to do since the prior meeting and what he was hoping for from the rest of the commissioners. Each of them should have a copy of the work plan in front of them and be able to share what you've done. If you have nothing then pass and we'll look forward to hearing from you next time. Chair McCormick stated that Peter had done a great job tying this in with the strategic plan [should this read work plan?] and wanted to thank him and his committee. He also wanted the commissioner to understand that this isn't meant to be like a bingo card where you fill in every square. It's really about what everyone brings to the table: What your strengths are, your passions, your interests and experiences. The new commissioners can take their cues from the more experienced and you'll get some good ideas tonight of things you can do and ways to participate. Maybe it's something as simple as attending a friends meeting and sharinge what happened tonight.

Commissioner LaLanne: Wrote letters to legislators as asked in one of the CLA emails forwarded by Walter. Also attended all three of the friends and foundation meetings held in Walnut Creek to update them on commission business. Also attended the quarterly Mayor's commission meeting where he gets the mayor receives updatesed on all the various city commission's' business.

Commissioner A. Smith: Met with State Senator Bill Dodd to discuss libraries and current state of California politicsfunding.

Commissioner Hoisington: G3O3: Met with and briefed the city council on Project Equitable Access (No elimination of fines). She also briefed them on the ability to get the *New York Times* newspaper digitally. Maryann likesu to attend the city council meetings as there are usually quite a few people in the audience to hear her message, plus the meetings are broadcast, reaching an even wider audience. G3O4: Along with Commissioner Stewart, Stewart, [who is this? Maybe Smith?] she attends so many library events that people probably can't believe she's there again. G3O5: Always shares commission updates with the Friends of the Library.

Commissioner T. Smith: Worked at the Concord Library to prepare for the upcoming book sale. Also let the Mayor know the commission was meeting in Concord and had Vice-Mayor Tim McGallian come and welcome the commission.

Commissioner Knoll: G3O4: Attended quite a few library events.

Commissioner Faye: Contacted state legislators Frazier and Glazer about library funding as requested. Also attended a number of events, including Art Guild of the Delta, Bead classes and the Book Club.

Commissioner Valdez: Made reports to Central Labor and the Union Executive Board about commission happenings.

Commissioner Huh: Reported back to Antioch Mayor and the City Council about commission business. Also attended Antioch Women's Movement event mentioned by Vice-Chair Wilson.

Commission W. Chong: G2O1: Worked with Friends ~~of the Danville Library group @ Danville~~. G2O2: Met with three town council members to update them on First5 presentation and Project Equitable Access (~~no~~ fines elimination) initiative. G3O3: Reported back to Supervisor Andersen on commission matters. G3O4: Attended creative writing workshop at Orinda Library. G3O5: Met with school superintendent to brief him on same issues as above with the idea of it filtering down to the student level and thereby reaching ing the parents.

Commissioner Fitzgerald: Recently spoke ~~with the~~ with the Assistant City Manager about the library ~~and~~; because of the competition with the Fire District for funding it was a very one-sided conversation.

Commissioner Ward-Jackson: Sits on the commission of Community and Library Services in Hercules and will report to them on commission activities. She will also make a presentation to the City Council. She is a school leader with access to all of the schools in the district (including charter schools) and has been working with the library manager to build bridges there, too.

Commissioner Kelly: Was recently reappointed to the commission and used his appointment interview to update those present on the current state of the library and share commission happenings ~~with them~~.

Commissioner Fischer: Blessed with a situation where the city is ~~behind the ideas~~ supportive of replacing their library (which dates back to the 40's), he regularly attends city council meetings to speak as well as listen to library related information and to share what the commission is up to. He and Barry are working with various service groups (Lion's, Rotary, PTA's) to drum up support for a new library in El Cerrito.

Commissioner Molinelli: The Walnut Creek Library Foundation has its annual event next month and he has been searching for donations to be used as raffle prizes for the event, including asking his own firm for support.

Commissioner DaoJensen: Sent requests for adequate funding letters after receiving email from Walter.

8.

OTHER BUSINESS

ACCEPTANCE OF MINUTES

Commissioners were asked to review the minutes from both the November and January meetings for accuracy. Commissioner A. Smith had one correction for the November minutes: on Page three, paragraph 2, Anna Caballero is mentioned as being a member of the state assembly. This should be changed to state senate. No other corrections were offered by the commissioners.

Vice-Chair Wilson made a motion to approve the minutes from both meetings including the correction offered for the November minutes. Commissioner A. Smith seconded the motion.

9.

M-S-C to approve the minutes with corrections. Approved by unanimous vote of the commission.

COUNTY LIBRARIAN REPORT

County Librarian Cervantes provided a written report to the commission ~~as usual~~. Between the time of submission and now, however, she provided a few some updating is necessary updates. She had reported that five hundred items had been returned ~~post~~ following the launch of Project Equitable Access, but that

total is now well over two thousand items. One in four of those items ~~goes right~~ have been added back into the collection, so this is found money. Circulation since the initiative is up by ~~ten~~ 10.75 percent; ~~as well...~~ people are ~~coming back to~~ returning to the library and ~~they're~~ bringing back their ~~stuff~~ books. ~~The staff feedback indicates~~ is thrilled very positive reactions and how as going "fine free" has changed the nature of the interactions with patrons. The promotion and public awareness ~~are~~ campaign is ongoing ~~with more to come~~. The public will be invited to help ~~decide what~~ select newly the new ~~designed~~ library cards ~~will look like~~ so when ~~you get~~ issued a new ~~one~~ or ~~a~~ replacement card, you will be able to choose one of five new designs. they will have a new look. BiblioCommons has been ~~hired~~ contracted to ~~work on the project~~ develop a new CMS platform to replace the library's website/catalogue. There will be a presentation for the commission when we get a little further down the road. The goal is to go live in November. As previously mentioned, the Pleasant Hill Library will move to a temporary facility at the PH Senior Center while the new library is under construction. This is not without some controversy, so please check out the FAQs on the website. ~~The one general point of agreement is that the way this is being done will impact those in the area (schools, neighbors) the least, two years instead of four, to have all three major projects being done at the same time.~~

10. AGENDA SETTING FOR NEXT MEETING AND FUTURE TOPICS

No items were proposed for the next meeting. Commissioners were invited to send any suggestions to Walter at Library Administration.

11. ADJOURNMENT TO THE MAY 16, 2019 LIBRARY COMMISSION MEETING AT THE CONCORD LIBRARY

The meeting was adjourned at 9:05pm.

Submitted by Walter Beveridge
Administrative Aide, Contra Costa County Library

