MEETING OF THE LIBRARY COMMISSION

AGENDA

DATE: Thursday, March 19, 2020
TIME: 7:00 p.m. LIBRARY COMMISSION MEETING
LOCATION: CONCORD LIBRARY MEETING ROOM
2900 Salvio Street, Concord, CA 94519

Electronic agenda packet viewing is available at: http://guides.cclib.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, March 18, 2020 if you will NOT be at the meeting. A quorum must be established before a meeting can be held. A record is maintained of Commissioner's attendance.

1. 7:00 p.m. (5 mins.) CALL THE MEETING TO ORDER / ROLL CALL
   The Library Commission Chair will call the meeting to order. Commissioners will introduce themselves for the record.

2. 7:05 p.m. (5 mins.) WELCOME & INTRODUCTIONS
   Visitors will have an opportunity to introduce themselves; self-introductions are voluntary.

3. 7:10 p.m. (5 mins.) PUBLIC COMMENT
   Speakers from the audience may address the Library Commission on any relevant issue that is not scheduled for the agenda. Public comment can be made on agenda items when the item is discussed. Public comment is limited to three (3) minutes per speaker and speakers may fill out a speaker card. Public comment on agenda items can also be e-mailed the Library Commission at cclibcommission@cclib.org to be received one day prior to the Library Commission meeting.

4. 7:15 p.m. Discussion (20 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, including items that fulfill any part of the 2019 Work Plan.

PRESENTATIONS

5. 7:35 p.m. Information (15 mins.) LIBRARY NEW WEBSITE UPDATE -
   Deputy County Librarian Alison McKee will update the Commission on the website launch and efforts moving forward.

6. 7:50 p.m. Information (15 mins.) STORIES-TO-GO -
   Library Specialist Amy Mockoski will preview the Stories-to-Go program for the commissioners.
CONTINUED BUSINESS

7.  8:05 p.m.  
ACTION
(30 mins.)
WORKING COMMITTEE REPORTS –
A. Commissioner A. Smith will report on the activities of the Legislative Working Committee including the “Share Library Stories” plan discussed at the previous meeting. (20 minutes)
B. Vice-Chair Fischer will collecting of information for the 2020 Annual Report and 2021 Work Plan. (10 minutes)

OTHER BUSINESS

8.  8:35 p.m.  
Discussion
(10 mins.)
BUDGET UPDATE – Attachment 1
County Librarian Melinda Cervantes will provide a brief budget update to the Commission.

9.  8:45 p.m.  
ACTION
(5 mins.)
ACCEPTANCE OF MINUTES – Attachments 2 and 3
Commissioners will approve or amend the minutes from the November 2019 and January 2020 meetings.

10. 8:50 p.m.  
Information
(8 mins.)
COUNTY LIBRARIAN REPORT -
County Librarian Melinda Cervantes will report on items of interest to Commissioners.

11. 8:58 p.m.  
Information
AGENDA SETTING FOR NEXT MEETING and FUTURE TOPICS
Commissioners will suggest items for future meetings.

11. 9:00 p.m.  
ADJOURNMENT to the May 21, 2020 LIBRARY COMMISSION MEETING.

ITEMS TO CALENDAR

1. Library Commission Meeting / May 21, Concord Library
2. Library Commission Meeting / July 15 (Wednesday), El Sobrante Library
3. Library Commission Meeting / September 17, Concord Library
4. 2020 Library Friends, Foundations and Commission Forum / Lafayette Library & Learning Center / September 26, 2020
5. Library Commission Meeting / November 19, Concord Library
CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 1

MEETING DATE: Thursday, March 19, 2020
AGENDA ITEM #: 8.
ITEM: BUDGET UPDATE

RECOMMENDED ACTION:

None required.
Budget Process

As depicted in the preceding illustration, the County Budget Process is a continuous cycle of developing, monitoring and planning. At the same time, there are certain steps involved in developing the annual budget.

Budget Development.
The County's fiscal year spans from July 1 to June 30; however, the budget development process begins as early as December with the Board of Supervisors setting a Preliminary Budget Schedule for preparation of the upcoming budget. The County Administrator presents the Board, Department Heads and the public with an analysis of key issues and budget projections in January, followed by budget instructions, departmental budget submissions, meetings with Departments in February and March and presentation of the State Controller's Office required Budget Schedules and Recommended Budget for Board consideration in April. Absent the adoption of the County's Recommended Budget by June 30, the State Controller's Office Recommended Budget Schedules are passed into the new fiscal year as the spending authority until a Final Budget is adopted. Unlike the State Controller's Office Recommended and Final Budget schedules, which are solely publications of financial State Schedules required by State Statutes collectively referred to as the County.
Budget Act, the County Recommended Budget includes detailed information and narrative regarding the County, including its current and projected financial situation; the programs/services and administrative/program goals of individual Departments; and the County Administrator's budgetary recommendations for the upcoming budget year. After public hearings and budget deliberations, the Board adopts the Recommended Budget by May 31 (pursuant to Board Policy). After the State budget is passed (legally due by June 15) and County fiscal year-end closing activities are completed in August, a Final Budget is prepared for Board consideration. (Pursuant to the County Budget Act, the deadline for adopting a Final Budget is October 2 each year. This allows incorporation of any needed adjustments resulting from the State budget.) If significant changes to programs or revenues are required based upon the State budget and/or closing activities, public Budget Hearings regarding the Final Budget may be scheduled.

Budget Monitoring & Budget Adjustments

The County Administrator monitors actual expenditures and revenue receipts each month and mid-year adjustments may be made so that the County's Budget remains in balance throughout the fiscal year. On an annual basis, the County Administrator's staff prepares a report presented to the Board of Supervisors that details the activity within each budget category and provides summary information on the status of the County's Budget. Actions that are necessary to ensure a healthy budget status at the end of the fiscal year are recommended in the budget status report; other items which have major fiscal impacts are also reviewed.

Supplemental appropriations, which are normally financed by unanticipated revenues during the year, and any amendments or transfers of appropriations between summary accounts or departments, must be approved by the Board of Supervisors. Pursuant to a Board of Supervisor Resolution, the County Administrator is authorized to approve transfers of appropriations among summary accounts within a department as deemed necessary and appropriate. Accordingly, the legal level of budgetary control by the Board of Supervisors is at the department level.
CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 2

MEETING DATE: Thursday, March 19, 2020
AGENDA ITEM #: 9.
ITEM: ACCEPTANCE OF MINUTES

RECOMMENDED ACTION:

Commissioners will approve or amend the minutes of the November 2019 meeting.
MEETING OF THE LIBRARY COMMISSION
Minutes

DATE: Thursday, November 20, 2019

1. CALL THE MEETING TO ORDER / ROLL CALL
Chair Don McCormick called the meeting to order at 7:00 p.m.

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<th>COMMUNITY APPOINTMENT</th>
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Total Commission positions: 24
Commission positions filled: 23
Commission positions vacant: 1
Commission quorum: 13
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.

3. **PUBLIC COMMENT**

   No members of the public came forward to comment.

4. **ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS**

   **Commissioner Gilcrest:** Met today with the president of the SR Library Foundation and ended up volunteering to build links to local businesses in San Ramon. With the number of businesses in Bishop Ranch alone, this will keep her quite busy.

   **Commissioner A. Smith:** There was an article in the paper and on the news last week that two thirds of U.S. citizens don’t know what news sources they can trust. Alan mentioned the number of factual errors he has run into in printed media. The author of a new biography of Walter Cronkite (Douglas Brinkley), a noted historian, has quite a few errors in this latest book. No wonder people are confused!

   **Commissioner Hoisington:** Maryann commented that the articles Brooke Converse writes for the local newspaper are wonderful. She sees them monthly and they are so well written and informative she just wanted to let everyone know. The Lafayette Library and Learning Center (LLLC) just celebrated their 10th anniversary with a very nice affair. The bookshop there is still sending books to all sorts of places; hospital waiting rooms, the Salvation Army, College Prep in Oakland and assorted others. They are grateful for the donations of such nice books that they are able to share. Next she passed around a brochure about the Berkeley OLLI program. The introductory meeting where you are able to meet the instructors is coming up on January 9th. She also brought a flyer for Jazz at the San Ramon Library that she was sent and passed that around the table as well.

   **Commissioner Medrano:** Commissioner Medrano has written a number of articles about Christopher Columbus (he’s of Native American descent) that he will bring to a future meeting to share.

   **Commissioner DaoJensen:** The Brentwood Library Foundation received a $3,072 donation from the Art Guild of The Delta. Also, the Citrus County (Florida) Library Commission just voted down the renewal of their subscription to the New York Times. The commissioner quoted in the article cited the reason that the NYT is fake news. A quick Google search will bring up the article for anyone who would like to read it.

   **Commissioner Ferree:** The Clayton Library will be celebrating its 25th anniversary on March 7, 2020. Also the Friends there have purchased 60 new chairs for the library, replacing many old ones including some of the originals!

   **Commissioner Faye:** Attended a fantastic John Muir Log presentation at the Brentwood Library that had over 90 attendees.

   Commissioner Huh: Brought 26 copies of the book San Francisco Korean-American History to share with each of the County’s libraries.

   **Commissioner A. Chong:** Had the opportunity to speak at a town hall meeting at the Danville Library about the MacMillan ebook embargo. The town Hall meeting was well attended so the message was received by quite a few people as a result. She was invited to return in January. Also, $4,500 was raised at the recent book sale.
Commissioner W. Chong: Shared the press release about new library cards with the Superintendent of Schools, who mentioned passing it along to the district teachers.

Commissioner Bracken: Since the last commission meeting the Pleasant Hill Friends have held three book sales.

Commissioner Pursley: The Pinole Library just held their semi-annual book sale. People came from as far away as Fresno because of the quality of the books at previous sales. George was also able to have a conversation with a member of the city council about the roof of the library. The council member is in favor of owning the library for mixed use/income generation.

Commissioner Kelly: Michael Beller is now the senior Community Library Manager at the Orinda Library. Also the city is still recovering from the Halloween shooting that took place at a short-term rental property in Orinda.

Commissioner Lalanne: Both of the Walnut Creek libraries had their community service days in October. Both were well attended with many folks cleaning and straightening both indoors and out.

Commissioner Valdez: Margie began by explaining to the rest of the commissioners that she is a commission member because the Central Labor Council is the union of the unions. All of the unions that operate in Contra Costa County are members of Central Labor. They all work together and support one another. Central Labor in Contra Costa also works with Alameda Central Labor to coordinate their efforts. One such effort is a ballot measure coming next November that’s called Children and Families First. This measure seeks to take on Prop 13 for businesses (leaving homes and small businesses untouched). This will level the playing field for businesses that are new in California and have to pay the higher tax rates and therefore find themselves at a competitive disadvantage. Companies that have been here a while will be the ones to fight it.

Commissioner Fischer: Change.org has a survey re: the MacMillan e-book embargo that anyone can participate in. Earlier this week BART presented plans to the city council and the public for their vision for the Plaza BART station there. Notable among those plans was mention of 21,000 square feet for a library in one of the buildings. This will be a game changer for the city of El Cerrito. Michael then recommended a book titled *The Library Book* by Susan Orlean. Finally, Michael mentioned that regarding the Citrus County/New York Times story, those county commissioners are reconsidering their position after the amount of backlash they have received as a result.

Commissioner Molinelli: Unfortunately had to miss the forum this year because of the previously mentioned Community Service Day. He participates annually at the Ygnacio Valley Library and they count on him and his pick-up truck to help out. As Yvonne mentioned it was well attended and the community really does turn out for the event.

Commissioner Knoll: The Orinda book sale and holiday bazaar are both happening this Saturday in Orinda. Michael Beller is doing a great job there, too. She feels bad for YVL but they do love him there in Orinda.

Chair McCormick: Attended the Urban Libraries Council annual meeting in Salt lake City with Melinda last month. The meeting was probably attended by the 50 to 100 largest library systems in the country and the big topic this year was AI (artificial intelligence). He appreciated the CEO’s comment that libraries wouldn’t make the same mistakes they did when the internet first came around. Next, the countywide foundation he’s been working on is now working to secure seed money to get things off of the ground. The Supervisors are all on board, the business plan is in place pending a few updates and Peter and Kathy have been working with Don on vetting companies who might be potential donors. Commissioner Kelly has approached the group to volunteer his help in the effort and Don approached Commissioner Fischer and asked him to come on board also. Finally, while on a recent business trip, Don
received an email from the president of the Oakley Friends group asking if he’d like to attend a city council meeting with him. The topic of interest on the agenda was a proposal to spend $25,000 to explore the possibility of turning an empty (since February) police station there into a new stand-alone library. The proposal was approved at the meeting. Don spoke with some folks from the city and this is a good opportunity for them as they don’t have the sort of money it would require for new construction. It has a much better shot than the 2016 bond measure, which most admit was marketed poorly. The right people are involved in this and they’re all saying the right things so right now things look good.

5. E-RESOURCES AND DEMONSTRATION

Virtual Librarian Susan Kantor-Horning began with a brief introduction of the e-resources available at the library, including a PowerPoint presentation about the Libby app (attached to these minutes). At this point Susan and several of the deputies assisted those commissioners who brought their smart phones/tablets to the meeting to load the Libby app onto those devices then helped them to get started using it. The meeting continued after about 20 minutes.

6. A.) WORKING COMMITTEE REPORTS/Legislative Working Committee

Commissioner A. Smith announced the state would have a $7 billion budget surplus next year. Next, Alan shared that he had been reading an article recently about how to advocate for libraries. One thing mentioned in the article was the advice that instead of approaching legislators with facts and figures, go in and tell stories. He reminded everyone of a time when they would go to their annual Legislative Day meetings with former pupils of Project Second Chance and they would share their stories and you could hear a pin drop. Legislators won’t remember the numbers you share but they DO remember stories. With 26 branches of the library in Contra Costa County, we’ve got 26 stories to tell. What he went on to propose is that the commissioners put together one or two of those stories each month, keeping them to one or two paragraphs and perhaps a photo, and send those stories out. He suggests sending them to the seven legislators that cover the districts where we have libraries, the Supervisors, David Twa, the State Librarian and the mayor of the town where the library being written about resides. He emphasized keeping the stories short so they would be easily remembered and not take up too much time to read. He then shared an example from Ernest Hemingway’s work of an impactful story using only six words: “For sale: Baby shoes. Never worn.” He proposed that as a first story perhaps the San Pablo Library, where students flock to the repurposed building with a mural/map of the entire city on one wall and attempt to find their home on the map of the city. He offered several other examples as well, then proposed the commission consider taking on the effort. He then offered the floor for discussion. One question asked was whether or not the legislators would even see these stories. Melinda offered that at a minimum, staffers would see them and a good many would get bumped up to the legislators, especially if they were short. Alan mentioned that sending them to the State Librarian was on his list because he hoped it might catch on and soon library commissions all over the state might begin to follow suit. Commissioner Faye asked about the possibility of getting school children involved. Commissioner T. Smith mentioned this idea could have a social media application as well. Don commended Alan for the idea, saying he was really onto something great. Melinda stated it was exactly the work of the commission and asked Alan to put some framework around the idea for the rest of the commissioners so they would have some guidelines for moving forward.
B.) WORKING COMMITTEE REPORTS/Work Plan and Annual Report Working Committee
Vice Chair Wilson explained to the commissioners that this would be their third and final opportunity to suggest changes to either the 2019 annual report or the 2020 work plan for the commission before it is submitted to the Board of Supervisors. The 2019 attendance report is also included for review. Peter reviewed the process the committee had been through to get to this point and described the changes that had been made from previous reports. He then opened the floor for comments on the Annual Report. There being none, Peter then made a motion to approve the 2019 Annual Report as printed in the meeting packet. Commissioner A. Smith seconded the motion. The approval to submit the report as written to the Board of Supervisors was approved by the consensus of the commission.

Next, Peter opened the floor for comments on the 2020 work plan. Commissioner Fischer suggested that the phrase “Library issues generally” be added to the bullet that mentions keeping the elected officials who made the commission appointments informed. County Librarian Cervantes observed that in the work plan, libraries are referred to as both branches and community libraries and suggested the work plan always use community libraries when describing them for the sake of consistency. Commissioner Faye inquired about using “Public Libraries” instead and County Librarian Cervantes shared that community libraries was the preference of the Board of Supervisors when the system was initially set up. Commissioner Hoisington once again mentioned her thought that the fourth bullet of Goal One be moved ahead of the first bullet, explaining that it made more sense to her that the commission would first work with the branch libraries on sustainable funding before looking for funding elsewhere. There being no further comments, Peter then made a motion to submit the 2020 Work Plan to the Board of Supervisors with the changes suggested by the group. The motion was seconded by Commissioner Fischer. The approval to submit the work plan with changes to the Board of Supervisors was approved by the consensus of the commission.

Peter then thanked the other members of the committee, Commissioner T. Smith and Commissioner Kelly for their efforts in producing the reports by year’s end.

C.) WORKING COMMITTEE REPORTS/Nominating Committee
Commissioner Valdez, chair of the nominating committee, began by walking the commission through the process of the committee. The committee met twice, first on October 15th via conference call, then again tonight prior to the full meeting. During the conference call, the committee members (Commissioners Valdez, A. Smith and Pursley) discussed their choices for chair and vice-chair, considering things such as attendance, participation level, affiliation (city or county appointee) and a number of other factors when putting together their ranked list of choices. Walter was on the call as well, documenting the actions taken by the group and their ranked list of candidates for the positions. This list was then given to County Librarian Cervantes so that she could approach those proposed candidates to determine their interest in serving as officers of the commission. The primary candidates for each position agreed to accept the nomination to serve, which Melinda confirmed with the committee at their second meeting earlier this evening. Commissioner Valdez agreed to introduce the following recommended slate of candidates at the appropriate time during the full meeting:

2020 Commission Chair: Don McCormick, District Three
OTHER BUSINESS

7. NOMINATIONS AND ELECTION OF 2020 LIBRARY COMMISSION OFFICERS
Because Chair Don McCormick was being considered for another term as chair, Vice Chair Wilson agreed to manage this item on the agenda. Commissioner Valdez began by introducing the slate (above) of candidates that the nominating committee wanted to put forth to the full commission. Next, Vice Chair Wilson suggested taking the nominations one at a time, then asked if there were any additional nominations for the position of Vice Chair for 2020. There being none, the commissioners agreed by acclamation that the 2020 Vice Chair of the Library Commission would be Michael Fischer (City of El Cerrito).

Next, Vice Chair Wilson asked if there were any additional nominations for the position of Commission Chair for 2020. There being none, the commissioners agreed by acclamation that the 2020 Chair of the Library Commission would be Don McCormick (District Three).

Finally, a round of applause was given for Vice Chair Peter Wilson for his two years of service as the Vice Chair of the commission.

8. SET COMMISSION MEETING DATES/LOCATIONS FOR 2020
There being no disagreements with the schedule as put forth in the meeting packet, the following schedule of commission meetings and locations for 2020 was adopted by the consensus of the commission:

Thursday, January 16, 2020.......................Concord Library
Thursday, March 19, 2020..........................Concord Library
Thursday, May 21, 2020............................Concord Library
Wednesday, July 15, 2020.......................El Sobrante Library
Thursday, September 17, 2020...................Concord Library
Thursday, November 19, 2020...................Concord Library

9. ACCEPTANCE OF MINUTES
Commissioner Hoisington made a motion to accept the Minutes of the September 19, 2019 Commission Meeting as written. Commissioner A. Smith seconded the motion. By consensus of the commission, the minutes of the September 19, 2019 Library Commission Meeting were approved as submitted.

10. COUNTY LIBRARIAN REPORT
Contributions: Melinda began by passing around an addendum to her report published in the packet. It shows the direct contributions to the various libraries as requested by the commission. The figure for the
year is nearly $2.2 million, with the Lafayette being the swing contributor to the total. She mentioned that some cities pay for extra hours and there are various other contributions made so the comparison isn’t quite apples to apples as you look down the list. However, the total is a significant sum and amounts to a lot of work by the members of the affiliated friends and foundations groups.

**MacMillan Embargo:** Next Melinda reminded everyone of the discussion at the previous meeting about the ebook embargo by MacMillan Publishing. Since that meeting the library has been deciding on the most appropriate response to this embargo. After a number of meetings with the library managers and senior management, the verdict seems to be landing on suspending all business with MacMillan as the means to send a clear message. She will be running this by David Twa and of course presenting something to the Supervisors but that is the direction she and quite a number of library directors are favoring. This was not on the agenda as an action item but she would like to consider bringing this item back on the agenda in January to discuss the merits and address any concerns in order to secure the support of the commission.

**New Libraries:** Melinda mentioned she was glad that the possibility of the Oakley Library was mentioned earlier in the meeting. The building being considered is actually an old sheriff’s substation and now sits vacant. It can take as much as ten years or more to start from scratch to fund and build a new library and perhaps this could be a way to shorten that process a bit. Melinda went on to mention that another community is considering a library. Not a city but the incorporated part of the county that is Bay Point. Their current library also resides at a school, the Riverview Middle School, which is part of the Mt. Diablo Unified School District. The community has grown to over 31,000 residents and they are being served by a 1500 square foot library, eighteen hours per week. This one falls on us, as this is in one of the unincorporated parts of the county. The developer is proposing building low cost housing on the property, which will also have some county services available as well. Recent discussion with the builder/architect were held to talk about what a library on the property might look like. This project is moving on a fast track so everyone is pretty excited. And, in case you haven’t heard, there is a new library opening this Saturday in El Sobrante. At 10:30am the refurbished library reopens after an eighteen month rehab after the fire that happened there. She invited the commissioners to attend and advised them there is almost no parking so plan accordingly.

**New Website:** Next Melinda mentioned that the new website was in its preview period. She then gave the floor over to Deputy County Librarian Alison McKee. Alison explained that the preview just means that both the old and new websites are active and that the go-live date is set for December 16th. On that day the old website will be retired and no longer available to the public. Brooke Converse had sent out an email to 229,000 patrons giving them these details (the commissioners had received theirs a week earlier to give them advanced notice and the opportunity to access the site prior to the wider release). 127,000 of those recipients opened the email the first week and the library has already received hundreds of comments. Alison mentioned how proud she is of the team that has been working on this effort. They are far ahead of where she thought they’d be during this preview phase. There are still a few minor things to finish in some modules and a few other loose ends to clean up but the site looks great and works very well. Melinda then read a few of the comments from the public, all of which were favorable and were enthusiastic about the clean look and ease of use of the new offering. Next Walter recommended to the commissioners that they use the preview time to go onto the new site and explore the new site, specifically the Commission page, so that when the next meeting in January rolls around they will all know where to find the packet and next meeting information. Don congratulated Alison and her team for the monumental effort they put forth to make this happen and bring it in on time.
11. **AGENDA SETTING FOR NEXT MEETING AND FUTURE TOPICS**
   An update on the new website was suggested and Nancy Kreiser will present an update on the library's participation in the census. Peter suggested a follow up on the in-library forums like the one Commissioner Chong did in Danville. Commissioners were invited to send any additional suggestions to Walter at Library Administration.

12. **ADJOURNMENT TO THE January 16, 2020 LIBRARY COMMISSION MEETING AT THE CONCORD LIBRARY.**
   The meeting was adjourned at 9:00 p.m.

----------------------------------
Submitted by Walter Beveridge
Executive Secretary, Contra Costa County Library
Getting Started with Libby

The one-tap reading app from your library

Getting started

With Libby, you can browse, borrow, and enjoy eBooks and eAudiobooks from the library.

You just need:
- An internet connection
- A library card
- A compatible device
  - iOS
  - Android
  - Windows 10+

Rakuten
OverDrive
The one-tap reading app

**Who should use Libby?**
New and existing users of OverDrive.
Users who enjoy eBooks and eAudiobooks

**What makes Libby great?**
All you need is a library card!
One-tap to your library, shelf, & latest read.

**Why was Libby created?**
Designed for public libraries.
Engineered from the ground up with user feedback in mind.

Use Libby's eReader and audiobook player

**Open eBooks and eAudiobooks**

**Adjust reading or audio settings.**

**View and sync your progress.**

**Add bookmarks, highlights, and notes.**

**Manage loans on your Shelf.**

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[eReader] audiobook player
Customize Libby

Explore catalog guides.
Add library cards.
Set browsing preferences.
Tag titles.
Sort and filter searches.
Set download behavior.
Read with Kindle.
Edit all holds.
Learn Libby.

Send to Kindle

Find Kindle-compatible books when browsing.

Send to your Kindle after you borrow a book.

When would you like to read?
Educated?

Kindle Libby

Remember for all books.
Libby Help

Go to 📚 > Help & Support to contact us:

Visit the Libby Help website for FAQs and info on how Libby works.

Contact the OverDrive Support team regarding any problems.

Submit questions, ideas, and general feedback.

https://help.libbyapp.com

Next steps

Download the Libby app.

Find your library.

Enter your library card.

Enjoy!
CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 3

MEETING DATE: Thursday, March 19, 2020
AGENDA ITEM #: 9.
ITEM: ACCEPTANCE OF MINUTES

RECOMMENDED ACTION:

Commissioners will approve or amend the minutes of the January 2020 meeting.
MEETING OF THE LIBRARY COMMISSION
Minutes

DATE: Thursday, January 16, 2020

1. CALL THE MEETING TO ORDER / ROLL CALL
Chair Don McCormick called the meeting to order at 7:00 p.m.

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Total Commission positions: 24
Commission positions filled: 21
Commission positions vacant: 3
Commission quorum: 13
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.

3. PUBLIC COMMENT
No members of the public came forward to comment.

4. ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS

Commissioner Molinelli: Checked in with both WC libraries. Walnut Creek is maintaining their programming in spite of the hack. Staff remains upbeat as they work around the hardships. Ygnacio Valley still has no wi-fi and no printing but programming continues there as well. YVL also has a new 6 camera surveillance system that provides crystal clear images. They are also having a book sale on Saturday.

Commissioner DaoJensen: Brentwood celebrated their 105th anniversary last weekend and sponsored a successful membership drive. There is a Friends & Foundation meeting on January 25th at the library from 10am until noon. Anyone who wishes to attend is welcome. Discussion items will include things that work for them and things that are new.

Commissioner Kelly: Orinda is having their challenges like everyone else. Link+ is not working at all. Staff there remain in good spirits despite the absence of many of their usual tools.

Commissioner Hoisington: Olli classes begin next week in spite of everything going on so it’s not too late to sign up.

Commissioner Ferree: Similar comment about staff there working through the difficulties. March 7th is Clayton’s 25th anniversary event from 9am until 3:30pm. Early in the day will be a speech or two and a flag raising. Later in the day will be other programs, like a scavenger hunt for the children and so on.

Commissioner W. Chong: Attended a nice luncheon last week to celebrate Supervisor Andersen becoming the Chair of the Board of Supervisors for 2020. He was able to meet a number of elected officials there.

Commissioner A. Chong: Was able to speak at a library board meeting and hear about efforts to boost membership which they feel is lacking given the size of the local population. Also Danville is having a book sale this weekend.

Commissioner Medrano: Since he works right next to the San Pablo library he was able to walk over to see how the hack was affecting them. He ended up fielding some questions in Spanish. The census is a big deal there as well. Quite a number of people are there daily to fill out forms and ask questions.

Commissioner Knoll: Spent 6 weeks in Hawaii recently and visited the libraries on each island. They are state-run libraries there and very well laid out to allow the librarians to keep an eye on things.

Commissioner T. Smith: Concord Library will be having a book sale this coming weekend and he has been helping to prepare for that.

Commissioner Gilcrest: She met with the president of the San Ramon Library Foundation as well as a staff member from San Ramon that oversees the foundation.

Commissioner A. Smith: At the recent Board of Supervisors Reorganization Luncheon Supervisor Mitchoff put in a plug for reading as she usually does by mentioning she broke her own personal record by reading seventy books last year. She also mentioned reading newspapers to keep informed.
Chair McCormick: Don mentioned that as a result of the recent reorganization that his sponsor Supervisor Burgis will be the vice-Chair of the Board for this year. He also met again with the president of the Oakley Friends to discuss the possibility of a new library there. Two months ago the city council voted to provide $25,000 for the purpose of exploring the possibility of either renovating or tearing down an existing county-owned building there to create a new library. The existing library is a temporary facility that was originally meant to be there for only 5 years and is now in year 19 or 20.

Vice-Chair Fischer: Michael referenced a recent article on the financial condition of cities by the state auditor that mentioned three red-flag cities in the east bay; Oakland, Richmond and El Cerrito. El Cerrito’s issue is a lack of adequate reserves, however the city council is taking this seriously and attempting to work through the issues. This could affect the city’s desire for a new library. BART is still moving ahead with their plans for the El Cerrito Plaza station, including the often mentioned option of a library on the premises. This has the dual benefit of being the least expensive option available as well as being connected to transit. Alan added that at the recent BART board meeting that a number of elected officials and staff extolled the virtues of the El Cerrito library.

Commissioner Faye: Attended an exhibit at the Lesher Center on the environment and highly recommended attending.

5. CENSUS 2020 -

Deputy County Librarian Nancy Kreiser’s PowerPoint presentation is appended to these minutes.

6. A.) WORKING COMMITTEE REPORTS/Legislative Working Committee
Commissioner A. Smith began by passing out a pair of documents. (Attached to these minutes) First is a communication from the ALA announcing that due to the barrage of letters to members of congress and the senate protesting the cutting of funding for the Institute of Museum and Library Services (IMLS) and the Library Service and Technology Act (LSTA), funding for both has increased for the next fiscal year. The IMLS received an increase of $10M and the LSTA an additional $6.2M, their largest increase in a dozen years.

The Legislative Priorities for the county remain the same as they were last year. The document was revamped from prior years making it easier to read and they were able to put it out a week earlier than their normal schedule. In addition to support for the IMLS the county also supports the Innovative Grants for Literacy program that Betsy DeVos attempted to kill off several years ago including a $2M increase.

ACA-1 has not been reintroduced for this calendar year so look for it to re-emerge in some form next year.

The second document was a summary of the Sharing Our Library Stories idea (formerly “Telling Our Stories”) that was discussed briefly at the previous meeting. This document outlines the purpose of augmenting the commission’s advocacy efforts, outlines the audience for these particular stories and offers a brief description of what is being requested. There was general agreement with the name change to “sharing” instead of “telling” as it seems less preachy. The idea of sharing the stories of the individual libraries and keeping the stories brief seemed like it would resonate with people more and also make them easier to recall and share again. There was
some discussion as to whether or not these were stories presented as commissioners or as private citizens. Alan stated that either would be correct, as nothing is being advocated for. If elected officials happen to make the connection that libraries are special places and should be funded more generously we certainly wouldn’t say no. Don commented that at the heart of it, these are human interest, feel good stories that people will read and remember. With wide enough distribution they could eventually end up picked up by national media outlets.

Alan then made a motion to adopt the “Sharing Our Library Stories” as a commission effort. Multiple commissioners seconded the motion. By unanimous vote the program was adopted by the commission.

Commissioner Kelly then mentioned this needs to be a community effort. Each commissioner shouldn’t be responsible every twenty-six months for coming up with a story out of the blue. County Librarian Cervantes suggested speaking with the staff or library managers as they are the ones who would likely be able to provide the memorable, impactful stories that would resonate. It was agreed that this will be a work in progress that will take shape over time. Walter will let everyone know he is ready to coordinate staff involvement.

B.) WORKING COMMITTEE REPORTS/Work Plan and Annual Report Working Committee
Chair McCormick began by thanking Commissioners Wilson, Kelly and T. Smith for their work in 2019 collecting and organizing the input from the commission into the annual report sent to the BOS in December as well as the work plan for 2020. He also mentioned that Peter would be handing the leadership role of this committee off to Vice Chair Fischer for 2020. Peter then took the opportunity to thank not only his fellow committee members for their efforts but also to thank Commissioner Gilcrest as she was the leader of the effort prior to Peter taking over. Her efforts for the previous few years left a framework in place that only required a bit of fine tuning to craft the most recent versions of the reports. Peter then encouraged the commissioners to reread the work plan and use it to guide their actions in the coming year. Alan then suggested a round of applause for the committee’s efforts in 2019.

OTHER BUSINESS

7. COMMISSION COMMUNITY OUTREACH -
County Librarian Cervantes began by stating that this body of commissioners is the most active group she has worked with at this library, including her previous tenure here. Everyone is fully engaged and so joining this commission is more than just checking off a box and attending a few meetings. The proof is evident in the reporting out during the meetings and she wished to thank the commission for the great strides that have been made as well as the fine leadership, past and present, represented at the table. Melinda then went on to offer some suggestions for the commissioners to consider as they engage with the community and their libraries and as they are writing and sharing their stories. As much as we all might think it works to just throw open the door and wait for people to come to us, more and more it seems obvious that it is necessary to go to where the people are and so as you are planning your efforts consider reaching out to groups and organizations that are underrepresented as library users. She is particularly interested in reaching those residents of the county that don’t have library cards or who are infrequent users of the library. Melinda suggested to the commissioners that as they go about planning ways to engage with people that they consider groups that are less represented as well as groups they are already
a part of; churches, book clubs or other community organizations. Anything that fosters a deeper reach into the community. She encouraged them to be creative as it’s always challenging to find those people who’ve given up on the library or who might be new to the community. Many county residents are unaware of the various county services that are available to them, so we will participate in countywide events with other county departments where we provide some food, fun and answer questions. The story sharing idea is another great tool to use for this as stories are an excellent ice breaker for a conversation about what the library can offer.

Commissioner Kelly asked what percentage of school age children in the county had library cards and was willing to wager it was less than 100%. Melinda mentioned an effort underway to explore allowing kids to use their school ID as a library card. Several other suggestions were brought up around the table, such as enlisting the help of the various friends groups, welcome wagon type outreach, and manning tables at different community events and fairs. Melinda then mentioned the type of outreach Commissioner Chong has been doing at the libraries, and suggesting that it could also be held at other sorts of events where it would be easier to reach people who don’t know what all the library can offer. Vice chair Fischer suggested tapping into senior housing and senior centers to share what can be offered, such as bringing books to folks who cannot make it to the library. Commissioner T. Smith mentioned that a set of talking points would be helpful to put out a consistent message. Chair McCormick shared a story about a meeting he had recently attended and during the introductions he mentioned he was a member of the library commission. This was greeted by some chuckles which quickly became nervous laughter as Don spoke about some of the services at the library like the Libby app when traveling. He suggested having your 30 second library spiel ready to go because you never know when an opportunity to share it may come up. Commissioner A. Chong suggested one way to perhaps increase Friends memberships would be to offer the ability to use Paypal or some other electronic means of payment. Most of the groups have a membership form then want a check but people these days are more likely to whip out their phones and pay on the spot if it is easy for them to do so. Commissioner Kelly then shared his 30 second story. The Orinda Library asks for $15 for a Friends membership there. Once a month he works at the book sale that benefits the library, then at the end of the year he receives a $15 gift certificate for the restaurant downstairs so his membership costs nothing except for the time spent selling books which is a lot of fun.

Chair McCormick suggested that millennials are an underserved population as far as the library goes. When he talks with his kids and their friends he tends to emphasize the electronic ways to engage with the library as well as things like the maker’s spaces and homework help. William then mentioned the school superintendent he’d been speaking with had interest in partnering with the library at an event they sponsor during the summer months where they provide food for children who need a meal and they would like the library to bring books. Melinda said she’d like to hear more in an offline discussion. Commissioner Hoisington then asked about the cost of some of the library’s marketing giveaway items. Her opinion was that if she is being asked to donate money that she would be less inclined to do so if the funds were going to be spent in this manner. Melinda explained the library tries to use these items to keep the library top of mind with things they can use, such as pencils, magnets, etc. One of the goals of the library’s strategic plan to increase awareness of the library.

8. **NEW LIBRARY WEBSITE UPDATE** -
This item will be covered at the March 2020 commission meeting.
9. COUNTY LIBRARIAN REPORT

Network Outage: On January 3rd the library’s automation team discovered a cyber-attack on the library’s network. There are numerous steps involved in preserving information (don’t reboot, don’t try to save) so stopping in your tracks and assessing the loss is important. The amount of support the library has received was immediate and significant. Law enforcement is involved (multiple agencies) and a deep forensic analysis is ongoing as well.

Tomorrow will be two weeks since the attack and we are now in full restoration mode. The good news is that all libraries stayed open, they had Internet access, people were able to check out and return books. Once fully restored we will have a much more hardened network with far greater security. Due to the ongoing investigation we are limited in the amount of detail we can share at this time.

Next Melinda shared that that the website has a complete list of what services are working. Right now nearly all online services are up and running as is Link+. The catalogue and Internet is up. Right now ten libraries have Internet and printing and the rest should be online by the end of next week. Melinda then opened the floor for questions.

Commissioner Kelly thought it was quite a coincidence that the library had just put a new website into service and the next thing you know the network crashed. Melinda said the two things are completely unrelated. The website is hosted and resides on the web, not on a server here at the library. Commissioner Gilcrest asked if the security professionals had suggested anything that could be done to prevent a scenario like this from happening again. Melinda stated that the majority of work completed since January 3rd is in response to security recommendations. The library now has an excellent relationship with the County’s IT department which is helping with this effort. Commissioner W. Chong asked how this attack and subsequent enhancement efforts would affect the library’s budget. Melinda shared that there would be some cost associated with the upgrade to Office 365 but since this move was already being planned for the effect was anticipated. There will also likely be some ongoing annual costs associated with the enhanced security measures being put in place. She also shared that the county carries a cyber-attack insurance policy which will aid in the recovery effort but not for the enhancements being added. The library is taking full advantage of all the attention and expertise being given to this recovery effort.

Commissioner Hoisington asked if the costs associated with the recovery, even though they are covered by insurance, will result in a reduction of the library’s budget in the next fiscal year. Melinda explained that there is a reserve for unanticipated expenses that the Board of Supervisors can approve. Commissioner Faye asked if anyone else used Comcast for email and if so were they experiencing their emails bouncing back from the library? Don shared that if he responded to an email from Melinda that his reply would go through but if he composed a new email and sent it they all bounce back. Melinda explained about trust certificates and said it may be a Comcast problem but we will have to wait and see how things work after all the work being done has been completed.

Melinda then went on to share a few things that had been learned in the last few weeks. First, alternate email addresses can be very handy. Second, keep a physical collection of your often used forms. Third, facsimile lines are independent dedicated lines. Don concluded by sharing that a portable external hard drive is very handy for backing up all of your important files. He backs up his entire drives once a week onto a portable drive then unplugs it so an intrusion wouldn’t be able to access the information. Storage is cheap these days and you can purchase a terabyte of storage for about $15-20.

10. AGENDA SETTING FOR NEXT MEETING AND FUTURE TOPICS
Deputy Alison McKee’s deferred update on the new website (#8 above) will be on the March agenda.

11. ADJOURNMENT TO THE March 19, 2020 LIBRARY COMMISSION MEETING AT THE CONCORD LIBRARY.
The meeting was adjourned at 9:00 p.m.

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Submitted by Walter Beveridge
Executive Secretary, Contra Costa County Library
Census 2020 Goals

- Ensure that everyone is counted once, only once, and in the right place.
- In CCC “Count Me In!”
  - Steering Committee
  - Community Partners
  - Grants
  - Focus on HTC populations
Why does it matter to CCC?

- Contra Costa County receives 42% of its revenue from Federal & State resources
- California receives $76 billion in federal funding, based upon the state's population
- Each person **not counted** equates to a loss of about $2,000 in State and Federal funding **PER YEAR**
- Contra Costa County has 212,356 residents living in “Hard-to-Count” Census Tracts
- If Contra Costa County undercounts by 5%, we’d lose an estimated $1.1 Billion over 10 years

Citizenship Status Question

- A citizenship question will not be included in the 2020 Census.
- However, if immigrants shun the Census, it could impact the number of congressional seats and the amount of federal funding in states and communities with a large number of immigrants
- Immigrants skipping the Census could also hurt health and social science research which depends on the Census for baseline population data.
Hard to Count Populations in CCC

Factors that are considered include race and ethnicity, poverty, education level, non-English speakers, youth (under 5 and between 18 and 24), moved within the last year, multiple family housing units, response rates from 2010

Communities with clusters of high HTC populations
  - San Pablo
  - San Ramon
  - Bay Point
  - Pittsburg
  - Antioch
  - Concord
  - Richmond

WHAT’S NEW IN THE 2020 CENSUS?

- Pros
  - New technology to make it easier than ever to respond to the census
  - There are more options for self-response (online, by phone, and by mail), thus reducing door to door canvassing

- Cons
  - Inequitable access to internet
  - Concerns about cybersecurity
How will libraries support Census 2020 efforts?

- Census efforts to recruit employees
- Prepare staff for questions from the public
- Provide QAC/QAKs (Question Assistant Centers or Kiosks) at all libraries
  - Space should be highly trafficked, convenient, safe, local, be ADA compliant, and have trained staff
  - Leverage trust in the communities we serve
- Dedicated device available from March 12 through July 15
- Support from DOIT

How will Libraries support Census 2020 efforts?

- Provide space for tabling and outreach
  - Managers will be asked to provide a list of high traffic events
- Use existing connections and programs to target HTC populations
  - “Count Me In” storytimes at the libraries and at outreach events
  - Materials and resources for English Conversation Groups
  - Flyers and materials in multiple languages (provided by the Census)
  - CCC specific promotions like digital signage
Next Steps

- Continue to work with Oakland and Concord Census offices to streamline and centralize contacts
- GRANT funds and technology support
- Meeting with DOIT this week
- Detailed plans for QACs and QAKs for mid-March implementation
- Setting up training for early 2020
- Firming up plans for storytimes and conversation groups

QUESTIONS?
FY 2020 Library Budget signed; Final bill includes increases for LSTA and other programs

For Immediate Release
Fri, 12/20/2019

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WASHINGTON, DC — Today, Congress provided the largest increase for the Institute of Museum and Library Services (IMLS) and the Library Services and Technology Act (LSTA) funding in 12 years.

“ALA advocates’ tireless work to make the case for library funding has resulted in the highest increase for IMLS in the last decade,” said ALA President Wanda K. Brown. “I am so proud of everyone who called, emailed, tweeted, and met with their members of Congress in D.C. and at home—this is your win!”

The House- and Senate-approved final FY 2020 spending bills (https://appropriations.house.gov/news/press-releases/house-to-consider-domestic-priorities-and-international-assistance#Labor-HHS-Education) included $252 million for IMLS, a $10 million increase for an agency originally marked for elimination by the president. Of the overall increase, $6.2 million was dedicated to the LSTA program, which includes:

- $166.8 million for LSTA Grants to States ($160.8 million in FY19)
- $5.3 million for LSTA Native American Library Services ($5.1 million in FY19)
- $10 million for LSTA Laura Bush 21st Century Librarian Grants ($10 million in FY19)
- $13.4 million for LSTA National Leadership for Libraries ($13.4 million in FY19)

“As always, our gratitude goes to Senators Jack Reed (D-RI) and Susan Collins (R-ME) as well as Representatives Raul Grijalva (D-AZ-3) and Don Young (R-AK-al) for leading the LSTA effort in Congress,” said Brown. “Their dedication and long-standing commitment to IMLS means critical funding for libraries is growing at the national level.”

Longtime library champion Senator Jack Reed (D-RI) said, “Local libraries enrich our communities in so many ways and I am pleased we were able to boost our national commitment to these institutions. This will help build the capacity to support and expand access to library services and help these institutions better serve their communities,” said. “And due to a change I authored with Senator Collins in last year’s bipartisan Museum and Library Services Act, smaller states will now share in the increase.”

Senator Susan Collins (R-ME), a steadfast leader on the library Dear Appropriator Letter campaign, said, “Libraries and museums are repositories of knowledge, providing important educational resources for communities in Maine and across the country that help us all learn and grow. Last year, Senator Reed and I
championed the reauthorization of the Museum and Library Services Act, which renewed the federal commitment to supporting America’s libraries and museums. As a senior member of the Appropriations Committee, I worked to secure additional funding for the new law and will continue to advocate for support of these important institutions.”

In addition to IMLS increases, overall funding for the Department of Education was increased by $1.3 billion. Innovative Approaches to Literacy—also originally proposed for elimination—received $27 million for FY 2020, with support from the lead cosponsors of the “Dear Appropriator” letters for the program in both chambers: Senators Jack Reed (D-RI) and Debbie Stabenow (D-MI), and Representatives Eddie Bernice Johnson (D-TX-30), Don Young (R-AK-al) and James McGovern (D-MA-2).

Other library-eligible programs in the education budget receiving funding include:

- $27 million for Innovative Approaches to Literacy ($27 million in FY19)
- $1.21 billion for Title IV Part A Well-Rounded Education ($1.17 billion in FY19)
- $192 million for Striving Readers Comprehensive Literacy Grants ($190 million in FY19)
- $1.25 billion for 21st Century Community Learning Centers ($1.22 billion in FY19)
- $16.3 billion for Title I Grants to Local Education Agencies ($15.9 billion in FY19)
- $2.13 billion for Title II Supporting Effective Instruction ($2.06 billion in FY19)

Additional programs receiving increases include the Library of Congress, National Library of Medicine, Carl D. Perkins Career and Technical Education Act, National Endowment for the Arts and National Endowment for the Humanities.

The library funding success follows on the engagement of many ALA members who advocated for funding year-round (https://americanlibrariesmagazine.org/blogs/the-scoop/august-is-for-advocacy/).

“ALA’s national network of local and state influencers, along with key communications efforts—was the foundation for this accomplishment,” said Brown.

The budget deal averts a federal government shutdown, which would have been the second such shutdown this year.
CONTRA COSTA COUNTY LIBRARY COMMISSION

SHARING OUR LIBRARY’S STORIES

January 16, 2020 DRAFT 1.1

PURPOSE:

To augment the library commission’s on-going advocacy efforts. Each library has a unique story to share with our elected officials. This program will heighten visibility and awareness of the cultural, economic and educational value our libraries contribute to our community.

Program description

Each month a library commissioner will write a short two paragraph email about some thing unique about their local library. The story will include a picture of the library either inside or outside. Brevity is crucial since all electeds have limited time in which to read the volume of material they receive.

Through these stories the electeds will learn about each of our county’s libraries.

The first email would have an introduction from the county librarian. The distribution would include:

- The county’s seven senators and assembly members
- The four congress members
- Board of Supervisors
- County administrator
- Mayors Conference chair and mayor of the city whose library has been featured.
- Post on the library’s website and social media
- California Library Association
- American Library Association
- Public Library Association
- State Librarian

CONCLUSION

With 26 community libraries, it will take a little over two years to complete a cycle. Since each library is so unique, there will always be another story to tell when the first cycle is complete.

Through broad distribution, it is hoped that other libraries in the state and perhaps nation wide will also share their stories as well.