MEETING OF THE LIBRARY COMMISSION
AGENDA

DATE: Wednesday, July 15, 2020
TIME: 7:00 p.m. LIBRARY COMMISSION MEETING
LOCATION: The Meeting will be held virtually via Zoom. You may click on the link below or copy/paste it into your browser. The meeting password is 880188. You may also dial in using this number: 1(669) 900-9128 Meeting I.D.: 921 1963 2206
Link: https://zoom.us/j/92119632206?pwd=aDhiZ3hOMlkkM0hNdWRFc1VjU1JzZ09

- Electronic agenda packet viewing is available at: https://ccclib.org/commission/
- Hard copy agenda packets are available for viewing at each Contra Costa County Library
- The meeting will be recorded for record keeping purposes

The Library Commission will provide reasonable accommodations for persons with disabilities planning to attend Library Commission meetings who contact Library Administration at least 72 hours before the meeting, at (925) 608-7730. After 72 hours prior, accommodations will be on a best-efforts basis.

To slow the spread of COVID-19, the Health Officer’s Shelter Order of June 16, 2020, prevents public gatherings (Health Officer Order). In lieu of a public gathering, the Library Commission meeting will be accessible via Zoom to all members of the public as permitted by the Governor’s Executive Order N29-20.

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. Tuesday, July 14, 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. Walter will do a roll call to determine a quorum of attendees.

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 – Attachment 1
   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 text your comments/questions to 925-818-0049 during the meeting. Public comment on agenda items can also be e-mailed to the Library Commission at ccclibcommission@ccclib.org to be received one day prior to the Library Commission meeting.

4. 7:15 p.m. Discussion (25 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. 7:40 p.m. Information (15 mins.)
COVID-19 AND PREPARING TO REOPEN LIBRARIES -
Deputy County Librarian Nancy Kreiser will update the Commission on the preparations for reopening the libraries for front door service during the Covid-19 pandemic.

6. 7:55 p.m. Information (10 mins.)
CYBER-SECURITY UPDATE -
Deputy County Librarian Alison McKee will discuss the two cyber-events of 2020 and the security measures put in place as a result for the commissioners.

7. 8:05 p.m. Information (15 mins.)
CLOSING THE PLEASANT HILL LIBRARY / OPENING THE NEW TEMPORARY LIBRARY –
Deputy County Librarians Gail McPartland and Alison McKee will update the commissioners on the closure of the old Pleasant Hill Library location and the process of preparing the new temp location for opening.

CONTINUED BUSINESS

8. 8:20 p.m. ACTION (20 mins.)
WORKING COMMITTEE REPORTS –
A. Commissioner A. Smith will report to the Commission on ways to advocate for the library during the current environment. (10 minutes)
B. Vice-Chair Fischer will discuss the collecting of information for the 2020 Annual Report and 2021 Work Plan. (10 minutes)

OTHER BUSINESS

9. 8:40 p.m. Discussion (10 mins.)
BUDGET UPDATE – Attachment 2
County Librarian Melinda Cervantes will provide a brief budget update to the Commission.

10. 8:50 p.m. ACTION (5 mins.)
ACCEPTANCE OF MINUTES – Attachments 3 and 4
Commissioners will approve or amend the minutes from the November 2019 and January 2020 meetings.

11. 8:55 p.m. Information (2 mins.)
COUNTY LIBRARIAN REPORT - Attachment 5
County Librarian Melinda Cervantes will submit a written report on items of interest to Commissioners.

12. 8:57 p.m. Information
AGENDA SETTING FOR NEXT MEETING and FUTURE TOPICS
Commissioners will suggest items for future meetings.

13. 9:00 p.m.
ADJOURNMENT to the September 17, 2020 LIBRARY COMMISSION MEETING.
ITEMS TO CALENDAR

1. Library Commission Meeting / September 17, TBD
2. Library Commission Meeting / November 19, TBD
3. 2020/21 Library Friends, Foundations and Commission Forum / April 24th, 2021 (Tentative)
CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 1

MEETING DATE: Wednesday, July 15, 2020
AGENDA ITEM #: 3.
ITEM: Public Comment

RECOMMENDED ACTION:

The Commission will determine the appropriate response to an email received through the library website.
Hello Mr. Beveridge and the Library Commission,
I am hoping that the Contra Costa public will soon be given information about a plan to re-open the Contra Costa libraries. We get a lot of information from the county about many things, and I appreciate that, but I am amazed that the libraries are never mentioned. Please use your influence to get the libraries included in the re-opening plans and announced information.

Thank you,
Kathy French
Hercules, CA
CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 2

MEETING DATE: Wednesday, July 15, 2020
AGENDA ITEM #: 9.
ITEM: Budget Update

RECOMMENDED ACTION:

None
## Library Budget Summary

<table>
<thead>
<tr>
<th>County Library Fund</th>
<th>2018-19 Actuals</th>
<th>2019-20 Budget</th>
<th>2020-21 Baseline</th>
<th>2020-21 Recommended</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expense</strong></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Salaries And Benefits</td>
<td>21,534,781</td>
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<td>Services And Supplies</td>
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<td>Other Charges</td>
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<td>Fixed Assets</td>
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<td>Expenditure Transfers</td>
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<td>46,665</td>
<td>55,000</td>
<td>55,000</td>
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<td><strong>Expense Total</strong></td>
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<td>46,257,920</td>
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<td><strong>Revenue</strong></td>
<td></td>
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<tr>
<td>Other Local Revenue</td>
<td>36,285,734</td>
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<td>State Assistance</td>
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<td>74,000</td>
<td>269,181</td>
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<td><strong>Revenue Total</strong></td>
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<td>34,881,000</td>
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<td><strong>Net Fund Cost (NFC):</strong></td>
<td>(3,542,785)</td>
<td>11,376,920</td>
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<td>0</td>
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### Allocated Positions (FTE)

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<tr>
<th></th>
<th>200.7</th>
<th>204.3</th>
<th>204.3</th>
<th>204.3</th>
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</table>

### Financial Indicators

- Salaries as % of Total Exp: 65% 56% 74% 74%
- % Change in Total Exp: 40% (21%) 0% 0%
- % Change in Total Rev: (5%) 4% 0% 0%
- % Change in NFC: (421%) (100%) 0% 0%

### Compensation Information

<table>
<thead>
<tr>
<th>Description</th>
<th>2018-19 Actuals</th>
<th>2019-20 Budget</th>
<th>2020-21 Baseline</th>
<th>2020-21 Recommended</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Salaries</td>
<td>12,263,753</td>
<td>15,371,539</td>
<td>15,163,199</td>
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<td>Temporary Salaries</td>
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<td>1,716,863</td>
<td>1,864,248</td>
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<td>Permanent Overtime</td>
<td>121,978</td>
<td>52,300</td>
<td>52,300</td>
<td>52,300</td>
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<tr>
<td>Deferred Comp</td>
<td>138,522</td>
<td>197,820</td>
<td>220,440</td>
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<tr>
<td>Comp &amp; SDI Recoveries</td>
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<td>FICA/Medicare</td>
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<td>1,235,276</td>
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<td>Ret Exp-Pre 97 Retirees</td>
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<td>2,921,706</td>
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<td>Retiree Health Insurance</td>
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<td>764,592</td>
<td>745,198</td>
<td>745,198</td>
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<td>OPEB Pre-Pay</td>
<td>337,762</td>
<td>337,936</td>
<td>331,978</td>
<td>331,978</td>
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<tr>
<td>Unemployment Insurance</td>
<td>5,204</td>
<td>6,368</td>
<td>14,034</td>
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<td>Workers Comp Insurance</td>
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<td>201,417</td>
<td>129,112</td>
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</table>
Library
General Government

**Department Description**

The preceding table represents information in aggregate summarizing expenditures and revenue for the following four budget units administered by the Library:

- Admin and Support Services
- Library Community Services
- Revenue - County Library Taxes
- Plant Acquisition – Library Fund

**Major Department Responsibilities**

The Contra Costa County Library brings people and ideas together. The Library’s primary goal is to provide access to high quality services for children, teens, and adults, and to provide collections that meet the variety of educational, recreational, and cultural information needs of the community.

<table>
<thead>
<tr>
<th>Countywide Library Services Summary</th>
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<tbody>
<tr>
<td>Service:</td>
</tr>
<tr>
<td>Level of Service:</td>
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<tr>
<td>Expenditures:</td>
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<tr>
<td>Financing:</td>
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<tr>
<td>Net Fund Cost:</td>
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<tr>
<td>Funding Sources:</td>
</tr>
<tr>
<td>Property Taxes</td>
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<tr>
<td>Intergovernmental</td>
</tr>
<tr>
<td>Misc. Revenue</td>
</tr>
<tr>
<td>State Aid</td>
</tr>
<tr>
<td>Fees</td>
</tr>
<tr>
<td><strong>FTE:</strong></td>
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</table>
# Library Administration and Support Services Budget

<table>
<thead>
<tr>
<th>County Library Fund</th>
<th>2018-19 Actuals</th>
<th>2019-20 Budget</th>
<th>2020-21 Baseline</th>
<th>2020-21 Recommended</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expense</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries And Benefits</td>
<td>7,682,409</td>
<td>9,640,507</td>
<td>9,481,370</td>
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<td>Services And Supplies</td>
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<td>10,117,017</td>
<td>3,469,436</td>
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<td>Other Charges</td>
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<td>1,453,610</td>
<td>1,390,194</td>
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<td>Fixed Assets</td>
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<td>480,040</td>
<td>490,000</td>
<td>490,000</td>
<td>0</td>
</tr>
<tr>
<td>Expenditure Transfers</td>
<td>67,271</td>
<td>46,665</td>
<td>55,000</td>
<td>55,000</td>
<td>0</td>
</tr>
<tr>
<td><strong>Expense Total</strong></td>
<td>15,234,056</td>
<td>21,737,839</td>
<td>14,886,000</td>
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<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Local Revenue</td>
<td>660,351</td>
<td>290,898</td>
<td>474,000</td>
<td>474,000</td>
<td>0</td>
</tr>
<tr>
<td>State Assistance</td>
<td>100,127</td>
<td>74,000</td>
<td>74,000</td>
<td>74,000</td>
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<tr>
<td><strong>Revenue Total</strong></td>
<td>760,478</td>
<td>364,898</td>
<td>548,000</td>
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<td>0</td>
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<tr>
<td><strong>Net Fund Cost (NFC):</strong></td>
<td>14,473,579</td>
<td>21,372,941</td>
<td>14,338,000</td>
<td>14,338,000</td>
<td>0</td>
</tr>
</tbody>
</table>

| Allocated Positions (FTE)   | 60.8            | 62.4            | 62.4             | 62.4                | 0.0    |

| Financial Indicators        |                 |                 |                  |                     |        |
| Salaries as % of Total Exp  | 50%             | 44%             | 64%              | 64%                 |        |
| % Change in Total Exp       | 43%             | (32%)           | (52%)            | 0%                  |        |
| % Change in Total Rev       | (52%)           | 50%             | 48%              | (33%)               | 0%     |

| Compensation Information    |                 |                 |                  |                     |        |
| Permanent Salaries          | 4,211,505       | 5,780,092       | 5,417,539        | 5,417,539           | 0      |
| Temporary Salaries          | 44,470          | 151,680         | 136,383          | 136,383             | 0      |
| Permanent Overtime          | 22,938          | 14,200          | 14,200           | 14,200              | 0      |
| Deferred Comp               | 39,473          | 52,660          | 57,840           | 57,840              | 0      |
| FICA/Medicare               | 316,440         | 383,744         | 410,373          | 410,373             | 0      |
| Ret Exp-Pre 97 Retirees     | 12,631          | 12,181          | 12,181           | 12,181              | 0      |
| Retirement Expense          | 1,270,282       | 1,391,966       | 1,536,912        | 1,536,912           | 0      |
| Employee Group Insurance    | 526,310         | 677,419         | 767,651          | 767,651             | 0      |
| Retiree Health Insurance    | 777,430         | 764,592         | 745,198          | 745,198             | 0      |
| OPEB Pre-Pay                | 337,762         | 337,936         | 331,978          | 331,978             | 0      |
| Unemployment Insurance      | 1,602           | 2,293           | 5,011            | 5,011               | 0      |
| Workers Comp Insurance      | 121,566         | 71,845          | 46,104           | 46,104              | 0      |
Library
General Government

<table>
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<tr>
<th>Service:</th>
<th>Discretionary</th>
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<tbody>
<tr>
<td>Level of Service:</td>
<td>Discretionary</td>
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</table>

<table>
<thead>
<tr>
<th>Expenditures:</th>
<th>$14,886,000</th>
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</thead>
<tbody>
<tr>
<td>Financing:</td>
<td>548,000</td>
</tr>
<tr>
<td>Net Fund Cost:</td>
<td>14,338,000</td>
</tr>
</tbody>
</table>

| Funding Sources: |
| --- | --- |
| Property Taxes | 96.3% | $14,338,000 |
| Misc. Revenue | 2.3% | 335,000 |
| Intergovernmental | 0.7% | 102,800 |
| State Aid | 0.5% | 74,000 |
| Fees | 0.2% | 36,200 |

FTE: 62.4

<table>
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<tr>
<th>Library Administration Summary</th>
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<tbody>
<tr>
<td>Service:</td>
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<tr>
<td>Level of Service:</td>
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<tr>
<td>Expenditures:</td>
</tr>
<tr>
<td>Financing:</td>
</tr>
<tr>
<td>Net Fund Cost:</td>
</tr>
</tbody>
</table>

| Funding Sources: |
| --- | --- |
| Property Taxes | 95.7% | $7,065,177 |
| Misc. Revenue | 9.6% | 316,000 |

FTE: 25.2

2. Support Services

Description: Includes Automation, Virtual Library Services, Circulation Services, Technical Services and Collection Management. Automation provides planning and operations for the Integrated Library System, all information technology, hardware, software, and desktop support, new technologies, internet services and the Wide Area Network linking all local library locations. The Virtual Library is responsible for the library’s web presence and intranet; creates and maintains online services through the library website, and centralized reference services, including toll-free telephone and online reference service, Live Chat (live interactive chat reference help with librarians for government information), government documents, and periodicals; develops and implements new technologies in support of library strategic goals and initiatives. Circulation Services provides management support for the lending of library materials, patron accounts, and inter-library loan of library materials. Technical Services provides for catalog and database maintenance, and processing of materials. Collection Management provides for selection, acquisition, and accounting of library materials.

1. Library Administration

Description: Includes Library Administration, Shipping, and Volunteer Program coordination. Library Administration plans, organizes and directs the operation of the County Library; provides leadership and management in budgetary, personnel, operational, and policy matters; plans for the future of the library with the Library Commission, City Councils, representatives of library communities, and staff; has responsibility for planning administration with communities for new buildings and facilities. Shipping receives all resources, furniture, and equipment delivered to the library and provides daily delivery of library resources to all library facilities. Volunteer services provide coordination for recruitment, training, and retention to meet community interest in public service.
3. Countywide Services

Description: Includes Public Services Administration, Centralized County Library Services, Literacy Services, the Wiruss Children’s Library Fund, and services to children and teens currently in the custody of County Probation Department Juvenile Facilities. These services either provide direct customer services countywide or provide support to the community libraries, including program support in adult, young adult, and youth areas. Public Services Administration provides overall leadership, management, and support for the community library operations. Centralized County Library Services are those services that directly serve library customers countywide or that support community library services and operations. Literacy Services administers the library’s literacy program Project Second Chance. The Wiruss Children’s Library Trust Fund provides for the design and maintenance of programs that promote literacy and a lifelong love of books and reading in socially and economically disadvantaged areas of Contra Costa County. Library services are provided at the Betty Fransen Library at Juvenile Hall and the Lesher Library at Orin Allen Youth Rehabilitation Facility to provide access to reading materials and computers for the young people housed there.
## Library-Community Services

<table>
<thead>
<tr>
<th>County Library Fund</th>
<th>2018-19 Actuals</th>
<th>2019-20 Budget</th>
<th>2020-21 Baseline</th>
<th>2020-21 Recommended</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expense</strong></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Salaries And Benefits</td>
<td>13,852,372</td>
<td>16,436,002</td>
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</tr>
<tr>
<td>Fixed Assets</td>
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<td>100,000</td>
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<td>0</td>
<td>0</td>
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<tr>
<td><strong>Expense Total</strong></td>
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<tr>
<td><strong>Revenue</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Local Revenue</td>
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<td>3,687,102</td>
<td>3,438,000</td>
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<td><strong>Revenue Total</strong></td>
<td>5,092,729</td>
<td>3,687,102</td>
<td>3,438,000</td>
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<td><strong>Net Fund Cost (NFC):</strong></td>
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<td>17,993,000</td>
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</table>

| Allocated Positions (FTE) | 139.9 | 141.9 | 141.9 | 141.9 | 0 |

### Financial Indicators

- Salaries as % of Total Exp: 78% 67% 82% 82%
- % Change in Total Exp: 38% (13%) 0%
- % Change in Total Rev: (28%) (7%) 0%
- % Change in NFC: 65% (14%) 0%

### Compensation Information

- **Permanent Salaries**: 8,052,248 9,591,447 9,745,660 9,745,660 0
- **Temporary Salaries**: 1,198,766 1,586,183 1,727,865 1,727,865 0
- **Permanent Overtime**: 99,041 38,100 38,100 38,100 0
- **Deferred Comp**: 99,049 145,260 162,600 162,600 0
- **Comp & SDI Recoveries**: -88 0 0 0 0
- **FICA/Medicare**: 697,233 851,533 885,205 885,205 0
- **Ret Exp-Pre 97 Retirees**: 21,620 23,882 23,882 23,882 0
- **Retirement Expense**: 2,157,202 2,367,274 2,640,218 2,640,218 0
- **Employee Group Insurance**: 1,258,047 1,719,676 2,154,055 2,154,055 0
- **Unemployment Insurance**: 3,601 4,075 9,023 9,023 0
- **Workers Comp Insurance**: 265,653 129,572 83,009 83,009 0
**Library**

**General Government**

**Description:** Includes the provision of community library services through 26 County Library facilities in five regions. These community library services include public services, materials collections, and programs that are tailored specifically for each community.

<table>
<thead>
<tr>
<th>Library Community Services Summary</th>
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<tbody>
<tr>
<td><strong>Service:</strong></td>
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<tr>
<td><strong>Level of Service:</strong></td>
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<tr>
<td><strong>Expenditures:</strong></td>
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<td><strong>Financing:</strong></td>
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<tr>
<td><strong>Net Fund Cost:</strong></td>
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<tr>
<td><strong>Funding Sources:</strong></td>
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<tr>
<td>Property Taxes</td>
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<tr>
<td>Intergovernmental</td>
</tr>
<tr>
<td>Fees</td>
</tr>
<tr>
<td>Misc. Revenue</td>
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<td><strong>FTE:</strong></td>
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## Library

### General Government

### Revenue – County Library Taxes

<table>
<thead>
<tr>
<th>County Library Fund</th>
<th>2018-19 Actuals</th>
<th>2019-20 Budget</th>
<th>2020-21 Baseline</th>
<th>2020-21 Recommended</th>
<th>Change</th>
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</thead>
<tbody>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Other Local Revenue</td>
<td>30,532,654</td>
<td>30,829,000</td>
<td>32,135,819</td>
<td>32,135,819</td>
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<tr>
<td>State Assistance</td>
<td>191,218</td>
<td>0</td>
<td>195,181</td>
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<td>Revenue Total</td>
<td>30,723,872</td>
<td>30,829,000</td>
<td>32,331,000</td>
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<tr>
<td>Net Fund Cost (NFC)</td>
<td>(30,723,872)</td>
<td>(30,829,000)</td>
<td>(32,331,000)</td>
<td>(32,331,000)</td>
<td>0</td>
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</table>

### Financial Indicators

- Salaries as % of Total Exp
- % Change in Total Exp
- % Change in Total Rev: 0%
- % Change in NFC: 0%

### Description:
The Library Fund receives an apportionment, in accordance with State law, of approximately 1.5% of the countywide 1% property tax revenue.

### Revenue – County Library Taxes Summary

<table>
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<tr>
<th>Service:</th>
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</thead>
<tbody>
<tr>
<td>Level of Service:</td>
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<tr>
<td>Expenditures:</td>
<td>$0</td>
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<td>Financing:</td>
<td>32,331,000</td>
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<tr>
<td>Net Fund Cost:</td>
<td>(32,331,000)</td>
</tr>
</tbody>
</table>

**Funding Sources:**
- Property Taxes: 99.4% $32,135,819
- State Aid: 0.6% 195,181
Other Funds

Casey Library Gift

Description: The Casey Library Gift Trust was established from proceeds of the estate of Nellie Casey. Funds are restricted for use in the Ygnacio Valley Library, also known as the Thurman G. Casey Memorial Library.

<table>
<thead>
<tr>
<th>Casey Library Gift Summary</th>
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<tbody>
<tr>
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<tr>
<td>Funding Sources:</td>
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CAO's Recommendation

The Contra Costa County Library serves communities through 26 libraries located across the county. The County provides a base service level of 35 hours per week at most branches. Cities have the option of funding additional operating hours over the base level provided by the County. Library services include rich collections to meet reading and research needs, knowledgeable and welcoming staff, vibrant programs such as children's storytimes, wireless access to high-speed internet for personal computing devices, public computers with a variety of personal computing programs, and quiet study space or meeting rooms.

Baseline costs for salaries and benefits are increased over the current year budget by $874,478 due to cost of living increases, retirement costs, and an increase to staffing. In FY 2019-20, full-time equivalent (FTE) staffing was increased by 3.6 for a total of 204.3 FTEs to stabilize library staffing and improve customer service, with no change to the maximum hours of library operation. Baseline services and supplies are reduced by $7,484,961 due to the elimination of appropriations for one-time purchases in FY 2019-20 of equipment, computers and materials. Baseline costs for other charges are reduced by $3,248,732 due to the elimination of one-time charges for building maintenance and the costs associated with the El Sobrante Library fire.

The Library relies primarily on property tax revenue to fund services. The Baseline Budget assumes an increase of 4.5% in property tax revenue, which, along with city contributions and grant funding, will enable the Library to absorb increases to salaries and benefits costs and maintain a structurally balanced budget.

The FY 2020-21 budget is recommended at the Baseline level, which will permit the Library to continue current operations, and innovate new programs to promote public service.

Performance Measurements

- **Library Visits:**
  Library visits have decreased an average of 2.1% annually, from 3,768,045 visits in FY 2013-14 to 3,540,968 visits in FY 2018-19.

- **Items Circulated**
  The number of items circulated has decreased an average of 0.8% annually, from 6,548,953 in FY 2013-14 to 6,511,239 in FY 2018-19.

- **Annual Hours Open:**
  The Library's annual open hours have increased from 56,056 in FY 2013-14 to 56,875 in FY 2018-19.

- **Facility Improvements:**
  - The El Sobrante Library was damaged by a fire February 2018 resulting in an unanticipated remodel of the facility. The department has taken the opportunity to rethink the interiors of the building, dedicating a new teen space, enlarging the children's area, adding more natural light and orienting the meeting room to the exterior landscaping; construction was completed and the library was reopened to the public in November 2019;
  - The Friends of the Library building adjacent to the El Sobrante Library was renamed the Nancy Fahden House in honor of the first woman to be elected to
county office in the history of Contra Costa County. The building was renovated and now houses the Friends of the El Sobrante Library and the El Sobrante Historical Society.
- The County, in partnership with the City of Pleasant Hill, continues to plan and design the new Pleasant Hill Library, which is projected to open in 2021;
- The City of Concord completed upgrades to the sliding glass doors at the entrance to the Concord Library;
- The Town of Danville completed a refresh of the Danville Library meeting room.

- The City of Pinole has agreed to contribute to the maintenance costs for the Pinole Library in exchange for 35 hours of library service.

- A new agreement with the City of Brentwood was completed. A draft agreement for the City of Orinda is in process. A new agreement for County-owned library facilities has been fully executed with the cities of Pinole and Walnut Creek; the agreement with the city of Antioch is under review.

- The upcoming closure of the Pleasant Hill Library requires distribution of services and collections formerly part of the Central Library. A plan for disposition of the collection was presented in a report to the Contra Costa County Library Commission on March 21, 2019. The report describes all collections in the Pleasant Hill Library and makes recommendations for each collection, both long-term and short-term. The report was attached to the Board of Supervisor response to the Civil Grand Jury report “Safeguarding the Library’s Local History Collection.” Regarding the local history collection, the Contra Costa County Historical Society expressed interest in the collection in summer 2019.

- A new location for Project Second Chance, the adult literacy program, was identified and a move will be completed in spring 2020.

- The Library identified overdue fines on materials as the single highest barrier to the use of libraries and library services. Effective January 2019, the Board of Supervisors authorized the elimination of library fines and the waiver of uncollectible debt dating back to 1995 for all library patron accounts.

- The Library has begun executing the systemwide marketing and communication plan. The Reader’s Initiative was launched in January 2019 and continued through the budget year with introduction of five new library cards, the Read to 2020 reading challenge, and various other library programs. An ongoing campaign to reach active and inactive library cardholders to welcome them back to the library was also launched in January 2019.

- The 2019 Summer Reading Program featured a wide variety of programs, information and entertainment for all ages. The program saw a 10 percent increase in those who completed the challenge.

- In response to library user needs, the Library continues to update its online and downloadable resources. The department purchased a new subscription to Ancestry.com for in-library genealogical research, and the Overdrive Instant Digital Card for instant remote access to downloadable ebooks and audiobooks for Contra Costa residents who don’t have a library card yet.

- On December 16, 2019, the Library launched a new website and interactive online catalog in order to provide users with a modern, streamlined and overall improved online experience.

- The department has contracted with a consultant to assess the user experience at six libraries throughout the county and make recommendations for improvements to interior spaces. In FY 2019-20, the Library will develop a facility assessment and space planning document for all Contra Costa County Libraries in alignment with the goals set in the Library Strategic Plan.

- In partnership with the City of Richmond, the Library created an Early Literacy Reading Room at the North Richmond Shields-Reid Community Center aimed at serving children and families in North Richmond. The room is stocked with
books for children, toys that support early learning, and an early literacy computer.

- The 2019 Lunch at the Library program was very successful. The library served 5,973 lunches and snacks to children during the summer at nine library locations.

- In spring 2020, the Library will upgrade all staff computers to Microsoft Office 365 and Windows 10.

**Administrative and Program Goals**

- Continue to implement the Library Strategic Plan adopted by the Board of Supervisors in 2019.

- Continue to coordinate with cities regarding the approval of Library Lease Agreements in order to transfer ownership and fiscal responsibility for facilities to the cities. This will contribute to the County’s goal of fiscal health.

- Finalize and plan the implementation of facility and technology assessment documents for all Contra Costa County Libraries in alignment with goals in the Strategic Plan.

- Implement measures to strengthen and improve the department's network safety and security.

- Continue to work with the City of Pleasant Hill to construct a new library facility and relocate to a temporary facility.

- Complete distribution of collections housed at the Pleasant Hill Library.

- Continue to review library staffing and open hours to maximize services for the public. Analysis of measurable and quantifiable data are used to justify hours of operation, staffing levels and security enhancements.

- Continue the popular Lunch at the Library Program, providing lunch and snacks to children during the summer. In collaboration with State and local school districts, this community asset allows children to have food security during non-school sessions while also incorporating library programming and reading activities.
CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 3

MEETING DATE: Wednesday, July 15, 2020
AGENDA ITEM #: 10.
ITEM: Acceptance of Minutes

RECOMMENDED ACTION:
Commissioners will vote to approve or amend the minutes of the November 2019 meeting.
1. **CALL THE MEETING TO ORDER / ROLL CALL**
Chair Don McCormick called the meeting to order at 7:00 p.m.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Jurisdiction</th>
<th>Present</th>
<th>Absent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bracken</td>
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<td>City of Pleasant Hill</td>
<td></td>
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<tr>
<td>Chong</td>
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<td>Town of Danville</td>
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<tr>
<td>Chong</td>
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<tr>
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<td>City of Brentwood</td>
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<tr>
<td>Dozier</td>
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<tr>
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<tr>
<td>Ferree</td>
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<tr>
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<tr>
<td>Ford</td>
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<td>Gilcrest</td>
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<td>Hostington</td>
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<tr>
<td>Huh</td>
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<td>Kelly</td>
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<td>Knoll</td>
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<td>LaLanne</td>
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<td>Ma</td>
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<tr>
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<td>Valdez</td>
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<td>Wernet</td>
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<tr>
<td>Wilson</td>
<td>Library Commissioner</td>
<td>CCC District 5</td>
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<td>x</td>
</tr>
</tbody>
</table>

Total Commission positions: 24
Commission positions filled: 23
Commission positions vacant: 1
Commission quorum: 13
With eighteen 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.

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
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 Twad 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.
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.

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+
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.
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.

Where would you like to read "Educated"?
Kindle Libby
Remember for all books.

Rakuten OverDrive
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!
MEETING DATE: Wednesday, July 15, 2020
AGENDA ITEM #: 10.
ITEM: Acceptance of Minutes

RECOMMENDED ACTION:

Commissioners will vote to 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 $10mm and the LSTA an additional $6.2mm, 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 $2mm increase.

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

The other document passed around 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. After giving the commissioners a few moments to read it over and recall the previous discussion, Alan asked the group for their thoughts.
To begin with, 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 library branches and keeping the stories short seem 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. No one is asking for money nor anything else. 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 will be 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. Once Walter has returned to work and gotten settled he can let everyone know he is ready to assume the point position as far as 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 and clubs. 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 many times we will join in on countywide events with other departments where we provide some food, fun and sit for 6 hours and answer questions. The story sharing idea is another great tool to use for this as they would be 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 i.d./student body card 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, only suggesting that it be done 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 down stairs 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 makers 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 in people’s minds with things like this they can use, such as pencils, magnets, etc. It’s all part of the library’s branding effort.

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 something was wrong with the library’s network and they shut it down very quickly and pulled a lot of things offline. 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. This was a ransomware attack and we know this because several of the monitors in admin had messages pop up on the screen with a number to call to get payment information to have the network unlocked. The amount of support the library has received is unlike anything Melinda has seen in her career, and not just from the County. 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 we are fully restored we will have a much more hardened system with far greater security and we will have upgraded to a number of products that will insure we are in much better shape. Unrelated to the attack we discovered our internet was a bit wobbly this week which was the result of a piece of hardware that was failing. Tomorrow we will have a replacement for it here to install. If you hear questions about whether this is another attack the answer is no, just a hardware problem. Public agencies across the country and beyond are frequently coming under these sorts of attacks. Immediately ahead of our attack a school district in Pittsburg was hit. The Alameda County Library was hit a while ago and the city of Livermore took six months to fully recover from an attack there. Everyone has a different capacity to throw money at these problems and make no mistake, money is what is required to end up in better shape and recover quickly. We have a very superior team working to help us right now. Due to the ongoing investigation by law enforcement Melinda is limited in the amount of detail she is able to share at this time.

Next Melinda shared that email for staff is deeply impacted. Many commissioners have had emails bounce back. Staff email should come back online tomorrow and by next week staff email should begin upgrading to Office 365. If you go on to the website and click on the box on the right side you will find a complete list of what services are working. Right now most of our online services are up and running and Link+ is working also. The catalogue is up and so is the internet. Right now ten branches have internet and are able to print 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 is the majority of the work that has been done since January 3rd. First you have to figure out where the holes are in your systems so you can go about fixing them. Multiple layers of security are being added. 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. She stated that when commissioners are speaking with their city sponsors it would be a good idea to inquire if they had such policies in place and that they understand what is covered by them. 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 fund balance that can be tapped into with County permission. These are funds that were unanticipated, such as salary savings from unfilled positions and other unspent funds. There is also a technology reserve with a substantial balance and these are the funds that will be used first. 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. Many library staff have created new gmail accounts to use until the email here can be restored. Second, keep a physical collection of your forms. Most of the library’s often used forms (payroll, mileage requests, travel) are stored online to be downloaded, which works fine when you have a network that is up and running but not so good in a situation such as this. Admin staff have been taking previously used forms and whiting them out to have blank forms to use while the network is unavailable. Third, fax lines that are not part of your network system but instead have independent dedicated lines. This and texting are how communication with the branches has been maintained. 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.

____________________________________
Submitted by Walter Beveridge
Executive Secretary, Contra Costa County Library
Census 2020
Achieving a Complete and Accurate Count

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?
CONTRA COSTA COUNTY LIBRARY COMMISSION

SHARING OUR LIBRARIES' 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.
FY 2020 Library Budget signed; Final bill includes increases for LSTA and other programs

For Immediate Release
Fri, 12/20/2019

Contact:
Shawnda Hines
Assistant Director, Communications
Public Policy and Advocacy Office
American Library Association
shines@alawash.org (mailto:shines@alawash.org)

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-at) 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
AGENDA ATTACHMENT 5

MEETING DATE: Wednesday, July 15, 2020
AGENDA ITEM #: 11.
ITEM: County Librarian Report

RECOMMENDED ACTION:
None
County Librarian’s Report to the Library Commission  
Wednesday, July 15, 2020

**UPDATE ON 2020 CYBER ATTACK ON LIBRARY NETWORK**  
As reported earlier, the Library is now back to its full functionality after its previous security incidents. Many systems have been upgraded and improved and the Library will continue to partner very closely with DOIT to ensure that all our systems are secure and up-to-date.

**COVID-19 PANDEMIC IMPACT ON LIBRARY OPERATIONS**  
On March 16, 2020, a Shelter in Place Health Order was issued, effectively closing all 26 libraries and library administration facilities. Once it became apparent that the SIP order would remain in place for weeks and probably months, staff stepped up and began delivering a robust offering of interviews, story time, music for all ages and increased collections of eBooks, eAudiobooks, Streaming Video, etc.

Library staff stepped up to work as Disaster Service Workers at the PPE donation centers, get tested COVID-19 call center, contact tracing, 3D printing clips for face masks and emergency operations center PIO and other support assignments.

On May 26, 2020, the Board of Supervisors adopted the CCC Library Pandemic Preparedness Plan that has become our guiding document for reopening library services. On June 1, 2020 staff returned to work and began the cleanup of 3 months of returned materials and preparations for delivering Front Door Service beginning June 15. With face masks on and patrons scheduled to pick up items that had been on hold for months, we greeted some very happy library patrons. We began accepting new requests for holds pickup on June 18. In total, there were 50,000 checkouts of physical items and over 60,000 holds placed in the first two weeks of service. Front Door service will continue through the month of July and depending on County Health & Safety Orders and our ability to procure a consistent supply of disinfectant, we will move to limited in-library service.

**CITY REDUCTIONS IN EXTRA HOURS IMPACTS LIBRARY OPERATIONS**

On April 16, I met with city managers to request that the cities notify the county by the end of April if they intended to reduce or eliminate extra hours funding. The county and cities partner to fund base and extra library hours of operation and maintenance for county owned libraries located in Antioch, Pinole, Pleasant Hill, and Walnut Creek. Many cities made the decision to eliminate extra hours funding and a few may request a mid- fiscal year reduction in extra hours. Unfortunately, these cuts have resulted in the elimination of more than 30 positions and the layoff of some employees. In many cases, vacant positions in the Library and elsewhere in the county have afforded employees the opportunity to be placed into other positions. Beginning Monday, June 15, the Library opened for Front Door Service at 23 community libraries. The service allows patrons to pick-up books, DVDs and audiobooks placed on hold through the Library’s website at ccclib.org.
Those patrons with holds on the shelf from early March, before the Health Order began, had the opportunity to make appointments first. This was necessary to clear the thousands of holds on library shelves and make room for new holds. Patrons are contacted with instructions explaining how to make an appointment to pick up their materials.

New holds began on Thursday, June 18. Patrons are notified when their holds are ready. They make an appointment at the appropriate location and schedule a pick-up time. Once at the library location, the patron calls or texts the number on the sign at the front of the building. Staff confirms the library card number and collects the items. Materials are placed in a bag with the patron’s name on it and put on a table at the front door. It is a safe, contactless process. Front Door Service is available during regularly scheduled hours at 23 locations. See the full list of locations and hours here. All libraries are closed on Sundays. Front Door Service is not available at the Pinole or Pleasant Hill locations until further notice. For the safety of our patrons and staff, Library items will be quarantined for a minimum of 72 hours in between each use. Staff will wash their hands frequently, wear masks and observe social distancing protocols. Patrons approaching the front door should also wear a mask and observe social distancing guidelines. All returns should be placed in the book drop.

FACILITIES
The Pleasant Hill Library, 1750 Oak Park Blvd., Pleasant Hill was permanently closed on June 3, 2020. This facility operated as the Central Library for Contra Costa County Library for more than 50 years and more recently as the Pleasant Hill Library. Demo of this facility and groundbreaking for the new 23,500 sf Pleasant Hill Library will both occur this summer. A temporary library located at the Pleasant Hill City Hall Community Rooms, 100 Gregory Ln, Pleasant Hill will open July 14, 2020. The city of Pleasant Hill anticipates construction of the new library will take 18-24 months.

On June 15, the Pleasant Hill City Council unanimously agreed to locate the temporary library in the Community Rooms at City Hall, rather than the Senior Center at Pleasant Hill Park. The city decided to search for an alternate location citing concerns for public health and the vulnerability of the primary population served at the Senior Center. The temporary library will remain open while the new Pleasant Hill Library is under construction on Oak Park Blvd. The new library is expected to open in late 2021 and will include a collection of 70,000 items and spaces for reading, storytelling, accessing technology, collaborating and gathering. There will be a special “maker space” for hands-on creativity, and outdoor spaces for reading and play.

MACMILLAN PUBLISHERS E-BOOK EMBARGO
On March 17, 2020, Macmillan CEO sent a letter ending the e-Book Embargo.

Dear Librarians, Authors, Illustrators and Agents,

There are times in life when differences should be put aside. Effective on Friday (or whenever thereafter our wholesalers can effect the change), Macmillan will return to the library ebook pricing model that was in effect on October 31st, 2019. In addition, we will be lowering some ebook prices on a short term basis to help expand libraries collections in these difficult times. Stay safe. John
**GRANTS / DONATIONS / SCHOLARSHIPS / AWARDS**

We thank the many Friends, Foundations, and other donors for their generous gifts to the Library. (see below and attached)

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<th>FY 19-20 Grants Awarded</th>
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**TOTAL ACTIVE FUNDING**  $ 390,850.00

**EVENTS TO CALENDAR**

- 2020 Annual Library Friends, Foundations and Commissioners Forum, April 24, 2020 *(Tentative)*

*Respectfully submitted by Melinda Cervantes, County Librarian*
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Open 24 hours a day, 7 days a week
CONTRA COSTA COUNTY LIBRARY
PANDEMIC PREPAREDNESS PLAN

During a pandemic, the Library may not serve as a critical institution, such as law enforcement or health and medical services, but it still has had an important role to play. Since pandemics spread through contact and proximity, the Library must be careful to balance need for library services against the potential for becoming a place where the pandemic can be transmitted and spread.

The COVID-19 virus of 2020 has had an unprecedented impact on libraries and the communities they serve. This plan seeks to explore several possible reopening scenarios, each dependent on factors such as recommendations from local, state and national health agencies, social distancing protocols, and critical community needs. The primary consideration in this plan is maintaining the safety of library patrons and staff while finding ways to provide necessary services that the library is uniquely positioned to perform. The most likely scenario may be a scaled reopening with an incremental easing of physical distancing measures.

**In any of scenarios of reopening the library should implement the following:**

1. Improved hygiene procedures for cleaning and disinfecting common areas
2. Acquiring protective gear such as masks and gloves to wear while administering public services
3. Continuing to allow teleworking where it makes sense from an operational standpoint
4. Follow Health Officer’s recommendation for testing of staff for the virus and/or for immunity to the virus
5. Messaging and plans should be in place to encourage the most vulnerable populations to limit their time in the community and/or allow for service hours that accommodate their needs more specifically
Possible scenarios for phased reopening:
When the shelter in place order is lifted a variety of possible scenarios may come to pass. There is the possibility of the complete removal of restrictions, but more likely is a progressive phasing out of restrictions or a possible return to restrictions if the virus begins to spread more actively within the community. Below are some possible scenarios for reopening the library with various restrictions along with possible criteria for when each scenario might be enacted.

**Scenario 1: Virtual services only** – On the recommendation of public health officials or after consultation between County Librarian and the CAO, the County Board of Supervisors closes library buildings to all public use.

**Criteria:**
The County Health Officer issues a shelter in place order except for securing food or necessary medical, transportation and other critical services. Essential library employees working remotely with few exceptions.

**Possible Services:**
- Expanded access to eBooks and eAudiobooks
- Access to wireless internet broadcast from library facilities
- Access to book drops for library returns
- Virtual programs
- Assistance via email, chat service and phone

**Scenario 2: Limited core services**
Front Door Service where customers are met at the door to pick-up items on hold/return of books to exterior book drops.

**Criteria:**
1. The County shelter in place order permits libraries to open
2. Strong social distancing recommendations remain in place
3. The library has access to the necessary materials to administer some essential services
4. The library has access to enough staffing to run said services

**Possible services:**

- Access to wireless Internet broadcast from library facilities
- Library WiFi Hotspot lending
- Front door or self-service holds pickup outside the building
- Pre-selected books by the bag by age, genre or other interest
- Access to book drops for library returns
- Virtual programs
- Assistance via email, chat service and phone

**Preparation:**

- Develop a procedure for front door pick up
- Secure and schedule staffing for front door pick up
- Secure protective gear for staff working in the public
- Secure adequate stores of disinfectant wipes and hand sanitizer
- Determine a location to quarantine materials
- Post for staff and public the directions regarding face coverings
- Restore mail and package services

**Scenario 3: Reopening with some social distancing requirements**

**Criteria:**

1. Follow the direction of the County Health Order to open further
2. Strong social distancing recommendations remain in place
3. Gatherings are limited to 25% of building occupancy
4. The library has access to the necessary materials to administer some critical services
5. The library has access to enough staffing to run said services
Possible services:

- Metered access to the building by the public to ensure that social distancing is maintained and that no more than the recommended number are gathered within library facilities
- Core desk functions could resume with the possibility of staffing some desks and not others with priority given to the main public service desk at each location
- In-building hold pickup with the use of self-checkouts
- Access to library collections by the public
- Access to checkout services using self-check machines
- Access to some seating with improved social distancing measures, such as the removal of some chairs
- Access to portions of the computer areas with improved social distancing measures, such as the removal of some stations or through making some computers unavailable
- Possible computer assistance through virtual means such as screen sharing

Preparation:

- Determine library hours for each location
- Determine a method to meter access to the building
- Secure staffing for main service desks
- Develop a procedure for in-building holds pickup that allows minimal staff contact
- Post for staff and public the directions regarding face coverings
- Develop a self-check procedure that ensures social distancing
- Arrange the computer areas to allow adequate social distancing either by removing stations or placing stations out of order
- Investigate screen sharing software as a possibility for providing public computer help while maintaining social distance
- The County shelter in place order permits libraries to open

Scenario 4: Full-scale reopening of the library
Administration monitors and evaluates public health concerns, but services continue as usual. All services restored to pre-pandemic levels.

**Criteria:**
1. Following the County Health Order, the shelter in place order has been canceled and health officials have canceled current social distancing and gathering recommendations
2. The library has access to the necessary materials to maintain high hygiene standards
3. The library has access to enough staffing to run all its core operations

**Services:**
- A resumption of all core services with an increased emphasis on hygiene

**Preparation:**
- Restore any computers that have been removed to accommodate social distancing
- Restore all public seating
- Clear backlog of quarantined items and return to conventional turnaround on shelving items
- Re-staff and schedule for all operations
- Determine how virtual programs fit into the spectrum of services going forward

**Scenario 5: Reopening followed by scaling down services or a second closure due to virus circulation**

**Criteria:**
1. County health officials release a second order mandating social distancing or a shelter in place order
2. There is a sustained increase in community spread
3. Local hospitals are no longer able to safely treat all patients requiring hospitalization
4. Effective testing is not available within the community
5. The library is unable to maintain the hygiene or staffing necessary to operate

May 26, 2020
Services:

- What service would be accessible would depend on the restrictions inherent to any recommendation. The Library could return to Scenario 1 or 2 or revert to a full-scale closure as appropriate.

Sources:


