

**LIBRARY ADVISORY COMMISSION
REGULAR MEETING**

MONDAY, APRIL 15, 2019

6:30 PM

**APTOS BRANCH MEETING ROOM
7695 SOQUEL DRIVE, APTOS, CA 95003**

1. CALL TO ORDER/ROLL CALL

Commissioners Martha Dexter, Nancy Gerdt, Cindy Jackson, Jim Landreth, Deb Tracey-Proulx and Bob White

2. ADOPTION OF THE AGENDA

3. ORAL COMMUNICATIONS

Any member of the audience may address the Board on any matter either on or off the agenda that is within the Board's jurisdiction. Note, however, that the Board is not able to undertake extended discussion or act on non-agendized items. Such items can be referred to staff for appropriate action which may include placement on a future agenda. If you intend to address a subject that is on the Agenda, please hold your comments regarding that item until it is before the Board so that we may properly address all comments on that subject at the same time. In general 3 minutes will be permitted per speaker during Oral Communication; A MAXIMUM of 30 MINUTES is set aside for Oral Communications at this time.

4. REPORT BY LIBRARY DIRECTOR

A. Library Director's Report - March (P3-6)

5. MEMBER REPORTS

6. CONSENT CALENDAR

All items listed in the "Consent Calendar" will be enacted by one motion in the form listed below. There will be no separate discussion on these items prior to the time the Board votes on the action unless members of the public or the Board request specific items to be discussed for separate review. Items pulled for separate discussion will be considered following General Business.

- A. Minutes of February 11, 2019 (P7-8)
- B. Letter to the Commission from Judi Grunstra - April 1, 2019 (P9-14)
- C. Letter to the Commission from Judi Grunstra - April 5, 2019 (P15-21)

7. GENERAL BUSINESS

General Business items are intended to provide an opportunity for public discussion of each item listed. The following procedure is followed for each Business item: 1) Staff explanation; 2) Board questions; 3) Public comment; 4) Board deliberation; 5) Decision.

- A. New Meeting Schedule for 2019 (P22)
- B. Policy Review Process (P23-24)
- C. Patron Data Privacy Policy (P25-31)
- D. Library Security Cameras Policy (P32-34)
- E. FY 19/20 Budget Assumptions for Draft Proposal (P35-36)

8. ADJOURNMENT

Adjourned to a Regular Meeting of the Library Advisory Commission to be held on Monday, May 20, 2019 at 6:30 PM at the Scotts Valley Branch Meeting Room located at 251 Kings Village Road, Scotts Valley, CA 95066.

The Santa Cruz City-County Library System does not discriminate against persons with disabilities. Out of consideration for people with chemical sensitivities, we ask that you attend fragrance free. Upon request, the agenda can be provided in a format to accommodate special needs. Additionally, if you wish to attend this public meeting and will require assistance such as an interpreter for American Sign Language, Spanish, or other special equipment, please call the Library Administration Office at 427-7706 at least five days in advance so that we can arrange for such special assistance, or email library_admin@santacruzpl.org.

March 2019

Library Director's Report to the LFFA

Aptos

Byrons Kim has been selected as a Design Build Criteria Consultant for the Aptos Branch. Two community meetings have been held. Criteria documents are expected by June 2019. A design/build firm will be selected in the summer of 2019 with a final design expected by the end of the year. Construction will follow with the opening of the remodeled facility expected in the spring of 2022. This branch will be closed during construction.

Boulder Creek

A community meeting was held February 7 with a great turnout. Community response is still being solicited but focused on preserving the local art in the building and maintaining its current character. The remodeling will focus on infrastructure like the ADA bathrooms, the septic system and parking lot lighting. Funding will allow the remodel of the entrance, circulation desk and reading room of the building. Construction is expected to begin in late winter of 2020 after the opening of the new Felton Branch with a grand opening in summer 2020.

Branciforte

Staff met with the owner's representative and architect to develop Community Input Meetings in May 2019. Schematic designs should be complete in the summer of 2019. The City purchasing department is working on the bidding and City approval process. The branch will likely close in early 2020 for construction. The grand opening is expected in the fall of 2021.

Capitola

Construction of the new Capitola Branch Library continues. Site grading is underway. The Library Advisory Committee reviewed the Library's furniture selections. Grand opening is expected in the spring of 2020.



Downtown

The City Council endorsed the Downtown Library Advisory Committee (DLAC) recommendation of Option B, relocating the Downtown Branch Library to a mixed-use project on Cedar, Lincoln, and Cathcart Streets to the Santa Cruz City Council in September. No further action has been taken by the City Council.

Felton

Construction continues as the steel columns and framing is well underway.



Garfield

Staff met with the owner's representative and architect to develop Community Input Meetings in May 2019. Schematic designs should be complete in the summer of 2019. The City purchasing department is working on the bidding and City approval process. The branch will likely close in early 2020 for construction. The grand opening is expected in the fall of 2020.

La Selva Beach

The schematic design has been finalized and a revised budget prepared. Value engineering has been prepared and several items have been selected to be add alternates. The County hopes to award on contract in the summer of 2019 with a six month construction process beginning fall of 2019 with opening expected in spring of 2020. This branch will be closed during construction.

Live Oak

A list of needed repairs has been collected. Some refresh issues have been identified in the children's area. Abe Jayson has been hired to do the design development work.

Live Oak Annex

County, Library and Noll and Tam staff held three community planning meetings in the fall of 2018. The County hopes to award a contract for the project in the winter of 2020 with a potential opening of the summer of 2021.

Scotts Valley

The Scotts Valley City Council will hear the outcome of a building assessment done by Group 4 and a performing arts feasibility study completed by AMS on March 6.

March 2019

Library Director's Report to the JPAB

Staffing

Resigned/ Retired:

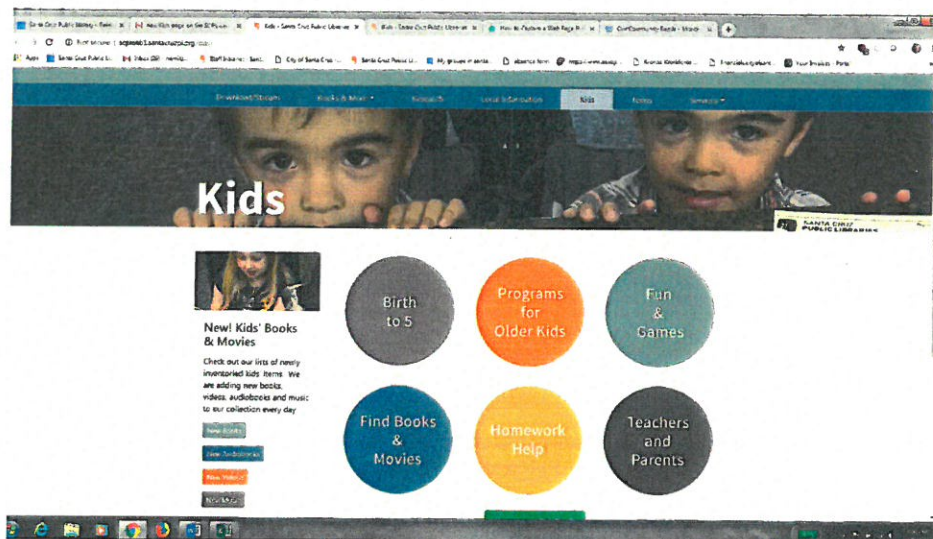
Amy Chirman, Learning Systems Coordinator

Recognized:

Rene Belling, Library Assistant II, CMS - 30 year service pin

Library

A team of librarians have completed a new kids page on the SCPL website that will go live on March 1.



The California State Library is pleased to offer the New York Times online to California public libraries! This offer features direct access to nytimes.com from 1851 to the present, including:

- All regular newspaper content
- All multimedia, including video, photography, and VR features
- Spanish and Mandarin Chinese versions
- Personalized access, including e-mail newsletters such as California Today, mobile apps for phones and tablets, customizable news feeds and article recommendations based on topics reader most commonly use.

A Job Classification Team has made recommendations for changes to the Aide and Library Assistant II position descriptions which have been approved by library management, City Human Resources and the Union.

Library staff are evaluating Library App Vendors because Boopsie, SCPL's current App, will no longer be supported by its vendor.

The library system is replacing all telephones. The new Polycom phones will offer additional features and functionality including Gigabit Ethernet ports.

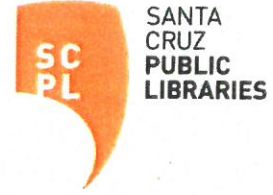
Friends

The Friends of the Santa Cruz Public Libraries sponsored a fun event at the Live Oak library with potential donors on February 23. The program featured the library's "Reach for the Stars" innovation grant which allows high-powered telescopes for stargazing to be checked out to patrons. Visitors were also provided the opportunity to try out the SCPL virtual reality technology.

The Felton Friends Chapter will host an Open House on March 16 at 1 p.m. in the Felton community hall. Visitors will see the latest library and park plans and will be able to share ideas for enhancements and programming.

The Aptos Friends Chapter continues their amazing *Our Community Reads* program. Their goal is to create a shared experience by having members of the entire Santa Cruz community - from teens to adults - all reading the same book. Over 180 people attended the author talk on February 21 at Samper Recital Hall on the Cabrillo College campus.





**LIBRARY ADVISORY COMMISSION
REGULAR MEETING MINUTES**

**MONDAY, FEBRUARY 11, 2019
6:30 PM**

1. CALL TO ORDER/ROLL CALL

PRESENT: Commissioners Martha Dexter, Nancy Gerdt, Cindy Jackson, Jim Landreth, Deb Tracey-Proulx and Bob White
ABSENT: Sean Campbell
STAFF: Director of Libraries Susan Nemitz, Assistant Director Janis O'Driscoll, and Administrative Assistant Ivan Sumano-Vargas

2. ADOPTION OF THE AGENDA

RESULT:	APPROVED THE AGENDA
MOVER:	Deb Tracy-Proulx
SECONDER:	Nancy Gerdt
AYES:	Dexter, Jackson, Landreth, White

3. ORAL COMMUNICATIONS

None

4. REPORT BY LIBRARY DIRECTOR

A. Library Director's Report - February 2019

5. MEMBER REPORTS

The two new commissioners were introduced. Bob White, representing City of Capitola and Jim Landreth, representing City of Scotts Valley.
Nancy Gerdt gave an update on the activity of the Felton Friends chapter.

6. CONSENT CALENDAR

A. Minutes of November 19, 2018

RESULT:	APPROVED CONSENT ITEM 6.A
MOVER:	Deb Tracy-Proulx
SECONDER:	Nancy Gerdt
AYES:	Dexter, Jackson, Landreth, White

7. GENERAL BUSINESS

A. Elect Chair and Vice Chair for 2019

RESULT:	ELECTED CINDY JACKSON AS CHAIR AND DEB TRACY-PROULX AS VICE CHAIR
MOVER:	Nancy Gerdt
SECONDER:	Bob White
AYES:	Dexter, Jackson, Landreth, Tracy-Proulx

B. Spotlight on Collections - Sarah Harbison, CMS Manager - Presentation

C. Preliminary Discussion on the 2019-2020 Library Budget

The Commission reviewed and discussed the Staff Report.

D. Roles and Responsibilities of the Friends of the Library and the Branch Chapters

The Commission reviewed and discussed the Staff Report.
A member of the public asked some clarifying questions.

E. Role of the Library Advisory Commission

The Commission reviewed and discussed their role.
A member of the public asked some clarifying questions.

8. ADJOURNMENT

Final Adjournment of the Library Advisory Commission at 8:03pm to the next Regular Meeting to be held on Monday, May 20, 2019 at 6:30 PM at the Aptos Branch Meeting Room located at 7695 Soquel Drive, Aptos, CA 95003.

Respectfully submitted,
Ivan Sumano-Vargas, Clerk of the Commission

APRIL 1, 2019

Dear Cindy, I did some research about policies regarding the consumption of food in public libraries, following my previous letter about a recent experience. I have attached this list, which includes some California library systems in our region, as well as some from around the US. The LAC can compare these with the policy of the Santa Cruz Public Libraries (Code of Conduct 4c), which I have not included here.

It is my contention that the Santa Cruz policy needs revision, which I hope the LAC will discuss among other library policy updates.

I believe the current policy dates back to the administration of Theresa Landers but perhaps it was reviewed more recently.

I feel the wording too loosely defines what is acceptable. A "snack" can be interpreted as pretty much anything, from guacamole and chips to cookies and milk to applesauce, watermelon, ice cream, etc. (Let's not forget that some people have a drastic allergic reaction if nuts have been consumed in the general area). I would urge you to keep things simple and just prohibit food consumption altogether, unless in a space that is clearly separate from day-to-day library activities.

Do we expect librarians and staff to patrol what is being consumed? Should they be expected to assure that all spills or residue have been adequately cleaned up so the next library patron who comes along to use that space does not encounter unpleasant or unsanitary conditions? Should they be doing this clean up themselves? I suspect that staff does not welcome this additional duty, nor would patrons appreciate an invasion of insects or vermin.

Applying more restrictive rules does not single out the houseless or low-income individuals. The same policies apply to everyone.

Revised rules should be put in place before our new branch libraries open, or other upgrades are made, so that our community investments in libraries as public space are protected and given the respect they deserve. There is nothing shameful about encouraging/requiring a certain standard of behavior in shared public places.

Thank you.

Judi Grunstra, Library Patron concerned about inappropriate use of library facilities and staff

Eating policies in other libraries

Berkeley Public Library:

- Food consumption is restricted to special events and/or designated spaces. Beverages with secured lids are permitted.

San Jose Public:

You are welcome to enjoy snack foods and covered drinks in most areas of the King Library and at SJPL branch locations. Only covered drinks are allowed at public computers; food is not allowed at computers. Group meals and food deliveries are not allowed unless authorized by the library for a special function. Please dispose of all trash in the correct containers. Report all spills to staff immediately.

Pasadena Public Library

Food and drink is not permitted near library equipment. Use designated areas only to eat or drink:

- a. Central: approved areas include Main Hall, courtyard patios, and at special events when approved by Library Administration. All drinks must be secured with a lid.
- b. Branches: approved areas include meeting rooms, or other areas as part of a library sponsored program. All drinks must be secured with a lid.

Kingston (Massachusetts) Public Library

Food is not allowed in the Library, except at designated times or in designated rooms. Non-alcoholic beverages in covered containers are allowed, except at the computers.

Birmingham (Alabama) Public Library

Visitors to the library cannot bring containers of food. Visitors to the library can bring small packs of snacks, bottled water, bottled soft drinks, and beverages in cups with attached lids are allowed in study areas – not in computer areas

Aurora (Colorado) Public Library

Foods are limited to pre-packaged snacks, finger foods, or wrapped items that are odor-free and unlikely to leave stains, such as granola bars, nuts, and pretzels.

Watsonville Library

- Consuming food is not permitted.

Santa Clara City Library

Consume all food and drinks (except containerized water) outside the Library or in the Cafe area, if purchased there.

Hennepin County Libraries (Minnesota)

Patrons are stewards of the library and its resources. They will value and respect library resources and conduct themselves in a safe and orderly way. Examples of conduct that would violate this principle:

- Bringing beverages in uncovered containers or eating food in the library.

Monterey County Libraries prohibited behavior

Eating and/or drinking in non-designated places or near Library computers without prior express Library staff permission.

San Mateo County Libraries

Food and Drink

Food and drink policies vary by location. Please check with library staff if you are unsure if your library allows eating and/or drinking.

Compiled by Judi Grunstra, April 2, 2019

Code of Conduct Policy

JPAB Policy # 318

Last Approved: 3/2013

Revised: 5/2017

Five-year Review Schedule: 5/2022

Santa Cruz Public Libraries supports the rights of all individuals to free and equal access to information and use of the library without discrimination, intimidation, threat of harm, or invasion of privacy. We are dedicated to providing friendly, courteous, and respectful service. The role of Santa Cruz Public Libraries is to provide an accessible, welcoming, clean, comfortable, and safe environment for all library users.

To Provide a Comfortable and Welcoming Environment

Santa Cruz Public Libraries provides a comfortable and welcoming environment. Mutual respect makes it possible for everyone to enjoy library materials and services. We require library users to be respectful of each other. Library users must behave in a manner that does not disrupt other library users or interfere with standard operation of the library.

To Make Information Resources and Materials Accessible for All

Santa Cruz Public Libraries makes collections, equipment, and resources accessible for current and future library users. Damaging, stealing, or blocking access to any materials, equipment, or property belonging to the library, another patron, or staff member is prohibited.

To Ensure a Safe and Secure Environment

Santa Cruz Public Libraries ensures a safe and secure environment. Committing or attempting to commit any act that is a violation of any federal, state, or local law is prohibited on Santa Cruz Public Libraries property.

To Maintain a Healthy and Clean Environment

Santa Cruz Public Libraries maintains a healthy and clean environment for all library users. Personal hygiene, attire, restroom use, and/or food consumption cannot interfere with other patrons' use of the library.

Enforcement of the Library Code of Conduct

Enforcement of the Library Code of Conduct will be administered in a fair and reasonable manner. Library staff, security, and/or law enforcement will intervene to prevent and/or stop prohibited activities and behaviors. Individuals who fail to observe the Library Code of Conduct may be asked to leave the library property, have their library privileges suspended for a designated period of time, be subject to arrest, or be subject to other lawful action.

Prohibited Behaviors

Examples of prohibited activities and/or conduct on Santa Cruz Public Libraries property include but are not limited to:

1. Conduct that interferes with a **Comfortable and Welcoming Environment**
 - a. Behavior, including unreasonable noise, which disrupts other library users or interferes with standard operation of the library.
 - b. Soliciting, panhandling, or gambling on library property.
 - c. Using audible devices without headphones, using headphones set at a volume that disturbs others, or having an audible cell phone ringtone.
 - d. Using any communication devices in a manner that disturbs others.
 - e. Distributing literature, gathering signatures, soliciting contributions, or conducting surveys inside a library facility.

2. Conduct that interferes with making **Information Resources and Materials Accessible for All**
 - a. Damaging or stealing any materials, equipment, or property belonging to the library, another patron, or staff member.
 - b. Blocking aisles or walkways with personal property or leaving personal property unattended.
Note: Unattended items are subject to immediate removal.
 - c. Lying down or appearing to be sleeping; having feet on furniture; or blocking aisles, exits, or entrances.
 - d. Bringing into the library personal items with total dimensions exceeding 65 inches (ex.: 20"x20"x25"), with the exception of items necessary for medical or child care reasons.
 - e. Setting up blankets or bedding with the intention to camp anywhere on library property.

3. Conduct that does not **Ensure a Safe and Secure Environment**
 - a. Using roller skates, bicycles, skateboards, scooters or similar wheeled devices inside the library, with the exception of items necessary for medical or mobility purposes, or child care.
 - b. Disciplining a child in a manner that disrupts other patrons.
 - c. Leaving young children/adults with special needs unsupervised. Children under nine years must be accompanied by a person 14 years of age or older.
 - d. Parents and caregivers are responsible for the behavior of the individuals under their charge. Children/adults with special needs are expected to conduct themselves in a manner that does not violate the Code of Conduct or disrupt other patrons.
 - e. Adults loitering in the Children's areas for no legitimate purpose is prohibited (see [State of California PENAL CODE Section 653b](#)). Adults are welcome to access the materials and collections in the Children's areas without a child present.

- f. Inappropriate use of library property including computer hardware, software, network, systems, printers, copiers, phones, and other equipment (see [Library Policies - Internet Access Policy](#)).
 - g. Engaging in activities not reasonably associated with use of a public library.
 - h. Failing to comply with a staff request to cease behavior that interferes with the effective functioning of the library, or failure to leave the library during emergencies or at closing time.
 - i. Intimidating, harassing, or threatening staff, volunteers, or other patrons; including stalking, staring, or lurking using profane, obscene, or abusive language including racial, ethnic, or other epithets; verbally, physically, or in writing including all forms of electronic media.
 - j. Using or being under the influence of alcohol or illegal drugs.
 - k. Trespassing in nonpublic areas, being in the library without permission of an authorized library employee before or after library operating hours, remaining on library property once suspended.
 - l. Engaging in any other behavior that would constitute a criminal act under applicable law.
4. Conduct that does not **Maintain a Healthy and Clean Environment**
- a. Entering into the library barefoot or without a shirt, or removing one's footwear or shirt while in the library, or being otherwise attired so as to be disruptive to the library environment (with the exception of infants or toddlers).
 - b. Body odor, personal hygiene, or excessive fragrance that interferes with other patrons' ability to use the library and its facilities, or that poses a health risk.
 - c. Consumption of snack food and/or a covered beverage at computers. Patrons are asked to keep areas in which food consumption is allowed clean and free of residue, spills, crumbs, or wrappings. Consumption of food that causes a disruption to other patrons, harms library resources, leaves a mess, and/or failure to clean up any residue, wrappings, or spills after consuming these items will be a violation of the Library Code of Conduct.
 - d. Bringing pets or animals, other than service animals necessary for disabilities, into the library, except as allowed during special library programs.
 - e. Littering.
 - f. Using cigarettes, e-cigarettes, cannabis, chewing tobacco, or other tobacco products.
 - g. Using restrooms for bathing or shampooing, or doing laundry.

Violators of the Santa Cruz Public Libraries Code of Conduct may be asked to leave and/or be photographed to assist in identification.

Related Documents: *Library Suspension APO / Notice of Suspension from Library Form / Request for Suspension Appeal_Hearing Panel Procedure / Request for Suspension Appeal_Hearing Panel Form / Suspension Appeal_Hearing Panel Determination Notice*

April 5, 2019

Dear LAC members:

Here are some observations about the information on the SCPL web site regarding policies:

The web site is a little confusing. I wanted to look up the Circulation Policies and the requirements for getting a library card (borrower privileges).

From Home Page, scroll down to bottom to "Library Policies." Click on that and then at top of page we see "Get a Library Card." But if you had not scrolled down, you would have to know to click on Library Services, and then you would see "Library Accounts" and then "Getting a Library Card." (also link to the Policies, where you could then find Circulation Policies)

There is also a link to Library Policies at left of screen (Browse)

Internet Access – general info on Public Internet Access is under Library Services but Policies are separate. (I have printed these out to refer to at meeting)

Note: Info on Public Internet Access (both adults and kids) states each branch has its own requirements and rules) – shouldn't this be consistent throughout the system?

I noticed the site states policies should be reviewed every 3 years. Some have not been reviewed since 2013. Some "house cleaning" needs to be done. This certainly is not the job of citizens.

Example 1: LJPB Policy 303 Policy Title: CONFIDENTIALITY of LIBRARY RECORDS

Review Schedule: This policy will be reviewed every three years. Adopted by the Library Joint Powers Authority Board on February 7, 2006 Revised: November 1, 2010

Example 2: LJPB Policy 306 Policy Title: LIBRARY CIRCULATION POLICY

*Review Schedule: This policy will be reviewed every three years.
Adopted: unknown Revised: 12/2/2013*

Example 3: Under "Library Services and Use" we find

LJPB Policy #313 P Policy Title: Library Services and Use - No date of adoption or review

Meeting Room Policies

Free use vs. paid use

Groups are currently charged for the meeting rooms (non-profits). This seems reasonable.

Newly created Study Rooms are sure to be extremely popular and should be free to community groups, non-profits, literacy volunteers, students working on assignments or projects.

Tax payers should not be subsidizing for-profit groups or individuals running a business by allowing free use of the small study rooms. That includes use of the small study rooms for tutoring businesses that charge for their services. This should be library policy.

How can this be verified when someone shows up at the library and requests use of a room? (first-come first served study rooms).


Are there policies regarding:

Laptop (and other device) lending? (I've attached the one from the Santa Clara library)

Issuance of Guest Passes for computers – is there a way to monitor use by banned patrons or those who have large fines? Those who ask for multiple passes in one day (at multiple branches, for example)?

REVISION OF THE EATING POLICY – see separate correspondence

Thank you.


Judi Grunstra, Library User

Library Services - Public Internet Access - Adults

Browse

- Library Accounts
- Meeting Facilities
- Computer and Internet Access
- Proctoring Exams
- Tax Forms & Info
- For Persons with Disabilities
- Public Services
- Wireless Printing

Related Information:

- Library Policies

Internet access using Library terminals is available at all branch libraries during open hours. All branches have at least one Internet workstation, and each branch has its own rules for signing up. All Santa Cruz library card holders get one hour free per day by using their library card number and PIN number to log into the Internet computer, which is also equipped with Microsoft Office. Call the branch in question to find out its requirements and rules--or see the specific branch page for more information.

View Library Policy related to this service

Available at these branch libraries:

- Aptos
- Boulder Creek
- Branciforte
- Downtown
- Felton
- Garfield Park
- La Selva Beach
- Live Oak
- Scotts Valley

different rules at different branches?

Last updated on April 27, 2018

Nothing here about Guest Passes.

No info on borrowing a laptop.

Better example might be in form of FAQs (see San Mateo Library system web site)

Branch Libraries

- Quick Directory
- Aptos
- Boulder Creek
- Branciforte
- Downtown
- Felton
- Garfield Park
- La Selva Beach
- Live Oak
- Scotts Valley
- Bookmobile

Other Resources:

- Library Phone Directory
- SC County Genealogy Library
- SC County Law Library

You Can Do That @ the Library?!

Renew Online

You can renew your Library materials online with your Library Card and PIN number. Go to the My Account page and renew up to four times if no one else has requested the items.

See our Calendar, Online Catalog or Branch pages for more details and contact information.

Search

- Catalog Website
- Mobile App

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- SCPL News - Sign Up / Revoke
- NextRoads Newsletter
- SCPL Fearher Newsletter
- RSS Feeds

Support

- SCPL Friends
- Volunteer
- Donate
- Library Value Calculator

About SCPL

- About Us
- What's New
- Library Boards
- Governance & Funding
- Planning Documents

Contact

- Email Us
- Phone/Fax
- Text 831.260.0617
- Locations

Library Services - Public Internet Access - Kids

Internet access using Library terminals is available at all branch libraries during open hours. All branches have at least one Internet workstation, which is also equipped with Microsoft Office. Many branches have internet workstations reserved exclusively for use by children. Each branch has its own rules for signing up and for length of time allowed. Call the branch in question to find out its requirements and rules--or see the specific [branch page](#) for more information.

Inconsistent

Visitors:

California residents are eligible to apply for a SCPL library card without a fee.

Non-California public library card holders may apply for a visitor card by paying a \$10 fee. The card is valid for 6 months. Visitors may not have more than 10 items checked out.

People w/
Mexican ID?
or other foreign

Library Card Fee

Library cards are issued free of charge to eligible applicants. The Library charges \$2.00 to replace a lost or damaged card.

Do Library Cards Expire?

Library cards are set to expire so that patron information can be re-confirmed. For most patrons, the card is set to expire every four years on the borrower's birth date. Cards for short-term residents expire each year. Except for visitor cards, all library cards are renewable.

Your Right to Privacy

California Law (Government Code Sec. 6267) obligates the library to treat all borrower records confidentially. This means that we cannot give information to anyone other than you about your library account or what you have checked out on your library card.

View Library Policy related to this service

Available at these branch libraries:

- Available at all branches

Last updated on Sept. 7, 2018

Search

Discover
Library
Catalog

Subscribe

Library News
Library Events
Library Hours
Library Card

Support

Library Hours
Library Card
Library Fees
Library Rules

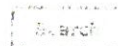
About SCPL

Library Hours
Library Card
Library Fees
Library Rules
Library Hours
Library Card

Contact

Library Hours
Library Card
Library Fees
Library Rules





Library Services - How to Get a Library Card

Browse

- Library Accounts
- Meeting Facilities
- Computer and Internet Access
- Proctoring Exams
- Tax Forms & Info
- For Persons with Disabilities
- Public Services
- Wireless Printing

Related Information:

- Library Policies

En Español: Como obtener tarjeta de biblioteca

Besides allowing you to check out books, CDs, videos and other media, your library card gives you access from home to premium research databases and other digital content. You can look up magazine and newspaper articles, use a variety of databases, and find new books and authors to read. Your card also allows you to borrow or stream ebooks, eaudiobooks, video, and music.

Who Can Get a Library Card

Library cards are available free to California residents with photo I.D. and proof of address.

Special homebound borrower cards are available for persons who are unable to visit a branch library because of physical disability or extended illness.

Applying for a Library Card

You may apply for a library card in person at any one of our branch libraries. If you like, you may start the process by

- printing off the PDF application form from our website or
- filling out the online Registration form.

Bring your ID to your nearest branch library to complete the process.

Application Requirements

Adults:

Any official identification with a name and picture is an acceptable form of picture identification.

Examples include: In state, out of state, or international driver's license or state identification; US or international passport; Matricular Consular (obtained from Mexican Consulate); student identification; picture bus pass; credit card with picture; employee card with picture, etc.

You must also show verification of your mailing address if you wish to use your card at the time you apply for it. Otherwise, it will be mailed to you.

Youth and Children:

Applicants under 18 may apply for a card without providing identification or proof of address. Applicants are allowed to check out one item at the time of registration. Applicants may not use the card again until the card has been received in the mail.

Applicants who can provide identification and proof of address or who apply in the presence of a parent who can provide such proof may have full use of the card at the time of registration.

Parent signatures are not required for children's cards, but we do wish parents to understand our confidentiality and other rules for the use of children's cards.

Branch Libraries

- Quick Directory
- Aptos
- Boulder Creek
- Branciforte
- Downtown
- Felton
- Garfield Park
- La Selva Beach
- Live Oak
- Scotts Valley
- Bookmobile

Other Resources:

- Library Phone Directory
- SC County Genealogy Library
- SC County Law Library

You Can Do That @ the Library?!

Become a Universal Borrower

If you have a Library Card from another Library in California, you can get one in Santa Cruz for free. Go to any branch and fill out an application.

See our Calendar, Online Catalog or Branch pages for more details and contact information.

Can someone with no fixed address check out materials?

Device Lending Guidelines

Chromebooks

- 1 week checkout; renewals up to one time if there are no holds.
- Must be 13 years or older with a valid Picture ID to check out a Chromebook.
- Chromebook checkout is limited to one per person per week.
- There is a **\$30.00** overdue fee.
- A fee of **\$265.00** will be charged for Chromebooks that are lost, stolen, damaged or not returned within 3 days. The patron will be reported to a Collection Agency.
- Chromebooks must be returned to the Circulation Desk complete with bag, power supply cord, and mouse.

Mobile Hotspots

- 1 week checkout; renew it one time if there are no holds, or place a hold.
- Must be 13 years old and up with a valid Picture ID to check out a Hotspot.
- Hotspot checkout is limited to one per person per week.
- There is a **\$30.00** overdue fee.
- A fee of **\$60.00** will be charged for Hotspots that are lost, stolen, damaged, or not returned within 3 days and the patron will be reported to a Collection Agency.
- Hotspots must be returned to the Circulation Desk complete with the included bag and power supply cord. If a Hotspot is not returned on the due date, it will be turned off and the wireless service will be terminated.

FitBit Zip™

- 3 week checkout; no renewals.
- **\$.25** overdue fee, with a maximum charge of **\$8.00**.
- A bill of **\$59.95** will be charged for FitBit Zips™ that are lost, stolen, damaged or not returned within 3 days after the due date. The patron account is also referred to a collection agency.
- A lost sleeve will result in a bill for **\$20.00**.
- A lost clear box case will result in a bill for **\$2.00**.



STAFF REPORT

DATE: April 15, 2019
TO: Library Advisory Commission
FROM: Susan Nemitz, Library Director
RE: New Meeting Schedule for 2019

RECOMMENDATION

Review and comment

DISCUSSION

2019 Meeting Schedule	
February 11 th	Downtown Branch
April 15 th	Aptos Branch
May 20 th	Scotts Valley Branch
July 15 th	Downtown Branch
September 16 th	Aptos Branch
November 18 th	Scotts Valley Branch
January 20, 2020	Downtown Branch
All meetings begin at 6:30pm	

STAFF REPORT

DATE: April 14, 2019
 TO: Library Advisory Commission
 FROM: Kira Henifin, Principal Management Analyst
 RE: Policy Review Process

RECOMMENDATION

Review policy approval process

DISCUSSION

The Library will be implementing a review process for library policies brought to the Board for adoption.

Polices will be reviewed by the following:

- Library Systems Team
- Library Management Team (METIS)
- Affected Employees or Unions if policy impacts working conditions
- City Attorney
- Library Advisory Commission (LAC) for community input

	Systems Team	Metis	Affected Employees/ Unions	Attorney	LAC	JPB (2X)
Confidentiality of Patron Records	X	X	NA	X	April	May/ June

Security Cameras	X	X	April	X	April	May/ June
Scope of Library Services					May	June/ August
Collection Development		X			May	June/ August
Meeting Room					July	August/ October
Alcohol Use					July	August/ October

In addition, the Library Advisory Committee will need to review major internal planning recommendations in the upcoming months including:

- 2020 Budget and Hours recommendations
- Reference Model
- Customer Service Statement
- Community Led Programming Framework
- Service Delivery Model

STAFF REPORT

DATE: April 15, 2019
TO: Library Advisory Commission
FROM: Susan Nemitz, Library Director
RE: Patron Data Privacy Policy

RECOMMENDATION

Review and comment

DISCUSSION

This policy will replace LJPB Policy 303. It includes more detailed information on how user data is collected, stored and utilized by the library.

Attached:

- 1) LJPB Policy #303
- 2) Excerpt from State of California Public Records Act
- 3) Excerpt from Computer Fraud and Abuse Act of 1986

**Policy Title: CONFIDENTIALITY of LIBRARY RECORDS & PATRON DATA
PRIVACY POLICY**

Policy Statement:

The Santa Cruz City County Library System (“SCPL”) complies with all sections of the State of California Public Records Act (Protection of Library Circulation and Registration Records, Government Code Title 1, Division 7, Chapter 3.5).

SCPL shall not disclose any registration, circulation, requests for reference information and Internet use records of library users to any person (except for a person acting within the scope of his or her duties within the administration of the library), or to any local, state, or federal agency except by order of the appropriate superior or federal court. SCPL may also disclose such information for authorized law enforcement investigations in emergency circumstances.

Santa Cruz Public Libraries adheres to the following best practices for securing patron data:

- Gather only the data SCPL considers necessary to perform the specific service.
- Keep the data only as long as SCPL deems it is needed to provide the service.
- Limit access to the data to those who use it in the performance of their duties.

Data Privacy:

The Santa Cruz Public Library System is committed to protecting the privacy of staff, donors, customers, and other contacts.

In order to protect library patron’s data, SCPL requires customers to enter a unique Username and Password each time they want to access their account information.

Credit card information provided for fines and fees or services is used only for that intended purpose, and is transmitted via encryption, to a credit card processor. SCPL complies with all PCI-DSS standards.

NOTICE

SCPL strives to keep SCPL users informed of the policies governing the amount and retention of personally identifiable information, and about why that information is needed for the provision of library services.

Whenever SCPL policies change, notice of those changes shall be disseminated to SCPL users via the Library’s website.

SCPL endeavors to avoid creating any unnecessary records, and to avoid retaining records not needed for providing or improving library services.

CHOICE & CONSENT

SCPL will only collect personal information for the administration of library services, unless individual consent is given. If consent is given, all personal information will be kept confidential.

SCPL will not sell, license or disclose personal information to any third party without consent, unless SCPL is compelled to do so by law.

SIGN-UP LISTS FOR COMPUTER WORKSTATIONS & ELECTRONIC COMPUTER RESERVATIONS

At some library branches, sign-up lists are maintained on paper to manage access to computer workstations. Those lists are shredded at the end of each day. In branches where a computerized reservation system is used, there is no electronic tracking of workstation use.

INFORMATION COLLECTED AND STORED AUTOMATICALLY

When a patron visits the SCPL website and browses through the web site, reads pages, or downloads information, certain information will be automatically gathered and stored electronically about the visit but not about the patron. This information does not identify individuals personally. SCPL automatically collects and stores only the following information about the website visit:

- The Internet domain and IP address from which access to our web site is gained;
- The type of browser and operating system used to access the Library's site;
- The date and time of access to the Library's site;
- The pages visited and for how long; and
- The address of the website from which the initial visit to www.santacruzpl.org was launched, if any.

SCPL uses this information to help it make its website more useful to visitors and to learn about the number of visitors to its site and the types of technology its visitors use.

LINKS TO OTHER SITES

SCPL's website contains links to purchase digital resources and other sites. The Santa Cruz Public Library System is not responsible for the privacy practices of these other sites, which may be different from the privacy practices described in this policy.

PATRON CIRCULATION RECORDS

SCPL maintains information provided by its customers from the registration form they complete when they register for a library card. SCPL does not use a paper process to collect and track customer circulation records. It is done electronically. When an item is checked out, that item is then tied to that customer's record in the library's electronic system. However, the moment that library material is returned to the library, the link between the customer and the material is broken – SCPL's system does not continue to retain information on such returned materials except as needed for payment of fines.

NETWORK SECURITY

For network security purposes and to ensure that the SCPL networks and Internet service remains available to all users, SCPL uses software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage to the SCPL network. If such monitoring reveals evidence of possible abuse or criminal activity, system personnel may provide the results of such monitoring to appropriate officials. SCPL does not attempt to identify individual users or their usage habits, however, SCPL recognizes that it may be compelled to identify such information, or disclose it, pursuant to an authorized law enforcement investigation or prosecution.

Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.C. Sec. 1001 and 1030. Except for the above purposes, no other attempts are made to identify individual users.

SECURITY MEASURES

Security measures involve both managerial and technical policies and procedures to protect against loss and the unauthorized access, destruction, use, or disclosure of the data. Managerial measures include internal organizational procedures that limit access to data and ensure that those individuals with access do not utilize the data for unauthorized purposes. Technical security measures to prevent unauthorized access include encryption in the transmission and storage of data; limits on access through use of passwords; and storage of data on secure servers or computers that are inaccessible to un-authenticated users.

SCPL permits only authorized SCPL staff with assigned confidential passwords to access personal data stored in SCPL's computer system for the purpose of performing work within the administration of the library.

ENFORCEMENT & REDRESS

SCPL conducts regular privacy audits in order to ensure that all library programs and services are enforcing SCPL's privacy policy. Library users who have questions, concerns, or complaints about the library's handling of their private information should file written comments with the Director of the Library System. SCPL will attempt to respond in a timely manner.

PRIVACY & CONFIDENTIALITY OF LIBRARY RECORDS

The Santa Cruz Public Library System respects the right of privacy of all its customers regarding the use of this Library System. Library records are protected under California Government Code, Title 1, Division 7, Sections 6250-6270, Chapter 3.5.

REVISIONS

SCPL reserves the right to change or modify this privacy statement at any time. If SCPL revises this privacy statement, changes will be posted on the Library's homepage.

REVIEW SCHEDULE

This policy will be reviewed every three years.

Adopted: February 7, 2006

Revised: November 1, 2010

Excerpt from State of California PUBLIC RECORDS ACT

(Protection of Library Circulation and Registration Records)
(Government Code title 1, Division 7, Chapter 3.5)

Cal. Gov. Code Sec. 6254. Records exempt from disclosure requirements.

Except as provided in Sections 6254.7 and 6254.13, this chapter does not require the disclosure of any of the following records:

(j) Library circulation records kept for the purpose of identifying the borrower of items available in libraries, and library and museum materials made or acquired and presented solely for reference or exhibition purposes. The exemption in this subdivision shall not apply to records of fines imposed on such borrowers.

Cal. Gov. Code Sec. 6254.5 Disclosure of otherwise exempt records; Exceptions.

Notwithstanding any other law, if a state or local agency discloses a public record that is otherwise exempt from this chapter, to a member of the public, this disclosure shall constitute a waiver of the exemptions specified in Sections 6254, 6254.7, or other similar provisions of law. For purposes of this section, "agency" includes a member, agent, officer, or employee of the agency acting within the scope of his or her membership, agency, office, or employment.

This section, however, shall not apply to disclosures:

(a) Made pursuant to the Information Practices Act (Chapter 1 (commencing with Section 1798) of Title 1.8 Part 4 of Division 3 of the Civil Code) or discovery proceedings.

(b) Made through other legal proceedings or as otherwise required by law.

(c) Within the scope of disclosure of a statute that limits disclosure of specified writings to certain purposes.

(d) Not required by law, and prohibited by formal action of an elected legislative body of the local agency that retains the writings.

(e) Made to any governmental agency that agrees to treat the disclosed material as confidential. Only persons authorized in writing by the person in charge of the agency shall be permitted to obtain the information. Any information obtained by the agency shall only be used for purposes that are consistent with existing law.

Cal. Gov. Code Sec. 6255. Withholding records from inspection; Justification; Public interest.

(a) The agency shall justify withholding any record by demonstrating that the record in question is exempt under express provisions of this chapter or that on the facts of the particular case the public interest served by not disclosing the record public clearly outweighs the public interest served by disclosure of the record.

Cal. Gov. Code Sec. 6267. Confidentiality of patron use records of any library supported by public funds; Exceptions; "Patron use records".

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

(a) By a person acting within the scope of his or her duties within the administration of the library.

(b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.

(c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

(1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.

(2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

Excerpt from COMPUTER FRAUD and ABUSE ACT of 1986

18 USCS §1030. Fraud and related activity in connection with computers

(a) Whoever—

(1) having knowingly accessed a computer without authorization or exceeding authorized access, and by means of such conduct having obtained information that has been determined by the United States Government pursuant to an Executive order or statute to require protection against unauthorized disclosure for reasons of national defense or foreign relations, or any restricted data, as defined in paragraph y. of section 11 of the Atomic Energy Act of 1954, with reason to believe that such information so obtained could be used to the injury of the United States, or to the advantage of any foreign nation willfully communicates, delivers, transmits, or causes to be communicated, delivered, or transmitted, or attempts to communicate, deliver, transmit or cause to be communicated, delivered, or transmitted the same to any person not entitled to receive it, or willfully retains the same and fails to deliver it to the officer or employee of the United States entitled to receive it;

(2) intentionally accesses a computer without authorization or exceeds authorized access, and thereby obtains—

(A) information contained in a financial record of a financial institution, or of a card issuer as defined in section 1602(n) of title 15, or contained in a file of a consumer

reporting agency on a consumer, as such terms are defined in the Fair Credit Reporting Act (15 U.S.C. 1681 et seq.);

(B) information from any department or agency of the United States; or

(C) information from any protected computer;

(3) intentionally, without authorization to access any nonpublic computer of a department or agency of the United States, accesses such a computer of that department or agency that is exclusively for the use of the Government of the United States or, in the case of a computer not exclusively for such use, is used by or for the Government of the United States and such conduct affects that use by or for the Government of the United States;

(4) knowingly and with intent to defraud, accesses a protected computer without authorization, or exceeds authorized access, and by means of such conduct furthers the intended fraud and obtains anything of value, unless the object of the fraud and the thing obtained consists only of the use of the computer and the value of such use is not more than \$5,000 in any 1-year period;

(5)(A) knowingly causes the transmission of a program, information, code, or command, and as a result of such conduct, intentionally causes damage without authorization, to a protected computer;

(B) intentionally accesses a protected computer without authorization, and as a result of such conduct, recklessly causes damage; or

(C) intentionally accesses a protected computer without authorization, and as a result of such conduct, causes damage and loss.

(6) knowingly and with intent to defraud traffics (as defined in section 1029) in any password or similar information through which a computer may be accessed without authorization, if—

(A) such trafficking affects interstate or foreign commerce; or

(B) such computer is used by or for the Government of the United States;

(7) with intent to extort from any person any money or other thing of value, transmits in interstate or foreign commerce any communication containing any—

(A) threat to cause damage to a protected computer;

(B) threat to obtain information from a protected computer without authorization or in excess of authorization or to impair the confidentiality of information obtained from a protected computer without authorization or by exceeding authorized access; or

(C) demand or request for money or other thing of value in relation to damage to a protected computer, where such damage was caused to facilitate the extortion;

shall be punished as provided in subsection (c) of this section.

STAFF REPORT

DATE: April 15, 2019
TO: Library Advisory Commission
FROM: Susan Nemitz, Library Director
RE: Library Security Cameras Policy

RECOMMENDATION

Review attached Policy

DISCUSSION

The Library strives to maintain a safe and secure environment for its staff and patrons. SCPL is proposing a Library Security Camera Policy for implementation at the remodeled and newly constructed library buildings.

Attached:
Security Cameras Policy

Library Security Cameras Policy

JPAB Policy #

Approved:

Five-year Review Schedule:

Purpose of cameras

The Library strives to maintain a safe and secure environment for its staff and patrons. Selected areas of the Library premises (including indoor and outdoor areas) are equipped with video security systems. No audio will be recorded. The Library's video security system is used for the protection and safety of patrons, employees, and Library property. This does not imply or guarantee that any or all cameras will be recording images, or be monitored in real time, twenty-four hours a day, seven days a week. Cameras will not be installed for the purpose of monitoring staff performance.

Location of cameras

Reasonable efforts will be made to safeguard the privacy of patrons and employees. Video cameras will not be positioned in areas where there is a reasonable expectation of privacy such as in restrooms. The video cameras will be positioned to record only those areas specified by the Library Director and will complement other measures to maintain a safe and secure environment in compliance with Library policies. Camera locations will not be changed or added without the permission of the Library Director.

Signage

Signs will be posted at the Library entrances informing the public and staff that security cameras are in use.

Access to live video

Although not continuously observed, live video feeds may be monitored by Library employees during the course of their regular duties to manage activity in the Library buildings and on the Library premises. The Library shall make reasonable efforts to ensure that such live video is viewed in secure areas and is not available for public viewing. Because cameras will not be continuously monitored, the public and staff should take appropriate precautions for their safety and for the security of their personal property. Santa Cruz Public Libraries System is not responsible for loss of or damage to property, or personal injury.

Access to stored video

Stored images will not be reviewed by Library staff, except when specifically authorized by the Library Director or designee because of a report of an illegal activity, or the compromise of the protection and safety of patrons, employees and/or Library property. Images from the Library video security systems are stored digitally. The Library shall make reasonable efforts to ensure that such retained video records are stored in a secure manner. The Library will retain all recorded images in compliance with any retention schedules mandated by applicable local or state laws and regulations.

Use/disclosure

Video records may be shared with authorized Library employees when appropriate or, upon approval by the Director.

In the event of a search warrant, which is executable immediately, Library Administration will comply with the search warrant and consult with legal counsel. Upon receipt of a subpoena or other court order, or where otherwise required by law, Library Administration shall consult with legal counsel to determine if the document is in proper form and that good cause for its issuance in a court of proper jurisdiction is demonstrated. If not, Library Administration shall insist any defect be remedied before releasing records which contain patron or staff information.

Video records may contain personally identifiable information about an individual who has used any library service or borrowed any library materials, and will be accorded the same level of confidentiality and protection provided to library users by Santa Cruz Public Libraries System policy on confidentiality and privacy.

Confidentiality/privacy issues limit the general public from viewing security camera footage that contains patron information. If the Library receives a request from the general public to inspect security camera footage which contains patron information, the general public will be advised to file a police complaint.

Violations of this policy will be reported to the Santa Cruz Public Libraries JPA.



STAFF REPORT

DATE: April 15, 2019
TO: Library Advisory Commission
FROM: Kira Henifin, Principal Management Analyst
RE: FY 19/20 Budget Assumptions for Draft Proposal

RECOMMENDATION

Review and discuss budget assumptions for FY 19/20.

DISCUSSION

The City budget process will be moving to a three (3) year budget schedule beginning in FY 20/21. The Library will also be moving to this schedule since SCPL contracts for financial services.

Revenue

There are no changes to the revenue assumptions. The library continues to budget with two main revenue streams, sales tax and maintenance of effort (MOE). The LFA forecast for the coming year has sales tax increasing by 2.38% (\$197,853) and MOE increasing by 1.22% (\$70,000).

Expenditures

SCPL faces major increases in two major expenditures categories; FTE personnel and facilities maintenance.

1. Personnel

SCPL is still recovering from the great recession. Before the financial downturn, the Library 120.63 FTE staff people system-wide. Currently, SCPL staffs all 10 branches and its administrative functions with 92.84 FTE (down 30%)

SCPL needs an addition of 2.0 FTE Librarian I/II and 3.0 FTE Library Assistant IIs in FY2020.

The Capitola and Felton libraries will both finish their new buildings adding additional square footage. Capitola will become 52% larger, adding 7,380 square feet, and Felton will become 89% larger, adding 7,650 square feet. These facilities have also planned for new amenities including teen, study, community gathering and programming rooms as well as outdoor spaces. The additional square footage and amenities will require more staff supervision and coordination to help ensure safety and security.

SCPL currently has 24.0 FTE professional librarians. This is below average professional staffing compared to peer libraries. Expanding and improving our facilities, both in size and programming, will increase the need for a greater number of librarians. These improved facilities will see an increase in demand for learning programs. The Librarian staff will be charged with providing teen programming, STEAM programming, story times, adult programs and reference service at these two locations. Previously, these services were greatly limited due to the size restraints of the old facilities.

2. Facility Operations and Maintenance

The Library needs to begin planning and budgeting for on-going capital improvements and facility maintenance repairs for all 10 library branches including the Headquarters facility. Additionally, the overall system-wide square footage will be increasing with Felton and Capitola opening in early 2020. The Library will expand from 101,487 sq. ft. to 116,607 square feet system wide, an increase of 13%. In order to protect our 10 branches, a robust capital maintenance plan needs to be established. The Library currently budgets approximately \$813K per year for maintenance costs system wide. This is equivalent to \$8 a square foot.

Research of industry standards shows that SCPL should be budgeting approximately \$10 per square foot each year for capital operations and maintenance. Given this standard, the library would need to set a goal and budget \$1.17M per year for these costs. This is an increase of approximately \$400K annually.

Strategies for Funding

1. The MOE agreement ends June 30, 2021. Currently it produces an excess of \$467K. Equitable allocation of funds needs to be recalculated across the system. These excess funds could be allocated to fund future capital and facility maintenance.
2. Balances from the jurisdictions Measure S projects or leftover pay go.

The City of Santa Cruz Finance Director will present the Library Revenue Forecast at the Board's March 7th meeting.