



LIBRARY JOINT POWERS AUTHORITY BOARD

Monday, November 5, 2012
Downtown Branch Library Main Meeting Room
224 Church St, Santa Cruz, CA 95060

6:30 PM PUBLIC MEETING

1. ROLL CALL
2. APPROVE AGENDA OF NOVEMBER 5, 2012
3. ORAL COMMUNICATIONS
4. PRESENTATIONS: Eureka! Leadership: Brenda McIlroy, Deborah Lipoma
5. MEMBER REPORTS
6. CONSENT AGENDA
 - A. Approve minutes of October 1, 2012 (PG.2-5)
 - B. Revised Policy: Patron Conduct and Suspension (PG.6-19)
 - C. Update Library Conflict of Interest Code (PG.20-21)
 - D. Resolution to Appropriate McCaskill Local History Trust funds (PG.22-23)
 - E. Resolution to Accept Target Grant Money (PG.24)
 - F. Close Felton Library for painting (PG.25)
7. FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES REPORT
8. STAFF REPORTS
 - A. Monthly Narrative Report: September 2012 (PG.26-34)
 - B. Statistical Reports (PG.35-38)
 - C. September Financial Snapshot (PG.39)
 - D. Status Update: Facilities Master Plan (PG.40-42)
 - E. Status Update: IT Strategic Plan (PG.43)

- F. Microfilm Reader-Printers (PG.44-47)
- G. Board Update: (PG.48-51)
 - i. Floating Collections
 - ii. Shelving
 - iii. Cataloging/processing backlog

9. OTHER BUSINESS

- A. Process for selecting a new citizen member (PG.52-58)

10. WRITTEN COMMUNICATIONS

- A. Articles about Santa Cruz and California Libraries (PG.59-68)
- B. Patron Written Comments (PG.69-72)
- C. Articles on Libraries Nation Wide (PG.73-74)
- D. Security Incidents Log (PG.75-76)
- E. Felton Library Land Subdivision Status Report (PG.77-78)
- F. Website Hits (PG.79)

11. BOARD MEETING CALENDAR

The Board will consider its current meeting schedule and may revise it as necessary.

12. NEXT MEETING

The next regularly scheduled meeting is Monday, December 3, 2012 at 6:30 p.m. at the Scotts Valley Branch Library. This meeting will be preceded by a reception for outgoing Board members at 6:00 pm.

13. ADJOURN

The Library Joint Powers Authority Board will adjourn from the regularly scheduled meeting of Monday, November 5 to the next regularly scheduled public meeting on Monday, December 3 at 6:30 pm in the Fireside Room of the Scotts Valley Branch Library.

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 subfinders@santacruzpl.org.

SANTA CRUZ PUBLIC LIBRARIES
A CITY-COUNTY SYSTEM

LIBRARY JOINT POWERS BOARD

MINUTES

Downtown Branch Library Community Meeting Room
224 Church St., Santa Cruz, CA 95060

October 1, 2012

6:00 PM WORKSHOP: Facilities Master Plan
Group 4 Architects conducted a workshop which included an exercise for the Board members who were present.

7:00 PM PUBLIC MEETING

I. ROLL CALL

Present: Citizen Nancy Gerdt, Councilmember Katherine Beiers, Councilmember David Terrazas, Councilmember Sam Storey, Councilmember Jim Reed, Citizen Dick English, Citizen Leigh Poitinger, Supervisor Mark Stone

Absent: Supervisor Ellen Pirie

Staff: Teresa Landers, Director of Libraries

II. APPROVAL OF MEETING AGENDA OF OCTOBER 1, 2012

Citizen English moved, seconded by Councilmember Terrazas

That the Board approve the Agenda of October 1, 2012

UNAN

Absent: Pirie

III. ORAL COMMUNICATIONS

A member of the public expressed concern over the use of WIFI in the library and handed out articles on the dangers of wireless technology.

IV. PROCLAMATION: FRIENDS OF LIBRARIES WEEK

V. MEMBER REPORTS

None

VI. CONSENT AGENDA

Councilmember Terrazas moved, seconded by Councilmember Beiers

That the Board approve the Consent Agenda of October 1, 2012.

UNAN

Absent: Pirie

A. APPROVE MINUTES OF SEPTEMBER 10, 2012

That the Board approve the Minutes of September 10, 2012.

UNAN

Absent: Pirie

VII. FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES REPORT

Pete Cullen, President of the Friends, presented a list entitled "Gifts to the SCPL by the FSCPL" January 1, 2012 through August 31, 2012.

VIII. STAFF REPORTS

A. Monthly Narrative Report: August 2012.

Several members of the group Researchers Anonymous expressed their desire for the purchase of additional microform machines. The Board discussed the implications of the request and directed Director Landers to compile a report and present it at the next Board meeting.

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- B. Statistical Reports
The Board reviewed the Statistical Report and commented on the increase of website hits.
- C. August Financial Report
Director Landers presented the “snapshot report” Finance Director Pimentel has developed. This report will replace the more detailed financial reports at Board meetings while the Finance Subcommittee will continue to receive the detailed reports.

Councilmember Beiers moved, seconded by Citizen Poitinger

That the Board adopt the new financial reporting format.

UNAN
Absent: Pirie

- D. Status Update: Facilities Master Plan.
Director Landers gave an update on the Facilities Master Plan.
- E. Status Update: IT Strategic Plan
Director Landers reported that the Library subcontractor Carson Block met via conference call with the Library’s project team. His first onsite visit is scheduled for October 4-5, with branch visits and meetings with the project team, senior managers, library reference staff and Chris Stathis, CTO.

IX. OTHER BUSINESS

None

X. WRITTEN COMMUNICATIONS

- A. Articles About Santa Cruz and California Libraries
- B. Patron Written Comments
- C. Articles on Libraries Nation Wide
- D. Security Incidents Log
- E. Felton Library Land Subdivision Status Report
- F. List of current Library partnerships.
Janis O’Driscoll, Manager of Programs, Information and Partnerships, created an extensive list of Library partnerships. The Board expressed an interest in additional information on location and the nature of the partnership. The next report is expected for May 2013 and will be updated twice a year thereafter – in May and December.
- G. Answers to Questions on Current Collection Management.
More information on Floating Collections was requested.

XI. BOARD MEETING CALENDAR

No schedule changes

XII. NEXT MEETING

The next regularly scheduled meeting is on Monday, November 5, 2012 at 6:30 pm at the Community Meeting Room of the Downtown Branch Library.

XIII. ADJOURN


The regular meeting adjourned at 8:10 p.m.

Respectfully submitted,

Helga Smith, Clerk of the Board

All documents referred to in these minutes are available in the Library Office.

STAFF REPORT

DATE: October 16, 2012
TO: Library Joint Powers Board
FROM: Teresa Landers, Director of Libraries 
RE: Revised Patron Conduct and Suspension Policy

RECOMMENDATION: The LJPB adopt the attached Patron Conduct and Suspension Policy

SUMMARY

In order to more effectively deal with difficult situations, the City Attorney has advised the Library to revise its Patron Conduct and Suspension Policy. The areas primarily affected are:

- The suspension policy
- Sleeping
- Service animals

BACKGROUND

The Library's Code of Conduct was revised recently to reflect more positive language. Substantive changes affecting suspension, sleeping and service animals were not made.

The current policy requires a Temporary Restraining Order to deal with individuals who violate the Library's Code of Conduct beyond a 30 day suspension which any staff member can impose. This is a time consuming and expensive process that involves the City Attorney's office. Staff does not have any direct and immediate recourse available to them beyond the 30 day suspension.

The addition of a security guard to assist staff dealing with difficult situations at the Downtown Library resulted in a fresh look at the Code of Conduct and led to revisions that staff had been asking for. These include:

- a way to handle patrons who are repeat offenders of the Library's rules
- a way to handle patrons who are using the Library for the purpose of sleeping
- clarification on the issue of service and emotional support animals

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DISCUSSION

In close consultation with the City Attorney's office we looked at suspension policies that have proven effective in other libraries. We ended up using the Berkeley Public Library policy as a model. While the procedures seem complicated, they are important to ensure that individual rights are respected. The new policy allows library staff to impose progressive levels of suspension up to one year, while providing appropriate review and appeal processes.

To totally ban sleeping in the Library is problematic from both the equal access and enforcement perspectives. However, the purpose of the Library is not to serve as a place to sleep. Therefore, we can prohibit use of the Library for the purpose of sleeping. What this means in practice is that the person who dozes off for a few minutes while reading a newspaper will not be asked to leave but the person who spends hours sleeping can be asked to leave.

Service and emotional support animals have always been a source of confusion for staff and the new policy and procedures are intended to clarify these issues as much as possible for staff. There are several underlying concepts:

- Service animals are legally protected and are defined as either a dog or a miniature horse that is trained to provide some service for an individual.
- Emotional support animals are not legally protected in public places such as a library although they do enjoy some protection in the areas of housing and air travel. These latter two were used as a guide in developing the Library's policy and procedures with regard to emotional support animals.
- Staff has been reluctant to ask patrons about animals they bring in. This is partly due to frequent changes in instructions regarding what can be legally asked and requested.

Staff discussed this issue at great length and decided that, overall, they would like to be more open than strictly adhering to the legal definition of service animals as a dog or miniature horse. This will require that staff be proactive in asking individuals who bring an animal into the Library whether it is a service or emotional support animal and, in the case of emotional support animals, asking what support does the animal provide for the individual.

We believe these changes to the Library's Patron Conduct and Suspension Policy will give staff the latitude and support they need as they strive to make our facilities accessible and welcoming to everyone.

Policy Title: Patron Conduct and Suspension Policy

Policy Statement:

In order to provide and maintain a comfortable and safe environment for all patrons and library staff, the Library Joint Powers Board has approved the Santa Cruz Public Libraries Rules of Conduct.

Violation or repetitive violation of any of the rules of conduct may warrant a suspension of library privileges. Suspension of library privileges will result in removal from and denial of access to, Santa Cruz Public Libraries services and facilities for a designated period of time.

SUSPENSION PROCEDURES

In order to be fair and equitable in the application of the Santa Cruz Public Libraries Rules of Conduct and to provide documentation of the enforcement of these rules, authorized library staff shall apply the procedures detailed in Sections A through G. Authorized staff members for the various sections are defined thus:

- enforcement of section A up to and including 30 day suspension : any regular library staff member. Greater than 30 days: Library Division Manager, Manager of System Services and Support or Library Director
- enforcement of Section B First Violation: any regular or temporary staff member
- enforcement of Section B Second Violation: any regular or temporary staff member
- enforcement of Section B Third Violation: any regular staff member
- enforcement of Section B Fourth Violation: Library Division Manager, Manager of System Services and Support or Library Director

In summary, all staff members are authorized to suspend privilege for up to and including 30 days. Longer suspensions must be approved by a Library Division Manager, the Manager of System Services and Support or the Library Director.

A. IMMEDIATE SUSPENSION WITH FURTHER ACTION TO FOLLOW:

The following violent behaviors will not be tolerated:

- physical abuse or assault
- fighting or challenging to fight
- making violent or threatening statements

Authorized library staff will instruct anyone displaying these behaviors to leave the library facility immediately for a period up to and including 30 days. Police will be called and additional legal action may occur, as appropriate. **In addition, based on the severity of the situation, a suspension of library privileges for up to one year may be applied.** Library staff will notify Library Administration immediately, where a determination of the appropriate suspension period and procedures will be determined by authorized staff. The appeal process applicable to Extensive Suspension as described in Section F will be applied.

B. ALL OTHER PROHIBITED BEHAVIORS WILL BE ADDRESSED IN THE FOLLOWING MANNER:

FIRST VIOLATION : Initial warning and given copy of Library Rules of Conduct

SECOND VIOLATION: Library privileges suspended for the day

THIRD VIOLATION: Library privileges suspended for up to and including 30 days

FOURTH VIOLATION: Library privileges suspended for 31 days to up to one year

C. FIRST VIOLATION: INITIAL WARNING:

When a patron has violated the Santa Cruz Public Libraries Rules of Conduct by displaying behavior that is prohibited but not violent or physically threatening, authorized library staff will handle these situations in the following manner:

1. Provide the patron with a copy of the Library Rules of Conduct. Explain to the patron that they are engaging in prohibited behavior, what that behavior is and the importance of abiding by the rules of conduct. The patron will be advised that further violations of the rules will not be tolerated and may result in their being asked to leave for the day.
2. The library staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to Library Administration.

D. SECOND VIOLATION: SUSPENSION – 1 DAY

1. If the patron continues *prohibited behavior* either the same day or another day, authorized library staff will reaffirm all previous conversations with the patron regarding the behavior and instruct the patron to leave the facility for the day. Library patrons who feel the treatment is unfair will be offered the name and telephone number of the next ranking library staff member so that they may communicate their concerns.
2. Library staff will again document the incident with a Library Incident Report submitted to Library Administration.

E. THIRD VIOLATION: SUSPENSION – UP TO AND INCLUDING 30 DAYS:

Longer than 1-day suspensions will be issued if a patron continues *to display prohibited behavior* after receiving a prior suspension.

1. If a patron has been issued a one-day suspension for prohibited behavior and if *prohibited behavior continues either during the suspension period or afterwards*, a patron will then be suspended for up to and including 30 days.
2. When a decision is made to suspend a patron for more than one day, authorized staff must complete the “Notice of Library Suspension- Up to 30 Days” document.
3. A copy of the completed document must be provided to the patron. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and provide them with a copy of the completed document.
4. Authorized library staff will also complete a Library Incident Report and submit the report to Library Administration.
5. A patron will receive only one 30 day or less suspension *for prohibited behavior*. Any further suspensions for *prohibited behavior* will be considered a Fourth Violation as described in Section F.

6. The patron will not be offered a formal hearing process for up to 30 day suspensions; however, they will be given the name and phone number of the appropriate Library Division Manager, Manager of System Services and Support and/or Director so that they may communicate their concerns by telephone or by submitting an appeal in writing.
7. To submit a written appeal the patron must complete the "Appeal of 30 Day Suspension" document. The patron must return the completed form to the suspending library within one working day from the date the suspension is issued.
8. The appeal will be reviewed by the Library Director, Manager of System Services and Support or Library Division Manager within one working day of submittal. If by a preponderance of the evidence it is determined that the suspension is unwarranted, the suspension will be withdrawn. The patron may call the designated staff member one day after submitting a written appeal to determine the status of the suspension.

F. FOURTH VIOLATION SUSPENSION: 31 DAYS TO 12 MONTHS

1. 31 DAYS TO 6 MONTHS

1. If a patron has been issued a 2- 30 day Suspension for *displaying prohibited behavior and prohibited behavior continues either during the suspension period or afterwards*, a decision will be made to suspend the patron for 31 days to six months. Authorized staff must complete the "Notice of 31 days - 6 Month Library Suspension" document.
2. A copy of the completed document and all accompanying forms must be provided to the patron.
3. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and also provide them with the completed document and all accompanying forms.
4. Authorized library staff will also complete a Library Incident Report and submit it to Library Administration
5. Any patron suspended for 31 days to six months has the right to a hearing with the Suspension Hearing Panel. The Suspension Hearing Panel will be comprised of the Library Director and/or Manager of System Services and Support, and/or appropriate Library Division Managers, the Assistant City Manager for Santa Cruz and a library security guard, if one is available. Appropriate library staff or patrons that were witnesses to the event may also be asked to appear.
6. To receive a hearing the patron must follow the directions on the "Notice of 31 days – 6 Month Suspension" and "Request for Suspension Hearing" documents.
7. The patron must return the completed forms to the suspending library within seven working days from the date the suspension is issued.
8. All hearings are held at the Downtown Library or Headquarters facility. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
9. The decision of the Suspension Hearing Panel for all 31 days to six month suspensions is final.

2. 6-12 MONTHS:

1. If a decision is made to suspend a patron for longer than 6 months, a Division Manager, the Manager of System Services and Support or the Library Director will complete a "Notice of Extensive Library Suspension" document.
2. A copy of the document and accompanying forms must be provided to the patron.

3. In the case of a minor (under the age of 18) the Library will attempt to provide the parent or guardian with a copy of the completed forms.
4. Any patron suspended for more than six months has the right to a hearing with the Extensive Suspension (ES) Hearing Panel. The ES Hearing Panel will be comprised one member of the Library Joint Powers Board, the Assistant City Manager for Santa Cruz and at least one other authorized Library staff member such as the Library Director, Manager of System Services and Support or a Library Division Manager. A library security guard will also be present if available. Appropriate library staff or patrons who were witnesses to the event may also be asked to appear.
5. To receive a hearing the patron must follow the directions on the "Notice of Extensive Suspension for 6-12 Months" and "Request for Extensive Suspension Hearing" documents. In addition, the patron must return the Request for Hearing form to the suspending library within seven days of receiving the suspension. All hearings are held at the Downtown Library or Headquarters Facility.
6. The decision of the Extensive Suspension Hearing Panel will be final.

SERVICE AND EMOTIONAL SUPPORT ANIMALS

1. Definitions:

- a. **Service Animal:** Any dog or miniature horse that is individually trained to benefit an individual with a disability and can be reasonably accommodated. (28 C.F.R. § 36.302(c)(9)(i))
- b. **Psychiatric Service Animal:** Any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability. (28 C.F. R. § 36.104)
- c. **Emotional Support Animal:** An animal not prohibited by Santa Cruz Municipal Code § 8.14.445 which provides comfort to a person with a psychiatric disability but are not trained to perform specific tasks to assist them. They are not covered under laws applied specifically to service animals, but may be allowed as a "reasonable accommodation" or "reasonable modification" for the individual's disability. While this "accommodation" legally only applies to housing and not for access to public entities, the Library will allow emotional support animals according to the procedures listed below.

2. Procedures:

- a. Any service or emotional support animal must be appropriately managed, controlled and trained. This includes but is not limited to: on a leash or under voice control and housebroken
- b. Any staff member may ask handler and animal to leave if said animal is not appropriately managed, controlled and trained.
- c. Upon entry to any branch library, staff must ask handler if the animal is a service or emotional support animal.
 - i. If the answer is NO then the animal will not be allowed in
 - ii. If the answer is YES it is a service animal, then staff must ask:
 1. What service is it trained to provide?
 2. They may use the library according to sections 2a and 2b.
 - iii. If the answer is YES it is an emotional support animal, then staff must ask:
 1. In what way does this animal assist you?

2. If the provision of that need is appropriate for enabling use of the Library then they may use the library according to sections 2a and 2b.
- d. The Library reserves the right to not allow entry to any animal not legally defined as a service animal (i.e. dog or miniature horse) that, by their judgment, would pose a direct threat to the health or safety of others or interfere with others' use of the library.

Forms related to this policy may be obtained through your supervisor.
Rules of Conduct that will be posted in every library location is attached

This policy will be reviewed every three years

Adopted: November 2012

Updated: November 2012

Library Rules of Conduct

The library welcomes all members of the community, and asks that all visitors: respect other people's right to use the library; respect library staff; and respect library materials.

To this end, please:

- *Treat library materials and furniture with care.
- *Use beverages with lids only and away from computers.
- *Secure bicycles and other large items outside the library.
- *Bring service and emotional support animals only
- *Silence cell phones.
- *Keep personal belongings from obstructing access to library materials and spaces.
- *Note that children under 9 years must be accompanied by a person 14 years of age or older.
- *Refrain from using the Library for the purpose of sleeping
- *Unattended items may be removed by Library staff

Library Rules of Conduct violators may be asked to leave and/or photographed to assist in identification.

A copy of the complete **Patron Conduct and Suspension Policy** is available at any service desk.

SANTA CRUZ PUBLIC LIBRARIES REQUEST FOR SUSPENSION HEARING

Procedures for Request for Suspension Hearing:

You have a right to a hearing regarding your suspension of one or more months from Santa Cruz Public Libraries. If you want to have a hearing:

1. Complete Form-*Request for Suspension Hearing* (attached).
2. Return completed form to the library that issued this suspension. Staff will sign to acknowledge receipt and will provide a copy as receipt.
3. Form must be actually received within 7 days from the date of the suspension. Postmarks will not apply.

Suspension Hearing Date:

1. Once you have returned the *Request for Suspension Hearing* form, the library will send you a notice that will provide you with the hearing date, time and location of the Suspension Hearing Panel.
2. This notice will be mailed to you within 5 days from the date the library receives your Request form.
3. If you do not have an address, you must return to the suspending library in 5 days to pick up your notice of hearing date, time and location of the Suspension Hearing Panel.

Suspension Hearing Panel Procedures:

1. The Suspension Hearing Panel will be comprised of the Library Director and /or Manager of System Services and Support, and/or the appropriate Library Division Manager. A library security guard will also be present if available.
2. Appropriate library staff or patrons that were all witnesses to the incidents(s) may also be asked to appear.
3. When you arrive for your hearing you will be provided the opportunity to present evidence or reasons why this suspension should be withdrawn.
4. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
5. The suspension will be withdrawn if the Suspension Hearing Panel determines, by a preponderance of evidence, that you did not engage in the behaviors that are cited on the Notice of 1-6 Month Suspension and that the suspension is unwarranted.

Suspension Hearing Panel Determination:

1. After all the evidence has been presented, the Suspension Hearing Panel may convene privately to discuss the determination.
2. Within 5 days of the date of your hearing, the Panel will mail you a written determination that will include the findings in support of the decision.
3. If you do not have a mailing address, you may return to the suspending library after 5 days to pick up a copy of the hearing determination.
4. The Suspension Hearing Panel's decision is final.

SANTA CRUZ PUBLIC LIBRARIES

APPEAL OF SUSPENSION

I want to appeal the suspension that was issued to me. I am requesting the Library Administration review this suspension.

DATE: _____

NAME: _____

ADDRESS: _____

TELEPHONE: _____

Reason for the request (optional)

This form must be returned to the Library that issues the suspension within 1 day of the suspension issue date. Staff will acknowledge receipt of your request and will issue a copy of this form as a receipt. Call 427-7706 within 1 day after you submit this form to determine the status of your suspension. If, by a preponderance of the evidence, the Library Director, Manager of System Services and Support, or Library Division Manager determines that your suspension is unwarranted, your suspension will be withdrawn. The decision of the authorized Library staff person is final.

Staff Signature acknowledging receipt of request Date

.....
FOR LIBRARY USE ONLY

Suspension is _____ is not _____ withdrawn.

Library Staff (print title)

Signature and Date

SANTA CRUZ PUBLIC LIBRARIES REQUEST FOR EXTENSIVE SUSPENSION HEARING

Procedures for Request for Extensive Suspension Hearing:

You have a right to a hearing regarding your suspension of one or more months from Santa Cruz Public Libraries. If you want to have a hearing:

1. Complete Form: *Request for Extensive Suspension Hearing* (attached).
2. Return completed form to the library that issued this suspension. Staff will sign to acknowledge receipt and will provide a copy as receipt.
3. Form must be actually received within 7 days from the date of the suspension. Postmarks will not apply.

Extensive Suspension Hearing Date:

1. Once you have returned the *Request for Extensive Suspension Hearing* form, the library will send you a notice that will provide you with the hearing date, time and location of the Extensive Suspension Hearing Panel.
2. This notice will be mailed to you within 5 days from the date the library receives your Request form.
3. If you do not have an address, you must return to the suspending library in 5 days to pick up your notice of hearing date, time and location of the Extensive Suspension Hearing Panel.

Extensive Suspension Hearing Panel Procedures:

1. The Extensive Suspension Hearing Panel will be comprised of one (1) member of the Board of Library Trustees, the Assistant Santa Cruz City Manager, and at least one other authorized library staff member such as the Library Director, Manager of System Services and Support or Library Division Manager. A library security guard will also be present if available.
2. Appropriate library staff or patrons that were all witnesses to the incident(s) may also be asked to appear.
3. When you arrive for your hearing you will be provided the opportunity to present evidence or reasons why this suspension should be withdrawn.
4. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
5. The suspension will be withdrawn if the Extensive Suspension Hearing Panel determines, by a preponderance of evidence, that you did not engage in the behaviors that are cited on the *Notice of Extensive Suspension for 7 – 12 Months*, and that the suspension is unwarranted.

Extensive Suspension Hearing Panel Determination:

1. After all the evidence has been presented, the Suspension Hearing Panel may convene privately to discuss the determination.
2. Within 5 days of the date of your hearing, the Panel will mail you a written determination that will include the findings in support of the decision.
3. If you do not have a mailing address, you may return to the suspending library after 5 days to pick up a copy of the hearing determination.
4. The Extensive Suspension Hearing Panel's decision is final.

SANTA CRUZ PUBLIC LIBRARIES

APPEAL OF "EXTENSIVE" SUSPENSION

I want to appeal the suspension that was issued to me. I am requesting the Library Administration review this suspension.

DATE: _____

NAME: _____

ADDRESS: _____

TELEPHONE: _____

Reason for the request (optional)

This form must be returned to the Library that issues the suspension within 1 day of the suspension issue date. Staff will acknowledge receipt of your request and will issue a copy of this form as a receipt. Call 427-7706 within 1 day after you submit this form to determine the status of your suspension. If, by a preponderance of the evidence, the Library Director, Manager of System Services and Support, or Library Division Manager determines that your suspension is unwarranted, your suspension will be withdrawn. The decision of the authorized Library staff person is final.

Staff Signature acknowledging receipt of request Date

.....
FOR LIBRARY USE ONLY

Suspension is _____ is not _____ withdrawn.

Library Staff (print title)

Signature and Date

PERSONAL HYGIENE NOTICE

Excuse me. I don't want to embarrass you in public, so I am giving you this note instead. I am sorry to say that the odor surrounding you is interfering with other people's use of the Library. This is a violation of our Rules of Conduct.

Please leave now and you may come back as soon as you have addressed this issue. Please use the information on the reverse of this flyer to take care of your personal bathing and laundry.

Thank you for your cooperation.

Library Staff

Date: _____

FREE SHOWER AND LAUNDRY

Homeless Services Center
115 Coral Street
Santa Cruz, CA 95060
Mon-Fri 7am – 5pm
Sat-Sun 7am – 10am

Main information number 458-6020

An on-site day program providing basic services to homeless individuals, such as morning and evening meal service, laundry, mail facilities, showers and social-service referrals.

Day Center Office Hours: 8am -5pm Monday thru Friday

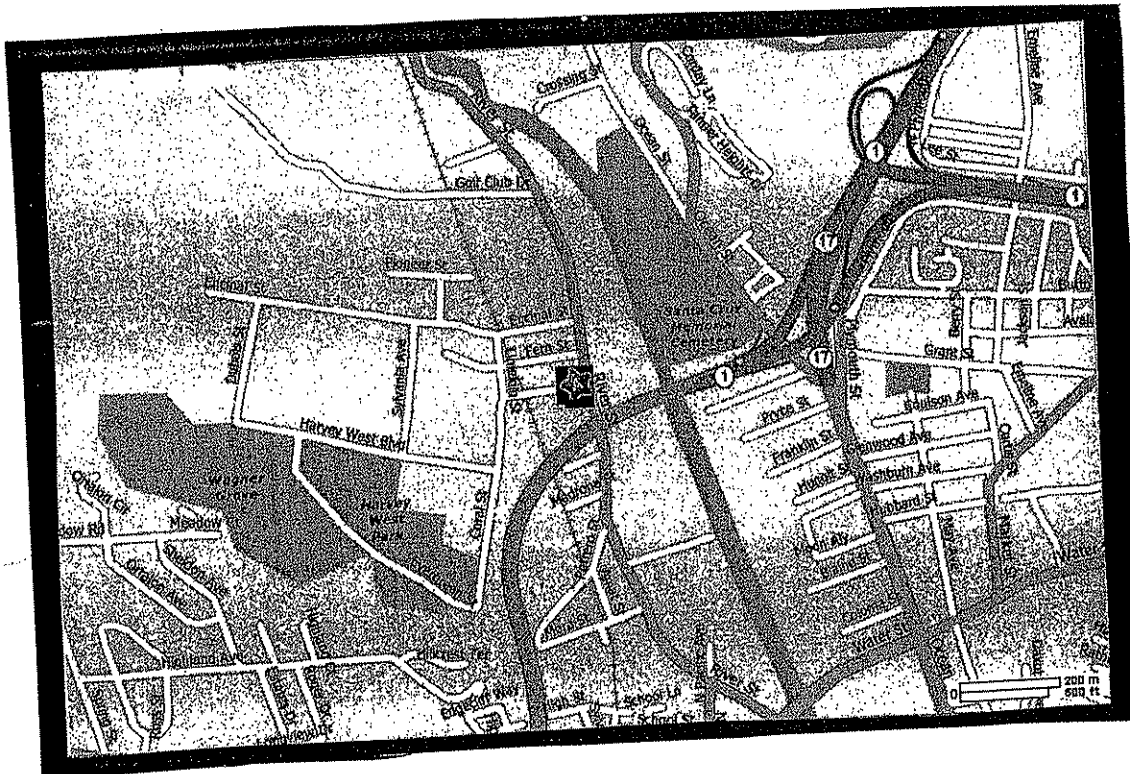
Meal Service Breakfast: 8am – 9am Dinner: 4pm-5pm every day

Showers: 7am-3:30pm Monday thru Friday (closed daily from 12-1pm)

Mailroom: 10am -2pm Monday thru Friday


Directions to Coral Street Homeless Services Center:

Take River St away from downtown until you cross over Highway 1. The first street on your left is Coral Street.



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STAFF REPORT

DATE: October 4, 2012
TO: Library Joint Powers Authority Board
FROM: Teresa, Landers, Director of Libraries 
RE: Library Conflict of Interest Code

RECOMMENDATION: That the Library Joint Powers Authority Board review and approve the Library System's Conflict of Interest Code amending it's list of filers.

SUMMARY


The Political Reform Act requires every local government agency to review its conflict-of-interest code biennially. The Library System code requires that all members of the Joint Powers Board, management staff, and any library staff making financial decisions on behalf of the library file a conflict of interest statement.

The attached list includes all appropriate Board members and staff.

LIBRARY POSITIONS DESIGNATED TO FILE CONFLICT OF INTEREST STATEMENTS

TITLE	SPECIAL CONDITIONS	DISCLOSURE CATEGORY
LJPB COUNTY SUPERVISOR	On File, County Clerk	All Positions File "All Interests Countywide"
LJPB COUNTY SUPERVISOR	On File, County Clerk	
LJPB SANTA CRUZ CITY COUNCIL	On File, City Clerk	
LJPB SANTA CRUZ CITY COUNCIL	On File, City Clerk	
LJPB CAPITOLA CITY COUNCIL	On File, City Clerk	
LJPB SCOTTS VALLEY CITY COUNCIL	On File, City Clerk	
LJPB CITIZEN MEMBER		
LJPB CITIZEN MEMBER		
LJPB CITIZEN MEMBER		
DIRECTOR OF LIBRARIES		
DIVISION MGR OF COLLECTION DEVELOPMENT		
DIVISION MGR OF PROGRAMS & PARTNERSHIPS		
DIVISION MGR OF ON-SITE SERVICES		
DIVISOIN MGR OF SYSTEM SERVICES		
INFORMATION TECHNOLOGY MGR		
LIB II/SELECTION		
LIB II/SELECTION		
LIB II/SELECTION		
LIB II/SELECTION		
MANAGEMENT ANALYST		
LIBRARY SPECIALIST FOR VIRUTAL SERVICES COORDINATION		
LIBRARY SPECIALIST FOR LEARNING SERVICES COORDINATION		
LIBRARY SPECIALIST FOR VOLUNTEER COORDINATION		

STAFF REPORT

DATE: October 16, 2012
TO: Library Joint Powers Board
FROM: Teresa Landers, Director of Libraries 
RE: McCaskill funds request

RECOMMENDATION: The LJPB approve the attached resolution authorizing the expenditure of an additional \$2, 225 to purchase the annual microfilm.

SUMMARY

Due to an increase in the cost of the microfilm of local newspapers, an additional allocation from the McCaskill Local History Trust is requested.

BACKGROUND

Past practice has been to only spend the income from the McCaskill Local History Trust on an annual basis. The McCaskill Local History Trust started with about \$244,000 and is now at \$258,000. In addition, the trust document does not limit annual allocations to income only.

In the past few years, income from the Trust has been quite limited and \$4,500 has been used to pay for the annual microfilm of local newspapers with \$500 used to purchase additional local history materials. The cost of microfilming increased this year to \$6,725.

DISCUSSION

The options for paying for the annual microfilm are:

- Allocate additional McCaskill Local History funds
- Not buy as much microfilm resulting in a break in the subscriptions for some of the local materials
- Use funds from other subject areas resulting in fewer popular materials being purchased.

Since there is sufficient "excess" income in the Trust and the amount requested is relatively small, the recommendation is to allocate additional McCaskill Local History Trust funds this year for the purchase of microfilm. By next year, there will be a more complete plan in place regarding the maintenance and future of our local history collection. For details on this plan, please refer to the extensive report on the microfilm machines which appears in the Staff Report section of this agenda packet.



RESOLUTION # 2012-22

**RESOLUTION OF THE SANTA CRUZ LIBRARY JOINT POWERS
AUTHORITY BOARD TRANSFERRING AND APPROPRIATING FUNDS FROM
THE MCCASKILL TRUST FOR LOCAL HISTORY**

WHEREAS, the Santa Cruz Library Joint Powers Board wishes to provide local history materials that support the Library's collections in this subject area, and

WHEREAS, the Board also wishes to provide sufficient shelving in the Central Branch Californiana Room for the collection, and

WHEREAS, monies from the McCaskill Trust for Local History are available for this purpose,

NOW THEREFORE, be it resolved by the Library Joint Powers Authority Board

That an additional \$2,225 in accrued McCaskill Trust for Local History income be transferred and appropriated to the FY 2012-2013 Budget for the purchase of microfilm of our local newspapers.

PASSED AND ADOPTED this 5th day of November 2012 by the following votes:

AYES: Board Member(s):

NOES: Board Member(s):

ABSENT: Board Member(s):

DISQUALIFIED: Board Member(s):

APPROVED

ATTEST

Chair

Board Clerk



RESOLUTION # 2012-23

**RESOLUTION OF THE SANTA CRUZ LIBRARY JOINT POWERS
AUTHORITY BOARD ACCEPTING FUNDS AND
AMENDING THE FY 2012-2013 BUDGET**

WHEREAS, the Board accept the grant monies received from Target to help support the Cuéntame un cuento (Read Me a Story) Project currently being provided at our Live Oak Library Branch

WHEREAS, the monies will be spent in accordance with the grant to help provide supplies in support of early literacy

NOW THEREFORE, be it resolved by the Library Joint Powers Authority Board

That it accept the grant for \$2,000 and that it amend the FY 2012-2013 Budget.

PASSED AND ADOPTED this 5th day of November 2012 by the following votes:

AYES: Board Member(s):

NOES: Board Member(s):

ABSENT: Board Member(s):

DISQUALIFIED: Board Member(s):


APPROVED

ATTEST

Chair

Board Clerk

STAFF REPORT

DATE: October 23, 2012
TO: Library Joint Powers Board
FROM: Teresa Landers, Director of Libraries 
RE: Painting of the Felton Library

RECOMMENDATION: Approve closure of Felton library for up to one week for interior painting.

The Belardi Board is accepting bids to paint the inside of the Felton Library and have suggested we close while this occurs. The tentative date is the week between Christmas and New Year's.

My recommendation is the Board approves closing for as few days as necessary to complete the interior painting while maintaining a healthy environment for both patrons and staff. I doubt it will need to be as long as a week and can report the actual dates at the December Board meeting.

The Belardi Board is aware that the Library will need to post the MSDS information and all standard procedures for this type of event will be followed.

000025

MONTHLY REPORT FOR SEPTEMBER 2012

1. READING, LISTENING AND VIEWING FOR PLEASURE

A. Children in Santa Cruz County will enter school ready to read, write, listen and learn.

Fall schedule of toddler and preschool storytimes started at all branches and will continue through December 14.

- Branciforte branch began our Pre-School storytime programming for the Fall with Kari Gunn. She had a very nice crowd of kiddies and adults. They seemed to really enjoy the programs.
- Capitola has had two full houses for the return of Pre-school Story hour, led by Kari Gunn. Capitola has a large community of young families and word is spreading that this is the place to be on Friday mornings.
- Sandi Imperio is the new Storytime Queen of La Selva Beach! Although it had been many years since she'd delivered Storytimes, she stepped back into the role seamlessly. The families are delighted with the return of their favorite branch activity.
- The Aptos Library is happy to have Jeanne O'Grady leading our toddler storytime on Mondays at 10:30am. The group of 20-30 children and parents listen to stories being read and have some playtime with various toys and play equipment in the meeting room.
- Live Oak welcomes Sandi Imperio as our new Preschool Story Time librarian. Our Live Oak families are happy to have Monday morning Story Time return to the library.
- Brenda McIlroy is Boulder Creek's new Toddler Storytime leader. Families welcomed Brenda and were thrilled to have Storytime return on 9/12 after the summer hiatus.

Kari is also leading a Tweens and Teens group on Thursdays in Capitola and she had a couple of patrons who learned to make God's eyes at her first session.

Tales to Tails has started again in Capitola and is also gathering an increasing number of participants. The branch had a number of drop ins last week and happy patrons read to various dogs and a cat, who all seemed pleased with the choice of literature, or a chance for a nap.

B. All ages will have materials, programs and displays that reflect current community interests and provide pleasurable reading, viewing and listening experiences that help them reach their personal literacy goals.

Program staff is working with branch staff and branch patrons to define the types of programs needed and wanted at each branch.

Branciforte branch put up a "Talk like a Pirate Day" display in preparation for Sept. 19th. Of course the staff forgot to talk like pirates. It was a fun display though. We also put up displays in the kids, young adult and adult areas for Banned Book Week. At Branciforte we've had Banned Book Month. It has been very interesting and has sparked some quality discussions.

The LSB Branch has dedicated a bay of shelving to display all the wonderful new Jeasy Books we've been receiving lately. A BIG thank you goes out to the Selectors and the Catalogers for sending us such a great variety of materials. And, let us just say, "Keep 'em comin'!!"

Sandi Imperio provided LSB with Advanced Readers' Copies of Young Adult and Juvenile Fiction. The books, which circulate on the Honor System, have a special insert that lets the Reader provide us with their critique. And, if the "Critic" is willing, we'll even post their review on the library's website! Sandi has given us an amazing and creative way to boost our YA collection and get our teen and "tween" patrons more involved with our library system.

Brenda McIlroy met with children and teens to plan the Boulder Creek Afterschool Club which will meet on Tuesdays from 3:00 – 5:00. The following Tuesday, 10 kids showed up for the Afterschool Club and made dream-catchers with Brenda. Staff at BC is creating displays of picture books based on the weekly Storytime themes.

Capitola has had multiple displays this September. Besides the on-going new book displays for adults, Capitola has added a new book display for young adults, and displays highlighting the newest children's chapter books as well as new children's non-fiction.

For the month of September there was a display titled "Don't Judge a Book by Its Movie" filled with both novels and film adaptations of those novels on DVD. There was a sheet for the public to write in their favorite book to movie adaptations as well.

Back to school happened in September, so Capitola set out a number of back to school books with such winning titles as First grade here I come and First graders from Mars. September 19th was TALK LIKE A PIRATE DAY (not to be confused with Swear like a Sailor day, which is discouraged in the library) and to celebrate, Capitola had a display of Pirate books as well as seafaring novels for both children and adults. One staff member also sported Pirate garb and referred to all the patrons as "my beauties" when not busy swabbing the decks.

Felton celebrated International Talk Like a Pirate day with a pirate-themed story time. The story time was followed by a craft in which children made pirate hats out of newspapers.

The Aptos Library is just finishing up an adult display about Travel Mysteries which is changing with the “end of Summer” travel season. Our newest member of the team at Aptos, Maile McGrew-Frede LAII, is currently working on a display for Banned Books Week, September 30th thru October 6th. Maile has a very creative and eye-catching display which includes a book pyre. She is also organizing a banned book display for the children’s room.

Patty Carroll (LA II) is working on a banned book display for Sept/Oct at the Live Oak branch. This yearly display is always popular and thought provoking.

C. People of all ages will have friendly support and intuitive access to the materials and resources they want.

Branciforte continues to think about ways to make our collection more accessible physically as well as intuitively. We plan to move some of the collection to meet those goals.

Jeanne O’Grady, from programming, and Laurie Nielsen, an Inclusion Specialist from the Santa Clara Department of Education, visited Boulder Creek on 9/18. They helped to identify and solve problems related to accessibility of the collection and spaces for children.

2. LIFELONG LEARNING

A. People will have access to a relevant collection of resources in diverse formats for all ages.

The Aptos Library continues to be a place for our patrons to check out a wide variety of information in different formats. The J-Playaways and Adult Playaways,(audiobooks) are constantly being checked out. Another very popular item continues to be audiobooks on CD. Whether going on a road trip or commuting over the hill, our patrons are very happy to have this service.

Jeanne O’Grady could not do the Jail Program in September because construction so impacted the parking situation that there was no place to park. She will be contacting the jail volunteer coordinator before the scheduled October visit to assure a parking space for that day. This monthly visit to give away donated books is very much anticipated and appreciated by the recipients.

B. Library users will have access to innovative and successful programming which reflects the cultural, educational and informational needs of the diverse communities served by SCPL and which will help learners of all ages to achieve their goals.

September marked the beginning of LSB's Memoir Writing Workshop. The workshop is lead by Gail Burk and meets on the first and third Thursday of the month. Gail is a retired library employee, an active member of the Santa Cruz Genealogical Society, and a writing facilitator extraordinaire. This workshop has been so popular in the past, we had to make it happen again!

On the second Saturday of every month, the LSB Friends offer a Family Craft Day at the library. In September, we honored Mexican Independence Day! Families made Mexican Flags and maraca-like music makers while learning about this special day in history. Lucia Corrales, our Library Aide, brought traditional Mexican candies and music to share. ¡Qué fiesta!

C. People will have access to innovative technology and the tools necessary to find, evaluate and use information and resources to meet their learning needs.

We find at Branciforte that patrons are frequently asking to use the "Word" program for writing things like resumes, and other materials. We only have "Word" on our homework computers that are generally for young people. So we are waiting with bated breath for the branches to get this capability.

Our reference staff, and Sarah Harbison in particular, have been very helpful in teaching our patrons at the Aptos Library how to download digital content on their myriad devices. Patrons are able to check out audiobooks and e-books through the library at no cost to them. Many patrons are new to the digital download options and appreciate the knowledge and patience of our reference staff in helping them navigate our digital menu.

At the Educator's focus group in June, a request was made for the public library to provide access to educational videos as the schools can no longer afford to do so the Library investigated and is now subscribing to *Access Video* which has over 11,700+ films from producers such as the A&E Network, ABC, BBC, CBC, CBS, CNBC, National Geographic, NBC, PBS, Bill Moyers, Ken Burns, Jim Lehrer, Rick Steves, TED and many more. *Access Video* videos can be viewed on PC's, Macs, iPads and other internet-enabled mobile devices.

3. COMMUNITY CONNECTIONS

A. The library will initiate and nurture partnerships with the public, private and nonprofit sectors in Santa Cruz County for the mutual benefit of the partners, the library and the community.

Branciforte branch was contacted by a representative of the City of Santa Cruz schools about having a student worker—paid by the City Schools—come into the branch to "volunteer." We are working on getting that process going.

The meeting room at the Aptos Branch continues to be used by many community groups. The public makes good use of the space and appreciates the easy access for hosting community events and meetings. Recently, the League of Women Voters and Ecology Action hosted meetings at our branch. Not only does the library benefit from providing a community meeting space, but the community at large benefits as well by being able to partner with other groups and the public.

Volunteers from the Friends of Boulder Creek Library met to sort donations for the annual Friends of BC's book sale happening 10/5 & 10/6.

Sandi Imperio continued to work on plans for the Homework Help Program sponsored by the COE. It will begin at 6 branches in October.

Five local artists displayed their decorative box art at the Felton library. One of the pieces, titled, "Just Deserts," featured a box of bones and a miniature sculpture of a camel, surrounded by sand. Another piece had a miniature sculpture of an elder tree, with pictures of elders on the branches. In previous months, the Felton branch has hosted several local artists' art, including displays on paper making and metal sculpture.

B. People will strengthen their ties with each other, the community and the library.

The LSB Branch offers two book discussion groups every month. The group that met on the 13th of September discussed "The Art of Fielding" by Chad Harbach. The "Passionate Reader's Group" that will meet on September 27th will share their impressions of and opinions about "The Sense of an Ending" by Julian Barnes.

The Scotts Valley Friends and the Library co-sponsored two workshops related to serving children with special needs. This is part of the grant the Friends received this past year to set up a Special Needs Resource Center. The Scotts Valley Friends and the Special Needs Resource Center sponsored a program for the public about simple adaptations you can use in your home or classroom. There was an evening program which focused on the needs of parents and the all day program was for librarians and educators.. The presenter for both workshops was Laurie Nielsen, an Inclusion Specialist from the Santa Clara County Department of Education. She spoke about the importance of First-Person Terminology, Disability Awareness, Discrimination and Stereotypes. Most of the afternoon was dedicated to making adapted books for our library. She also accompanied Jeanne O'Grady on a tour of the SCPL branches to answer staff questions about accessibility issues and give us ideas for easily making all our branches more accessible.

C. The community will recognize the value of SCPL in improving their lives and will recognize SCPL as an asset to their community.

The Aptos Branch is the place to be in the Aptos community and the staff is constantly amazed by the sheer numbers of patrons for both families and the senior community. Our children's room is often very busy in the mornings and afternoons, with many books being checked out every day. Our senior community comes in for computer access, newspaper browsing and for the enjoyment of leisure reading.

Teresa gave tours to several Santa Cruz City Council candidates who had not been on a tour before. These are a good way to acquaint community leaders with the Library system focusing on strengths as well as concerns. Tours sponsored by the Friends begin again in October and referrals are welcome

D. Volunteers will be used effectively.

Melinda, volunteer and an Aide at SV, has been learning how to mend materials at Boulder Creek.

The volunteers at the Aptos branch have been keeping busy with the Pull List each morning, taking books off our shelves to fulfill requests. We have 5 volunteers who cover 6 days a week for two hour stretches. We also have 3 afternoon volunteers and two young adult volunteers who help out with shelving for two hour shifts. They continue to provide excellent support for our busy branch.

The team of Live Oak volunteers helps us in many ways: doing the Pull List each morning, keeping our bulletin board organized and up-to-date, sorting donated books, stocking our book sale shelves, helping with route-ins, etc, etc. We are very appreciative of the time they give each week to help the Live Oak Branch.

Jeanne O'Grady and Laura Whaley worked with Tales to Tails volunteers and continue to work on streamlining the notification process for this fun and rapidly expanding literacy program.

The Volunteer Coordinator, Laura Whaley, has been promoted to Programming Librarian due to the retirement of Bobbi Wolner. Melanee Barash, Library Assistant II was instrumental in setting up the Tales to Tails Program and is serving as the Interim Volunteer Coordinator while an open recruitment takes place November 1-15.

4. WELCOMING PLACE

A. Identify the physical changes and funding required to provide 21st-century library facilities.

More scheduled building maintenance was performed at Boulder Creek: 1st alarm LOUDLY tested our alarm on 8/31; George Wilson Company looked at our HVAC and changed filters on 8/24; the Cintas fire technician was here to check our emergency

lights' batteries on 8/28 and will now come out annually for this. SCPL's maintenance man extraordinaire, Daniel, fixed the recalcitrant lock on the furnace closet on 8/27.

All the branches were visited as part of the Facilities Master Plan process. There is a separate update on this project.

The Security Guard program was made permanent. An individual who had been egregiously violating the library code of conduct over a long period has been banned for one year through a Temporary Restraining Order. Teresa is working with the City Attorney to make this process less onerous.

B. Refresh and strengthen library collections

With the tool of Collection HQ, the Selection Team at CMS sends out monthly reports to 10 branches and one bookmobile, so as to maintain and refresh library collections by executing Collection Check and Collection Removal (of dead & grubby items). The team has completed the first stage of Collection Check, and is now moving on to the 2nd Stage of Collection Removal. The following is a progress report:

Hui-Lan: sent out 11 reports to all branches to remove grubby items and 6 reports to remove dead items (APT, B40, BCK, CAP, FEL & LIV), in the area of adult fiction/mystery/PBC/sf and audios.

Sue G. has also sent out 11 collection check reports. 4 have been completed, and I anticipate sending out dead item reports during the next few months. I expect DTN will be a months long project, but staff have reported shelving is becoming much easier. I'm also initiating standing orders for the travel collection since it was discontinued several years ago during the worst part of the economic downturn. Selectors are looking into other subject areas that would benefit.

Heather has sent reports for J and YA Fiction items that haven't circulated in a year or more to all branches except for GP and DTN. Those branches will get reports next month.

B. The virtual branch meets the definition of a welcoming place.

The IT Strategic Plan contract was awarded to Nexlevel with a renowned library consultant, Carson Block, as the sub-contractor for the Library part of the plan

C. People receive service at the level they need and want.

Patrons are grateful for the extra open hours at Boulder Creek, especially those needing to use Word or a flash drive on the Homework Center computers before the kids only hours begin.

Garfield Park patrons are very happy with the extended hours.

5. FINANCIAL SUSTAINABILITY

- A. The library system maintains a healthy and stable financial position.**
- B. There is adequate, stable and diverse funding to finance ongoing operations, key strategic initiatives and capital projects.**
- C. Services of a defined level and quality are consistently delivered based on revenue projections and supportive organizational and operating structure.**
- D. The library operates efficiently and focuses on continual improvement.**

AESOP, an online and phone notification system for handling staff absences and replacements for critical shifts went operational in September. So far, it has been an easy transition and staff- regular and on calls have adapted well. This will be a major savings in staff time allowing more effective use of Administrative Staff time.

6. ORGANIZATIONAL READINESS

- A. Staff receives adequate training to do their jobs effectively.**

All staff received AESOP training for the new scheduling system.

Cathy Landis, BC's PIC, and Lauren Suhd, PIC at Branciforte participated in the Inclusive Libraries Seminar, an accessibility workshop on 9/19.

Many staff viewed the live stream discussion of Open source ILSs featuring Ann Young of the Library's IT department. Several other staff attended in person at the Future of Libraries Conference. Heather Pereira, Learning Systems Coordinator, chaired this annual Bay Area event.

Four new staff completed a totally revised staff orientation program. This program teaches all the tools needed to work public service desks as well as orientation to the goals, mission and vision of the library system.

Nine library staff attended a supervisor's training which is sponsored by the City of Santa Cruz. The subject of the all day training is performance appraisals and Teresa Landers was one of the presenters along with Lisa Sullivan and Christ Stathis.

Paula Contreras and Heather Norquist attended Overdrive Digital Training, attended The Future of Libraries 8.0., Boopsie Webinar, and World Book Advance Training.

- C. SCPL is committed to developing current library staff to become tomorrow's library leaders.**

David Addison, LAIII and PIC for the Aptos Library is now in his second year at San Jose State with the end goal of completing his Master's Degree in Library and Information Science. The program is completely online and is preparing him to be a successful navigator of the digital information landscape, which is a necessary component for any future librarian and library leader.

Already mentioned is Heather Pereira's chair of the Future of Libraries conference in San Francisco.

Teresa was named by the City Manager to be the Department Head representative to the City's Equal Employment Opportunity Committee.

Program staff said goodbye to Addie Ricketts (library aide and recent Library School graduate) who ably filled temp filled the Program librarian position since Bobbi Wolner's retirement in May. Addie is moving on to a permanent librarian position for another library system.

Program staff participated in presentations by applicants for the open Program Librarian position. Laura Whaley (Volunteer Coordinator) was hired to fill that position and will begin her new duties in October.

D. Employees have the skills to execute change and are committed to change and continual improvement.

Cheryl Gould, Learning Organization Consultant, made another visit with various teams as part of her contract to coach the Library through this engaging process.

D. A customer-driven service philosophy guides staff training and development.

MONTHLY STATISTICAL REPORT
FY12/13

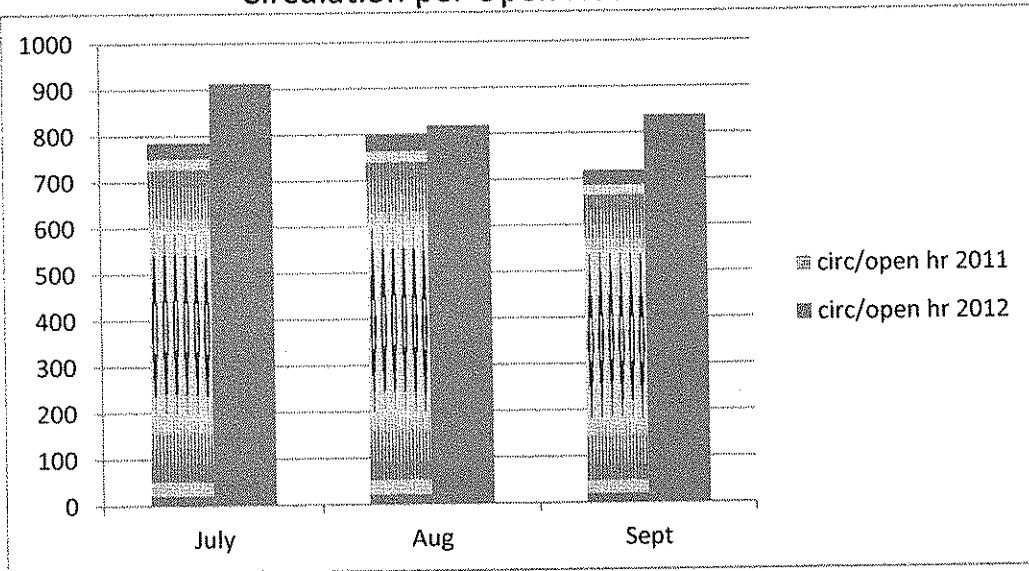
July	Circulation			Visitors			Circ/Open Hr			Visitors/Open Hr		
	FY 11/12	FY 12/13	%change	FY 11/12	FY 12/13	%change	FY 11/12	FY 12/13	%change	FY 11/12	FY 12/13	%change
Aptos	17,814	24,930	40%	10,307	11,500	12%	108	135	25%	63	63	0%
Boulder Creek	2,920	4,017	38%	2,006	2,601	30%	32	36	12%	22	23	5%
Branciforte	5,148	8,013	56%	5,452	6,666	22%	66	70	6%	70	58	-16%
Capitola	8,207	10,919	33%	4,606	5,023	9%	86	85	-2%	48	39	-19%
Downtown	39,290	50,400	28%	30,825	36,090	17%	193	220	14%	151	158	4%
Felton	1,843	2,224	21%	1,258	1,445	15%	28	28	-2%	19	18	-7%
Garfield Park	2,267	3,531	56%	2,208	3,143	42%	29	42	45%	28	37	32%
La Selva Beach	812	1,692	108%	1,391	1,760	27%	13	21	58%	23	22	-4%
Live Oak	12,695	16,594	31%	8,364	9,374	12%	98	129	32%	64	73	13%
Scotts Valley	19,514	27,040	39%	n/a	13,794	-100%	132	147	11%		75	
Outreach	2,096	3,018	44%	1,436								
Subtotal	112,606	152,378	35%	67,853	91,396	35%	786	913	16%	489	566	16%
ebooks	5,990	4,533	-24%									
e-audio	1,103	1,204	9%									
TOTAL	119,699	158,115	32%	67,853	91,396	35%	786	913	16%	489	566	16%
website hits	367,712	518,988	41%	107,311	128,789	20%						

August	Circulation			Visitors			Circ/Open Hr			Visitors/Open Hr		
	FY 11/12	FY 12/13	%change	FY 11/12	FY 12/13	%change	FY 11/12	FY 12/13	%change	FY 11/12	FY 12/13	%change
Aptos	17,711	25,067	42%	9,932	11,719	18%	108	127	18%	60	59	-2%
Boulder Creek	3,102	4,285	38%	2,409	2,661	10%	34	33	-3%	26	21	-22%
Branciforte	5,051	8,256	63%	4,981	6,692	34%	65	65	0%	64	52	-18%
Capitola	8,049	11,449	42%	5,357	4,935	-8%	84	75	-11%	56	32	-43%
Downtown	39,540	48,852	24%	32,543	35,379	9%	194	203	4%	160	147	-8%
Felton	1,563	2,263	45%	1,242	1,349	9%	24	25	2%	19	15	-23%
Garfield Park	2,597	3,223	24%	2,977	2,748	-8%	33	35	5%	38	30	-22%
La Selva Beach	858	1,673	95%	1,074	1,120	4%	14	18	29%	18	12	-31%
Live Oak	13,487	15,138	12%	9,354	8,574	-8%	104	114	10%	72	64	-10%
Scotts Valley	20,655	24,915	21%	14,217	12,404	-13%	140	126	-10%	96	63	-35%
Outreach	2,673	2,985	12%	1,492	1,454	-3%						
Subtotal	115,286	148,106	28%	85,578	89,035	4%	800	819	2%	610	495	-19%
ebooks	5,684	5,697	0%									
e-audio	1,171	2,110	80%									
TOTAL	122,141	155,913	28%	85,578	89,035	4%	800	819	2%	610	495	-19%
website hits	382,678	512,829	34%	111,546	126,192	13%						

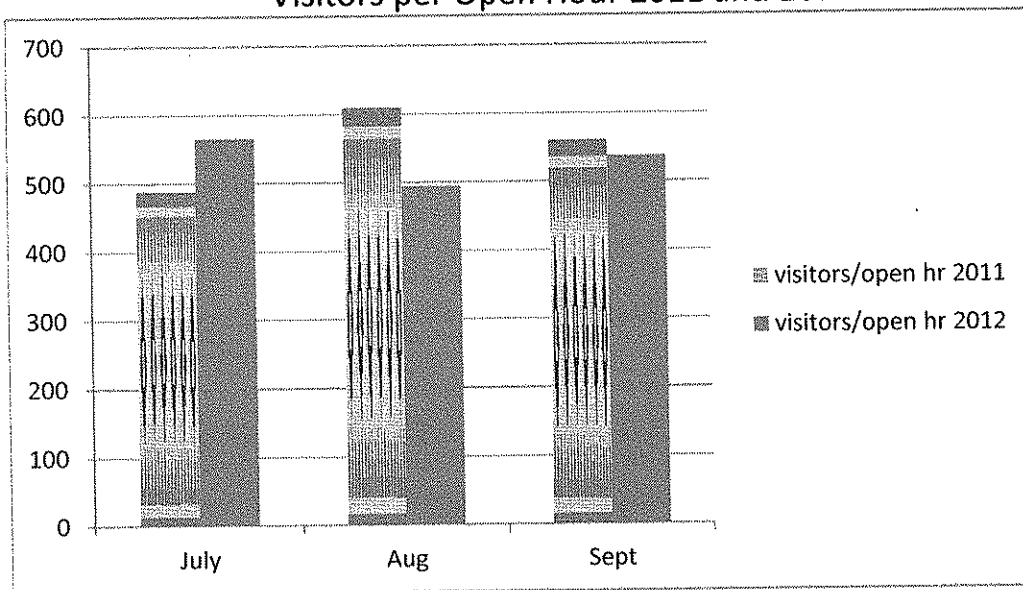
MONTHLY STATISTICAL REPORT
FY12/13

September	Circulation			Visitors			Circ/Open Hr			Visitors/Open Hr		
	FY 11/12	FY 12/13	%change	FY 11/12	FY 12/13	%change	FY 11/12	FY 12/13	%change	FY 11/12	FY 12/13	%change
Aptos	17,478	23,703	36%	10,565	12,030	14%	106	136	28%	64	69	8%
Boulder Creek	2,717	3,943	45%	2,285	2,676	17%	30	30	0%	25	20	-19%
Branciforte	5,068	8,700	72%	4,489	6,573	46%	65	68	5%	58	51	-11%
Capitola	7,851	10,872	38%	4,945	4,776	-3%	82	74	-10%	52	32	-37%
Downtown	33,038	46,868	42%	28,816	35,410	23%	162	215	33%	141	162	15%
Felton	1,526	2,174	42%	1,088	1,532	41%	23	21	-12%	17	15	-13%
Garfield Park	2,211	2,986	35%	2,727	3,022	11%	28	31	9%	35	31	-11%
La Selva Beach	941	1,675	78%	1,178	1,372	16%	16	16	3%	19	13	-33%
Live Oak	11,145	14,612	31%	7,759	8,281	7%	86	109	27%	60	62	4%
Scotts Valley	17,717	24,161	36%	13,255	13,970	5%	120	139	15%	90	80	-11%
Outreach	2,471	3,047	23%	1,567	1,408	-10%						
Subtotal	102,163	142,741	40%	78,674	91,050	16%	719	838	17%	561	537	-4%
e-books	9,502	6,868	-28%									
e-audio	1,106	2,373	115%									
TOTAL	112,771	151,982	35%	78,674	91,050	16%	719	838	17%	561	537	-4%
website hits	356,449	421,268	18%	104,316	118,499	14%						

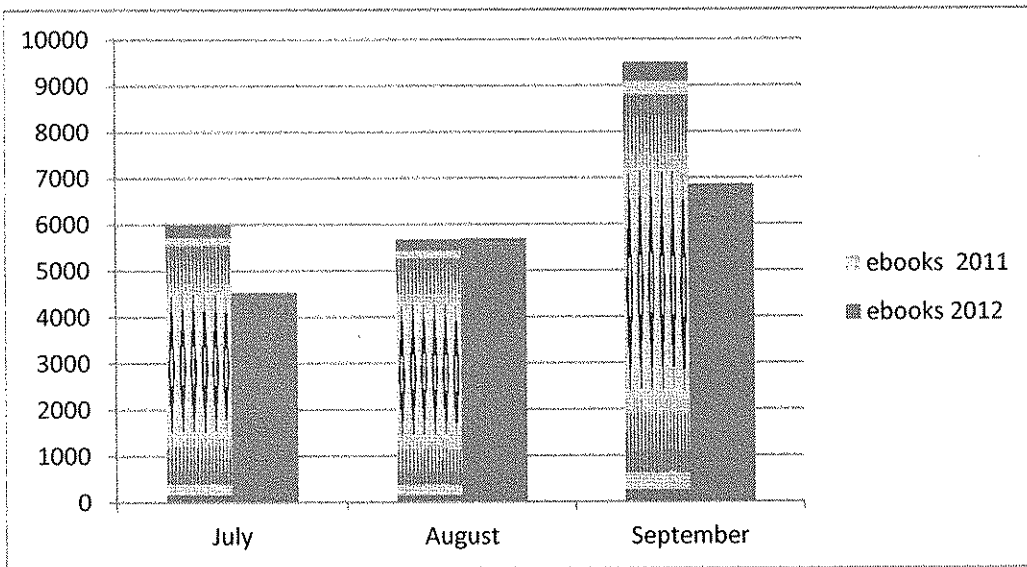
Circulation per Open Hour 2011 and 2012



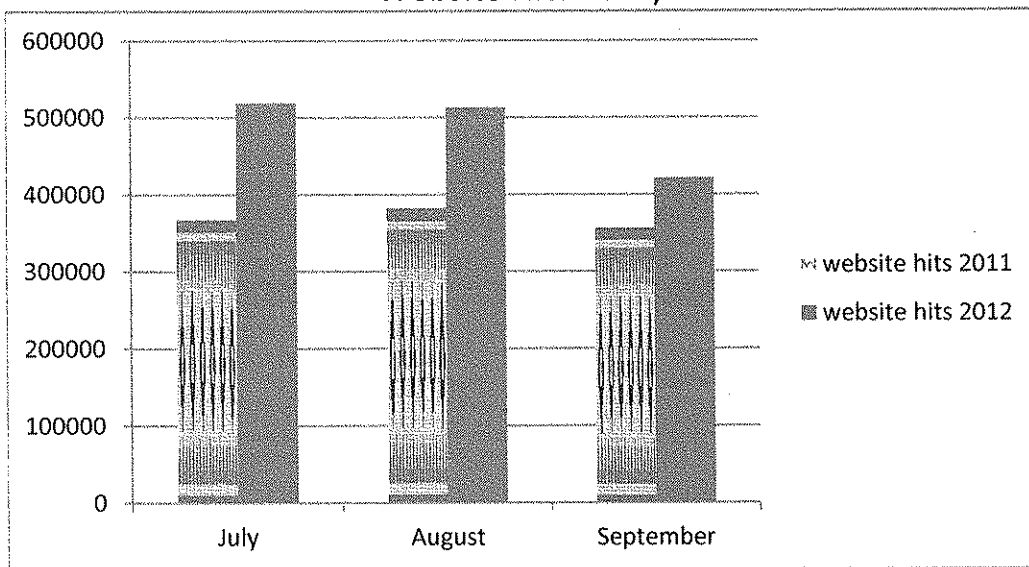
Visitors per Open Hour 2011 and 2012



E-Book Circulation



Website Hits 2011/2012





LIBRARY SERVICES

TO: Finance Committee- Library Joint Powers Authority Board
 FROM: Marc Pimentel, Finance Director
 DATE: October 29, 2012
 RE: Monthly Dashboard Report: Library's September 2012 financial reports

Enclosed are the monthly financial reports for September 2012. Please note that we are still in the course of our annual financial audit and that these amounts could still be adjusted in the future prior to year end close or subsequent completion of the audit.

Following is a dashboard view of the month's financial operations. Note that only those major revenue and expenditure lines items are shown that are key to monitoring operating trends. For example, the "Other expenditures" grouping below includes contractually obligated line items such as debt service, software licensing fees, and admin support (management, personnel, accounting, budgeting, payroll, etc.).

Net operations (Major accounts)	(1) Actual Results				YTD	(2) Percent of Budget Comparison			
	July	August	September	YTD		Annual Budget FY 2012/13	YTD Actuals	Months completed	Positive / negative)
Revenue:									
Sales Tax	\$ 444,001	\$ 568,866	\$ 588,457	\$ 1,601,324	\$ 5,991,473	26.7%	25.0%	1.7%	
MOE- Member Contributions	425,076	425,076	425,076	1,275,227	5,149,416	24.8%	25.0%	(0.2%)	
Library Fines	11,128	18,344	16,562	46,034	200,000	23.0%	25.0%	(2.0%)	
Donations- Friends	232	1,316	430	1,978	70,000	2.8%	25.0%	(22.2%)	
Other Revenue	2,588	7,950	3,593	14,131	96,745	14.6%	25.0%	(10.4%)	
TOTAL REVENUE	\$ 883,024	\$ 1,021,552	\$ 1,034,118	\$ 2,938,695	\$ 11,507,634	25.5%	25.0%	0.5%	
Expenditures:									
(3) Payroll	396,627	826,817	576,948	1,800,392	7,574,988	23.8%	25.0%	1.2%	
Books	-	162,592	100,818	263,410	839,826	31.4%	25.0%	(6.4%)	
Janitorial Services	-	11,617	11,004	22,621	117,097	19.3%	25.0%	5.7%	
Building & Facility O&M	3,134	15,979	7,723	26,836	154,752	17.3%	25.0%	7.7%	
Rent (Equip, Building, Land)	27,466	25,934	25,934	79,333	312,409	25.4%	25.0%	(0.4%)	
Utilities	31,709	27,808	29,441	88,958	312,410	28.5%	25.0%	(3.5%)	
Other expenditures	73,926	181,533	95,899	351,358	2,121,359	16.6%	25.0%	8.4%	
(2) TOTAL EXPENDITURES	\$ 532,862	\$ 1,252,281	\$ 847,767	\$ 2,632,910	\$ 11,432,841	23.0%	25.0%	2.0%	
Net Gain / (Loss)	\$ 350,162	\$ (230,729)	\$ 186,351	\$ 305,785	\$ 74,793				
	July (1)	August (1)	September	YTD	Annual Budget (2)				

Key Balance Sheet items	(1) Actual Results			Key Operating Indicators	Status
	July	August	September		
Cash	\$ 1,681,488	\$ 1,376,563	\$ 1,509,843	"Current" assets vs current liabilities (Over 2 is good)	106.9
Total Current Assets	2,560,073	2,383,152	2,535,805	"Current" assets vs Long Term liabilities (Over 1 is good)	8.3
Long Term Debt (City & County)	347,463	307,169	307,169 (4)		

- Notes:**
- July actuals include routine, year-end accounting accruals that were not reflected in the initial report to the board (increase of \$3,092 and \$3,721).
 - Budgeted expenditures increased by \$291,107 from the Adopted Budget for prior year project carry-overs.
 - July & August payroll costs differ due to the timing of payperiods during those months. For example, July had only 1 full payperiod with two split between June and August and August and 2 full periods with a partial from July. Total payroll for the 2 months of \$1.22 Million is in alignment with budget (2 months payroll should average \$1.26 Million).
 - Long Term debt was restated to reflect County's 2004 Debt retirement, \$40,293 was paid during FY 2011/12 and last payment of \$40,294 was in August 2012.

Status Update for the Facilities Master Plan

October 26, 2012

Overview

Detailed analyses of Downtown and Aptos are underway. Group 4 is beginning analysis of data.

Schedule item	Item Owner	Plan date	Actual or scheduled	Comments
Service Model and Longer Term Improvement Options	Group4	Mid December 2012	Mid December 2012	On track
Capital Maintenance Assessment- near term recommendations	Group4	Mid December 2012	Mid December 2012	On track
PMT meeting	Group4	November 2012	TBD	Most likely late Nov or early Dec due to vacations and holidays
LJPB Workshop	Group4	January 2013	TBD	Possible dates: Jan 17, 23 or 28

Details

A summary of the conversations held with various stakeholders is attached.

Group 4 is working on near and longer term recommendations. They have spent October reviewing the information collected and identifying gaps in that information. Staff is assisting with additional information gathering.

Detailed analyses of Downtown and Aptos are underway.

Project team meeting was held on October 25. Key areas covered include:

- Status of maintenance assessments
- Discussion about possible "greening" opportunities for branches
- Availability of post earthquake reviews/assessments of Downtown and Aptos
- Review of services and community needs by branch

Facilities Master Plan Stakeholder Meetings Summary of Conversations

Interestingly, while each group participated in a slightly different exercise, the comments were remarkably similar. The overall vision everyone has is that SCPL is a 10 physical branch system that provides welcoming and modern facilities that serve individual community needs.

Staff

About 30 staff attended from throughout the system. Comments focused on the needs of the Downtown Branch and its major inadequacies.

- There were many comments about the building's "hot, stuffy, and smelly" interior environment, pipes that "leak sewage", and worn interior and exterior finishes. One staff member said, "The Downtown branch is old, tired, and non-functional. [It] does not support modern usage, from technology setup to comfortable places to read and study. There is no flexibility for change."
- Staff described opportunities for Downtown to improve the customer experience, such as new furniture, better access to power/data connections, more technology, more seating, more spaces to support activities such as group study and quiet work, and new shelving for improved accessibility and browsability.
- Staff also identified service model improvements such as better work flow, better control over access into staff work areas, improved staff lines of sight, consolidated service points, and improved staff accessibility to customers in public areas.

Staff also described a variety of opportunities to improve other libraries in the system in terms of both the buildings (such as size, systems, and finishes) and how well they support the new service model. The new Scotts Valley Library as described a good example of "color" and "vibrancy" that could be applied at other libraries.

City of Santa Cruz Department Heads

Conversation focused on the various infrastructure needs of city facilities and what is being considered. Several possible joint use ideas were discussed but since these are only speculative, it is not appropriate to include them in any public document at this time.

Friends Groups

All the Friends chapters except Boulder Creek were represented as well as a staff member from Capitola and a member of the Capitola Library Planning Team. The meeting began with a "blog" visioning exercise about goals for the master plan and the library system. One participant described a vision of "state-of-the-art facilities, each tailored to its unique community and population and each designed to flexibly accommodate developments in public library use for the next fifty years." Subsequent discussion included desirable characteristics of future libraries, the specific needs of Felton and Capitola, and how to increase public awareness of the library.

Capitola City Manager

Similar to the conversation with the Santa Cruz City Department Heads. Did discuss that while RDA is no longer an option, the obligation and limited funding to build a new library is being honored. Restriction to build in a RDA geographic area no longer applies.

Santa Cruz County Administrator

Discussion was varied. Concern was expressed about the facilities maintenance plan and a caution to not make it too difficult to achieve. Consultants requested a copy of the County's plan for its facilities so they can have an idea of what the County considers reasonable. Various funding options such as parcel tax vs general obligation bonds were discussed. Issues to be resolved include whether the Library Financing Authority can issue bonds or would it need to be the County and whether Watsonville can be excluded or are they just the "lucky" recipients when the bond passes. Also need to look into requirements for general vs special assessments.

LJPB

The following comments were made in reference to what it all looks like when the plan is complete:

- 10 branches with a large central branch
- Bond measure passes
- Carnegie concept is supported
- Transform lives and strengthen communities
- Aligned with strategic plan
- Community based learning centers
- Blueprint for the future
- Facilities maintenance is a focus
- Fiscal reality is recognized
- Maximum access to patrons
- Foundation for the future- flexibility, adaptability
- Options between just maintaining and flourishing
- Take advantage of the physical environment of each facility
- See examples of how other libraries have approached this

Status Update for IT Strategic Plan

October 26, 2012

Overview

Carson spent two intense days on site talking to various stakeholder groups and gathering information about our current situation and our needs and concerns.

Schedule item	Item Owner	Plan date	Actual or scheduled	Comments
Site Visit II	Project Team	End of Nov 2012		To be scheduled during first site visit
Online project Team meetings	Carson and Project Team	Weekly	Weekly beginning Oct 29	
Library Report Completion	Carson Block	12/31/2012		
City report completion	Chris Stathis	March 2013		

Details

Carson was onsite October 4 and 5. During that time he met with:

- Library Director and IT Manager
- Project team (twice)
- Reference Staff
- Tours of: Downtown, Aptos, Capitola, Live Oak, Scotts Valley and Felton
- Secret Shopper visit to Branciforte
- Chris Stathis, City of Santa Cruz CTO
- Library IT staff
- Senior Managers

He was joined on this visit by Cindy Abbott, the Library liaison from NexLevel.

The next onsite visit will be at the end of November or early December and will include visits to the three remaining branches, additional meetings with staff and interested board members and a focus group with technologically engaged community members.

From now until his next visit he will be having weekly online meetings with the project management team.

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STAFF REPORT

DATE: October 29, 2012
TO: Library Joint Powers Board
FROM: Teresa Landers, Director of Libraries *TL*
RE: Microfilm Reader-Printers

RECOMMENDATIONS: LJPB support the preparation of a plan for future management of local history collection.

SUMMARY

The local history collection is an important community resource. Its proper management is critical. Management of this collection encompasses the materials themselves, their care and appropriate storage, and access. These must all be taken into account and balanced with each other as fiscal resources are limited. Usage data continues to support two machines so the addition of the third machine configured from the backup machine is more than adequate. Based on the history of service costs, service contracts are not cost effective. Usage and condition will continue to be monitored and various means of resource management will be explored should the need arise.

BACKGROUND

In August 2012, the Genealogy Society volunteers advised staff that three of the five microfilm machines were not working and they preferred they be removed if they could not be repaired. Two could not be repaired and the microfilm machine service provider offered to take them for use for spare parts at a service credit to the Library of \$500.

The third machine was actually the reader from one old machine and the printer from another. These two parts did not work together and it was decided to keep the two pieces as backup should there be a failure by one of the two remaining machines. Usage experience indicated that two machines would be adequate to handle the demand; thus the decision not to invest in making the third machine available immediately.

In September several members of the group, Researchers Anonymous, approached the Library to express their concerns about the loss of one of the machines as well as their concern about the lens of one of the remaining machines not magnifying correctly.

On September 28, at a cost of \$460, the machines were examined and the service report indicated they were both working fine with one lens stiff but is working properly.

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Concerns about the ability of Genealogy Society volunteers to change the paper in the printers and to understand "trouble" codes was expressed. On October 10, staff met with the volunteers and trained them on how to change the paper. They were given a supply of paper to keep in their office. They were also given a list of codes. This list along with detailed instructions on the use of the machines were posted and made available.

A two week survey was conducted in October to augment the one done in September. The Library utilizes a process sanctioned by the American Library Association which identifies one typical week per quarter for statistics gathering rather than a daily method. The two weeks are in addition to the recommended quarterly sampling. Results are discussed below.

An investigation was launched into the costs for replacement and/or additional machines as well as service contracts. That information is also discussed below.

The LJPB requested staff look at the McCaskill Local History Fund as a potential source of funding for a new microfilm machine. The McCaskill Fund has a principal of \$258,582. Past practice has been to spend only the income generated by the trust. A thorough review of the trust document did reveal that access to the funds is not limited to income only. This year and last, \$5,000 was appropriated from the McCaskill Local History Trust based on the practice of only using income. Last fiscal year \$4,500 was used to buy microfilm of local newspapers and community publications and \$500 for California materials.

The issue of the permanence of microfilm was discussed and researched. The shelf life of microfilm varies based on the type of film. Newer can be expected to last 500 years if processed and stored correctly while older film can have a much shorter shelf life. Our current storage conditions are not ideal. In addition, one of the researchers told us that some of the film is scratched due to user mishandling of the equipment which indicates additional vulnerability in a public environment. With access to the microfilm open to all users, the issue of scratching can never be fully avoided.

The preservation assessment was received on October 25 and discusses in detail the vulnerabilities of our three primary source local history collections which are nonreplaceable: the newspaper clipping and local documents files, the sheet music collection and the hard copy of the old local newspapers. Vulnerability arises from storage conditions not meeting archival requirements as well as a lack of disaster preparedness planning.

DISCUSSION

Most of the Library's resources are subject to conditions of access. There is not enough funding to meet each individual's needs on an immediate and full basis. Two excellent examples are bestsellers and public access PCs.

- It is not uncommon for bestsellers to have holds lists that number in the 100's. Currently, one title has 135 holds on it. This does not mean we buy 135 copies.

We try to keep the ratio of one copy for every 5 holds which in this case means 27 copies. We actually have about 40 but 20 of those are leased books which can be returned for a credit when the demand has been met.

- In the Downtown Library we have 15 Internet PCs with one hour time limits. A rough guess of how many computers we would need if we removed the time limits and had one available any time someone came in is anywhere from 50-150. It is neither economically feasible nor is there space nor staff resources to adequately support such an increase. Many computer users express a need for more than one hour a day whether to write a paper for a class, apply for unemployment or financial aid or write a resume or apply for a job.

The Library does not distinguish between individuals' use of resources. That is to say that whatever any one individual wants to use the library for is of paramount importance and is no more or less valuable than what someone else wants to use the library for. We do not track what people are using our equipment for- research to write a book or look up the newspaper on the day they were born. Both are of equal importance and value.

The results of the utilization study indicate the microfilm machines were in use an average of 10.6% of the time with a weekly breakdown as indicated by the chart below: This compares with public Internet/PC average usage of 73% during the same period.

Dates	# Machines Available	Times Used	Percent in Use
Sept 12-18, 2012	40	5	12.5
Oct 2-8, 2012	40	5	12.5
Oct 9-12, 20-22	53	3	5.7
3 week total	133	13	9.8

This level of usage does not indicate a need for additional machines and there has not been any observation made that access is actually a problem. Even with this data in hand, the third machine was made operational on October 10 at a cost of \$470.

While microfilm is a fairly stable storage medium; it is so only under optimum conditions. We need to pay attention to the recommendations in the preservation assessment and be judicious in how we approach this issue in order to leave a legacy. The recommendations are summarized:

- Identify and segregate irreplaceable materials
- Dedicate securable and climate and light controlled spaces to storage and use of local history materials
- Develop staffing for the curation of local history collections
- Develop projects to engage the community in the preservation of its own heritage
- Develop a disaster response plan
- Select collections to be digitized based on risk of loss
- Develop digitization plan

- Install an automatic fire suppression system to complement the fire detection system

We looked at five year maintenance costs for each machine. The average per machine cost per year ranges from \$168 to \$413. These are all significantly below the service contract cost of \$1,200 per machine per year (not including consumables, cover and glass). Continuing our policy of “pay as needed per service call” is fiscally responsible.

A new digital machine costs \$9,885 plus a PC and printer (estimated at \$1,400) for a total of \$11,285. A refurbished machine that matches what we have now is \$8,000. Service contracts would be \$1,500 and \$1,200 respectively.


While McCaskill funds could be used to buy a new machine, the staff recommendation is to use the information from the preservation assessment, the facilities master plan, utilization data, digitization options, etc to prepare a comprehensive plan for the management of local history materials. In this way, we can take a fiscally prudent approach to determine the most effective ways to utilize this generous yet ultimately, limited, trust account.

Staff considers the local microfilm materials to be an important contribution to the fabric of our community. We feel we have been responsible stewards of the public trust with regard to balancing a variety of community needs and do not feel the purchase of an additional microfilm machine is warranted by the current level of usage when balanced with the identified needs for preserving the local history collection in its entirety.

We have taken several steps this past month to address the immediate concerns expressed and will continue to do so:

- Made a third machine operational
- Trained volunteers in troubleshooting and paper replacement. (We cannot leave paper out for individual users to replace on their own as experience indicates a high loss rate for an expensive commodity)
- Began looking at options for long term sustainability of these local resources

STAFF REPORT

DATE: October 19, 2012
TO: Library Joint Powers Board
FROM: Teresa Landers, Director of Libraries 
RE: Requested Updates: shelving, backlog, floating collections

RECOMMENDATION: Report is informational only. No action needed.

SUMMARY

Several Board members requested updates on three different topics: the effect of replacing volunteers with library aides for shelving, progress on the cataloging/processing backlog, and the implementation of floating collections. There has been improvement and positive forward motion on all three issues.

BACKGROUND

Shelving

The new service model called for 8 hours per week of Library Aide time to be replaced by operational volunteers in the six larger branches. After the first few months we had not been able to fill the requisite number of volunteer hours and the standard of 90% of items being reshelved within 24 hours was not being met. The LJPB authorized the hiring of library aides to replace the operational volunteers. Volunteers who wanted to continue were encouraged to do so and we do not turn away individuals interested in helping with shelving but we are not now dependent on volunteers to fill critical shifts.

Backlog

The new service model made several assumptions about efficiencies that would be realized through various mechanisms. One of these was receiving items shelf ready from our primary vendor. This was expected to reduce the in house staff time needed to catalog and process materials. The migration to a new computer system has delayed implementation of this efficiency. Despite valiant efforts by many staff and the vendor, there remains one critical function that is not performing consistently. Implementing without this working consistently will endanger the integrity of our catalog which means patrons may not have accurate information to access library materials.

Not implementing shelf ready processing (known as CLS) resulted in a backlog of the cataloging and processing of materials of 6-8 months (books and media respectively). The LJPB authorized the use of on call staff to assist with cataloging and processing in an attempt to reduce the backlog.

Floating Collections

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Another anticipated change was a move to floating collections. This is expected to improve the efficiency of the courier system as fewer materials will move around the system. It also offers an opportunity to keep collections refreshed. Once again the migration to a new computer system has delayed implementation. Implementing floating collections was initially seen as a matter of "turning on a switch". However, it has proven to be more complicated and has required the dedication of staff time in the Collection Management Services and the Library Information Technology Divisions to investigate and troubleshoot. With the staff transition and the new ILS, resources were not available to devote to floating collections until recently.

DISCUSSION

Shelving

The performance indicators for March and June indicated the following percentages for reshelving within 24 hours for those branches with operational volunteers:

BRANCH	MARCH	JUNE
Aptos	80%	59%
Branciforte	100%	85%
Capitola	100%	95%
Downtown	60%	87%
Live Oak	53%	81%
Scotts Valley	0%	93%

For the June data:

- Aptos had several Library Aides not present for the survey day and did not repeat the survey on a more typical day. For future studies, branches have been asked to survey for a full week.
- Branciforte and Capitola used regular staff to help check in and shelve for the March survey and relied solely on Library Aides for the June survey.
- Downtown, Live Oak and Scotts Valley showed significant improvement over their March data.

Clearly there has been improvement in those locations that were the most severely affected by reliance on operational volunteers for shelving. The June data is based on only 3 weeks of Library Aides replacing the operational volunteers.

The next survey is scheduled for November. The methodology for conducting the survey has now been refined and this will help with the accuracy of the results.

Backlog

Since we have not been able to take advantage of CLS, the backlog grew from January to June. It has, however, been greatly reduced since then. The backlog of books is now about 6 weeks; reduced from 6 and of media from about 8 months to 5 months.

The best news is that we are scheduled for an upgrade of the Evergreen (ILS) software on November 4. This supposedly will solve the problems we are having with the CLS process and will improve our use of the Evergreen Acquisitions module. If this all works as expected we hope to have the backlog cleared by the end of December. Going forward, regular staff should be able to stay current with those materials needing attention outside the CLS process.

Floating Collections

Evergreen does have the ability to do floating collections. As staff explored how it worked they encountered several challenges that they have been researching and deciding how to handle:

- Every item that “floats” must be entered into that status individually. This makes it impossible to float large portions of the existing collection such as “all children’s picture books”. We are talking to the vendor about how much it would cost to make this possible but do not have an estimate yet. To date we are floating the leased books as they arrive. Since these must ultimately be retrievable so some can be sent back or their lease status changed to owned, we have placed them individually in “buckets” that allow us to make changes to them in groups. This is not practical for the entire collection.
- With this in mind, we decided to float new materials that arrive since they have to be handled individually at the point of entry into the system. We can also float items that pass through CMS for various purposes such as mending.
- Several issues are still being investigated before we take the “plunge:”
 - Making sure that once we do this, we are comfortable with possible ramifications such as there being no way to get these materials back as a group and that any future changes will need to be made to individual items by reserving specific items.
 - Are we getting the statistics we need by branch? We are still figuring out how Evergreen gathers circulation statistics and want to make sure that we are still able to get circulation by branch. This seems like it should be an easy question to answer but each ILS has its own unique way of identifying materials and attributing statistics such as circulation.
 - We have different names for shelving locations in some of the branches based on physical layout. These need to be standardized so that when an item is returned to a different branch than it used to be at, the computer system is able to recognize the shelving location that needs to be assigned so the item is findable through the catalog.
 - How and who will make the items floating as part of a new workflow that will develop once CLS is fully operational? We are assuming that we will have the staff available to add the floating designation since they will be spending less time cataloging and processing once CLS is in place. This needs to be verified lest we risk adding to the backlog issue.
 - How we will balance the collection needs to be worked out with staff throughout the system. There needs to be a way for a branch that ends up with too many of a certain type (subject, genre, author, etc) to send the

extras to another branch that might need those items or at the least, has space available to physically house them.

If all goes well, we anticipate being able to start floating new items by January 2013. In the meantime the Selectors are exploring options for creative management and sharing of the collection using the information and reports available through Collection HQ.

Santa Cruz Public Library Joint Powers Library Board Citizen Member Information Packet

General Function

The SCPL Joint Powers Board (LJPB) is a governing board whose broad duties are outlined by the Joint Powers Agreement. The Board is responsible for financial oversight, passing a balanced annual budget, setting strategy and policy for the library to achieve its mission, and establishing criteria for success and evaluating library service. The Board ensures that quality library services are provided to meet the needs of a diverse community. The Board represents the public and is accountable to the public.

Board Composition

The nine member Board consists of six councilmembers appointed to the Board from their respective jurisdictions (two members from Santa Cruz City Council, one member from Scotts Valley City Council, one member from Capitola City Council, two members from the County Board of Supervisors) and three at-large citizen members representing geographic diversity appointed by majority vote of the Library Board.

The current (January 2012) Citizen Member opening on the Board is for a citizen member from the city limits of Santa Cruz.

Length of Term of Office

Elected officials serve at the pleasure of their appointing bodies. Citizen members serve a four-year term, with a limit of two consecutive terms.

Board Meetings

LJPB Meetings are held once a month on the first Monday of the month. If a holiday falls on the first Monday, the meeting is held on the second Monday. Occasional special meetings are called. Meetings begin at 6 or 6:30 based on the agenda and are typically finished by 10pm. Meetings are open to the public and generally held at the Central Library Community Meeting Room, but may be held at other branch or community meeting rooms on occasion.

Expectations of a Library Board Member

- Support and uphold Library values, vision and mission.
- Prepare, attend, and actively participate in regularly monthly Board Meetings, occasional committee meetings, and special events.
- Read Board materials before each meeting. Research issues as needed and ensure they are understood before making decisions or setting direction.
- Become familiar with library branches, services and programs.
- Become and stay informed about issues and trends that affect libraries and the structure and operations of the SCPL.
- Although Citizen Members are chosen from a specific region of the County to ensure geographic diversity on the Board, they are expected to operate from a perspective that is objective and broad; and make decisions which maximize the benefit to the library system as a whole and provide value to the community.
- Be involved in policy setting and financial governance, not day-to-day management and operations of the library.
- Support the staff and ensure that the staff has the tools and training needed to succeed in their jobs.
- Assess Library Director performance and provide input to Santa Cruz City Manager for Annual Performance Review.
- Advocate on behalf of the library and represent the library to other community groups as appropriate.
- Be collegial, respectful, and participate in meetings, group discussions and public events.
- Uphold the public meeting requirements of the Brown Act.

Time Commitment:

Average time commitment is 8 to 15 hours per month (including meeting time). This will vary based on issues and work to be done and on participation in ad hoc or ongoing subcommittees, task forces and/or special events.

For More Information:

Information about the Board, Financial and Planning Documents, and current and past Board agendas and minutes:

<http://www.santacruzpl.org/aboutscpl/>

Information from CALTAC (California Association of Library Trustees) about Library Board membership: <http://caltac.org/>; and their Trustee Toolkit: <http://caltac.org/included/docs/toolkit.pdf>

Citizen Member Recruitment and Appointment Draft Process

Timeline:

November 4	Review timeline and process with Board
November	Recruit applicants. Communicate opening to public and solicit applications.
November 27	Application deadline
December 3	Applicants provide 5-minute presentation to Board; Board nominates and elects citizen member.

Applicant Package:

1. Cover Letter
2. Application
3. Information Package

Communicate Citizen Member Board opening:

- Advertisement in Sentinel and with local neighborhood groups in Santa Cruz
- Library website posting
- Board members publicize to their network, colleagues
- Santa Cruz City Council announce opening
- SCPL Friends communicate to their members and Board.

November 5, 2012

Thank you for your interest in serving as a citizen member of the Santa Cruz City County Public Library Joint Powers Board (LJPB). This vacancy is for a citizen member residing in the City of Santa Cruz.

Enclosed is an application and general information about the Citizen Member position on the Board.

The LJPB is a governing board that has responsibility for strategy, financial oversight and policy approval. The leadership and direction provided by the Board have a major impact on the value and effectiveness of library services to our community.

Your completed application must be received at our office no later than 5pm November 27, 2012.

Send your application to Santa Cruz Public Libraries, Citizen Member Applications, 117 Union Street, Santa Cruz, CA 95060; or e-mail to henifink@santacruzpl.org.

If you have any questions, please contact Library Director Teresa Landers (427-7706 extension 7612 or landerst@santacruzpl.org) or Sam Storey Chair, Library Joint Powers Board (239-9396 or samforcapitola@att.net).

Sincerely,

Teresa Landers

Sam Storey

Teresa Landers

Sam Storey

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Santa Cruz Public Library
Library Joint Powers Board

Citizen Member Application for Appointment

Note: Information contained in this application will become part of the public record.

Applications must be received via mail or e-mail by 5pm November 27, 2012.

Feel free to add additional pages or attach a resume or curriculum vita.

For more information, contact Teresa Landers, Library Director or Sam Storey, Chair of the Board.

Email: landerst@santacruzpl.org or samforcapitola@att.net

Mail: Santa Cruz Public Libraries
Citizen Member Applications
117 Union St.
Santa Cruz, CA 95060

Name:

Address:

Phone:

Email:

Occupation: (If retired, what was your occupation?)

How long have you been a resident of Santa Cruz County?

Briefly describe why you want to serve on the SCPL Joint Powers Board.

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Briefly describe the specific knowledge, education, experience, abilities and skills you feel would be valuable to the Board.

Please indicate areas in which your knowledge would benefit the Board:

- Finance
- Strategic Planning
- Legal
- Government Relations
- Management
- Human Resources
- Building Programs
- Technology
- Marketing
- Librarianship
- Other (please explain

List and briefly describe current or former involvement in community or professional organizations that you feel is relevant to your candidacy for the Board.

How would you describe your knowledge of the Santa Cruz County Public Library system?

What do you think are the library's most important roles in the community?

What are some of the challenges facing libraries?

What are some of the opportunities facing libraries?

What are your goals in serving on the Board?

Do you have regular access to email and the Internet?

Provide any other information that you feel would be of interest.

Signature

Date

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Hundreds turn out for Santa Cruz job fair

By Jondi Gumz Santa Cruz Sentinel Santa Cruz Sentinel

Posted:

SantaCruzSentinel.com

SANTA CRUZ -- Hundreds of job-seekers showed up Tuesday afternoon for the Access2Employment job fair at the Coconut Grove, a sign the economy has yet to fully recover.

"We stopped at 680," said volunteer Roy Holmes, who was keeping count.

Holly Battle of Santa Cruz had held the same job for 21 years while living in San Jose. Now she's looking for administrative or clerical work.

"You think you're secure, but you're not," she said, noting how the closing of the NUMMI plant in Fremont affected other businesses.

Arnold Santos, currently doing temporary assignments in the computer field, hopes to land something more permanent in networking or system administration. He learned he will have to tailor his resume to match job openings.

Cielo Cervantes, who recently moved from San Jose to Capitola, is a care-taker for his grandmother but wants to get another part-time job to boost his income. When he stopped at the Cabrillo College booth, he learned the application he filed two months ago to work with the Cabrillo Advancement Program is in process.

"It's exactly the type of thing I'm looking for," he said.

Zoe Skibbie, 21, a recent arrival from New Hampshire, was intrigued by the idea of working as a clinical assistant for the nonprofit Janus of Santa Cruz.

"I'm most interested in social services," she said.

A decade ago, the job fair attracted 60 employers, recalled Carol Siegel, who works in human resources at the Seaside Co. Not this year.

In fact, this year's job fair was at risk until Phil Rodriguez and Detmar Finke, leaders in Profile of Santa Cruz, a club for unemployed professionals, organized a dozen club members to call employers. After 400 phone calls, the number of participating employers grew from eight to 22.

"People are more serious about working," said Collette Leverette, executive unit manager with Avon, who was pleasantly surprised to have 15 prospects and inquiries from 10 to 15 more. "And I just signed up (to participate) yesterday."

Her Avon business was doing so well, she quit her day job.

She said Avon offers flexible work for stay-at-home jobs, people who are out of work, and those seeking second jobs or retirement income.

"The way the economy is, people have lost investments," she said.

(The Library had a booth at this fair)

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Job-seekers waited patiently in lines to talk to representatives at Fox in Watsonville and New Leaf Community Markets, based in Santa Cruz.

Gregory Kott, recruiter at Threshold Enterprises, had "a bunch of resumes" and 30 to 40 jobs to fill at the supplement manufacturer, which operates three shifts around the clock.

"I've already identified a couple of people who will get callbacks," he said.

George Arnott, owner of Rational Moving in Santa Cruz, got 25 to 30 resumes to consider for the two jobs he has open.

"I was kind of surprised," he said. "It's hard work."

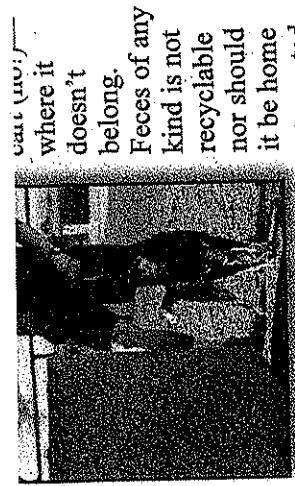
Barbara Kimball, staffing manager at Granite Rock Co. in Watsonville, did not have jobs to fill last year, but this year she had some. She was pleased to see two military veterans with construction skills stop at her booth.

"It's important to be here to support the community," Kimball said, "to give people hope for recovery."

Employers interested in the on-the-job training program for prospective employees offered by the Workforce Investment Board can call director David Mirrione at 454-4584. The program, which runs from July to June, has 100 slots.

Follow Sentinel reporter Jondi Gumz on Twitter at [Twitter.com/jondigumz](https://twitter.com/jondigumz)

Quarterly NEWS LETTER
 City of Santa Cruz
 PUBLIC WORKS DEPT. FALL 2012



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where it doesn't belong. Feces of any kind is not recyclable nor should it be home composted.

they go in the garbage, otherwise you may end up with some very expensive sewer pipe repair work.

Place all cat and dog droppings, kitty litter, and diapers, along with their plastic bags, in the brown trash cart where they belong!

pharmacies offer a FREE take-back program." You may include drugs, ointments, vitamins, flea control products, shampoo, and lotions. It's OK

for participating drop-off sites, visit www.sharpmedsolutions.org or call 420-5424.



© iStockphoto.com | Sergey Ivanov

Tales to Tails

"Tales to Tails" is a literacy program that helps young readers. Trained therapy dogs work at various local libraries with their handlers, serving as attentive, non-judgmental listeners for children who are reading aloud. Children are given a 20-minute time slot to read quietly to a therapy dog. Research shows that frequent reading opportunities in a comfortable environment helps children become better readers! To register, call 427-7717.

PetSmart Adoptions

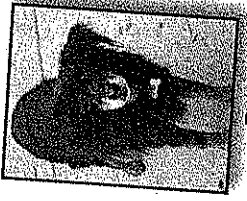
PetSmart, located at 490 River Street in Santa Cruz, provides space for pet adoptions. On adoption days, you can drop by and meet pets in need of a forever home. Call 831-333-0722 for more information.



Reggie found a forever home thanks to a PetSmart adoption program.



Paint, a two-year-old Australian shepherd, has a wonderful, easy-going personality.



Eva

Cat Adoptions

Monday: 4:30 - 6:30 p.m.
 Tuesday through Friday: 6 - 8 p.m.
 Saturday and Sunday: Noon - 3 p.m.

Dog Adoptions

Third Saturday of each month:
 11 a.m. - 2 p.m.

It's the Law!

8.14.215 Removal of Dog Droppings Required

Any person owning, having an interest in, harboring or having charge of the care, custody, control or possession of any dog which defecates upon public property (including, but not limited to, streets, walkways and parks) in the City of Santa Cruz must immediately remove and properly dispose of the feces.

8.16.030 Mandatory Spaying/Neutering

No person shall own, harbor or keep within the City of Santa Cruz a dog or cat over the age of six months which has not been spayed or neutered unless such person holds an unaltered animal certification for the animal.

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We want your suggestions, questions and comments!

Event shines light on banned books; Santa Cruz Public Libraries celebrates First Amendment

By Shanna McCord Santa Cruz Sentinel Santa Cruz Sentinel

Posted: 10/04/12

SantaCruzSentinel.com

SANTA CRUZ -- The Santa Cruz way of celebrating national Banned Books Week is to stand on a stage in front of a literary savvy audience and read aloud excerpts from some of history's most controversial novels.

Santa Cruz Public Libraries collaborated with other local reader groups such as Santa Cruz Writes and Santa Cruz Reads to show support for books that have been shunned from bookstores, libraries and schools in other cities and states for violence, sex, racism or religious view points.

A panel that included elected leaders, local actors and poets gathered Thursday in the Santa Cruz High School auditorium to read mostly mild passages from classics such as "To Kill A Mockingbird" by Harper Lee, Jack London's "The Call of the Wild," and "All the King's Men" by Robert Penn Warren.

An audience of more than 70 avid readers listened raptly as favorite lines were read.

"We want to remind people that some communities, gratefully not ours, restrict what people can read," said Janis O'Driscoll of Santa Cruz Public Libraries. "This is about intellectual freedom and freedom to read."

Avondina Wills, an actor, read from Alice Walker's "The Color Purple," a book about a black woman's abusive life in the South in the 1930s, which was banned from an Oakland high school honors class in 1984.

Former Santa Cruz Mayor Cynthia Mathews read from two books written around 1915-25 -- "An American Tragedy" and "The Woman Rebel" -- that were censored for their references to birth control.

"Man's law is bitter cruel," Mathews read from Margaret Sanger's "The Woman Rebel," about a mother of three who wanted to end her fourth pregnancy.

Former state Assemblyman John Laird, a Santa Cruz resident, read bits from "The Call of the Wild" and Richard Wright's "Native Son."

UC Santa Cruz graduate student Pedro Regueiro said it's surprising that book prohibition exists in the U.S.

"It was pretty interesting to hear what had been banned and what is still being prohibited," the 26-year-old said. "I favor the freedom of speech and writing."

The nationwide Banned Book Week was launched in 1982 in response to a sudden surge in the number of challenges to books in schools, bookstores and libraries.

More than 11,300 books have been challenged or censored in the past 30 years, according to the

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American Library Association.

There were 326 challenges reported to the Office of Intellectual Freedom in 2011, including the highly popular "The Hunger Games" trilogy by Suzanne Collins for nudity and sexually explicit writing.

Follow Sentinel reporter Shanna McCord on Twitter at [Twitter.com/scnewsmom](https://twitter.com/scnewsmom)

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Book sale starts Friday: Biannual event will take place only in the fall now

By J.M. BROWN Santa Cruz Sentinel Santa Cruz Sentinel

Posted: 10/18/12

SantaCruzSentinel.com

SANTA CRUZ -- The big used book sale that begins at the Civic Auditorium on Friday and wraps up Saturday will be the only one for a year.

Due to slumping sales, the Friends of the Santa Cruz Public Libraries has decided to host the biannual fundraising event only in the fall and eliminate the spring sale. It's one of a number of changes the organization's revamped board hopes to put in place.

Pete Cullen of Aptos, who became board president in January, said hosting the sale annually will generate more interest and reduce costs. By contrast, sales at the organization's bookstore in the lobby of the downtown branch have been steady.

The organization generates its annual \$150,000 budget primarily from book sales and annual membership dues, the number of which Cullen hopes to double in the coming year partially by offering a new business membership program. The organization hopes eventually to grow its budget to \$250,000.

"We want businesses to know why libraries are vital and how they benefit the business community," said Cullen, who works as a real estate agent for Bailey Properties.

Cullen said the board also has improved communication with the library system's management, specifically director Teresa Landers, to ensure its spending efforts are in step with the library's new direction.

"When we ask for funding, instead of the Friends deciding what they want to fund, we say, 'Here's what we need,'" Landers said.

That includes funding a technology strategic plan and new digital signs in all branches. The group also funds the library's summer reading program.

The Friends also recently won a \$20,000 grant from the National Endowment for the Arts to localize the national Big Read program focusing on a particular iconic novel. The Santa Cruz library chose "The Grapes of Wrath," by John Steinbeck, and a monthlong series of events will begin in late February.

Since December, the board lost a third of its membership due to health and career reasons, including the death of longtime member Barney Bricmont of Live Oak.

Linda Contreras, a certified public accountant, has signed on as the organization's new treasurer, and other new board members include Vivian Rogers, development consultant with Save Our Shores; Nora Brink, a Santa Cruz property manager; Frank Gallant, a retired journalist; Kate Canlis, a former prosecutor; and Grace Robinson, associate director of gift planning at UC Santa Cruz.

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Follow Sentinel reporter J.M. Brown on Twitter at [Twitter.com/jmbrownreports](https://twitter.com/jmbrownreports)

BOOK FAIR

WHAT: Sales of donated books, cassettes, DVDs and electronic readers hosted by the Friends of the Santa Cruz Public Libraries

WHEN: 5:30-8 p.m. Friday for members only, 10 a.m. to 3 p.m. Saturday

WHERE: Santa Cruz Civic Auditorium, 307 Church St.

COST: Books sell for \$1.50 per pound Friday night and Saturday morning. At 1 p.m., the price drops to \$5 per grocery bag of books. All proceeds benefit the library's 10 branches.

INFORMATION: Visit www.fscpl.org or call 427-7716.

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[print](#)

SV library space to be discussed

10.18.12 - 02:53 pm

Scotts Valley-area residents are invited to attend a meeting to discuss how the 9,000-square-foot space next door to the new library will be used.

The meeting, which city officials are calling a “charette,” will begin at 7 p.m. Thursday, Oct. 25, in the Scotts Valley Branch Library multipurpose room, 251 Kings Village Road. Participants will hear from an architect and can give ideas for the space, according to Community Development Manager Corrie Kates.

“Phase one was the library, and phase two is the 9,000 square feet of empty space next door,” Kates said. “The city is looking at ‘What do we do there? What kind of civic use can we put there?’”

However, no money is available from the city for the project at this time.

The library opened in June 2011 in the building that formerly housed the Scotts Valley Sports Center, purchased by the city for \$4.5 million in 2009. The library filled only a portion of the 23,000-square-foot sports complex, however, leaving about 9,000 square feet of unused space. The library project cost \$7 million in Redevelopment Agency monies and borrowed bond cash.

City staff members reached out to the Scotts Valley Arts Commission on Sept. 24 and then approached Scotts Valley Parks and Recreation Division and the Parks and Recreation Advocates on Oct. 4 to hear suggestions for possible uses. David Schnee from Group 4 Architects, the architectural firm that designed the library, recorded the groups’ thoughts and inspected the space to determine what might work.

The ceilings, Schnee said, are too low for volleyball or basketball, and the space could not be used for an indoor pool. He suggested that a modest-sized theater could be possible, or rooms for meetings.

Trish Melehan, a member of the Scotts Valley Arts Commission, said that group would like to see a theater, because the one at Bethany University closed along with the school.

“We just feel if there was a theater or performing arts center, it would serve the community well,” Melehan said.

Scotts Valley Performing Arts Association President Carolyn Dugger said a group of interested people might form a nonprofit to raise the money needed to build a theater, if the city decides that is a proper use for the space.

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“A theater is an asset to the community,” Dugger said. “There is a definite lack of cultural space since Bethany’s closed.”

Parks department officials have also spoken about developing the space as a multipurpose room.

During Thursday’s meeting, Schnee will review a diagram of the space and renderings of possible uses leading to cost estimates for various projects.

“It will be an interactive workshop with different options,” Schnee said. “We’re looking for community input on what types of things they’d like to see.”

Expense could limit the final choices. Kates said the council has made it clear that there is no money in the city budget to construct anything in the space. He said private funding and grant money would likely be needed to retrofit the space for whatever use is decided upon.

Kates said the City Council was expected to discuss the space during its Dec. 5 meeting.

To comment, email editor Peter Burke at peter@pressbanner.com, call 438-2500 or post a comment at www.pressbanner.com.

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SV residents brainstorm ideas for empty space; city leaders hope to develop recommendation soon

By Kimberly White Santa Cruz Sentinel Santa Cruz Sentinel

Posted:

10/29/12

SantaCruzSentinel.com

SCOTTS VALLEY -- City staff, leaders and residents donned their architect hats at a community meeting Thursday evening, working to create viable concepts for the vacant space next to the library on Kings Village Road.

David Schnee, a principal with Group 4 Architecture -- the firm that designed the 13,500-square-foot library -- gave a short history of the project before attendees broke into small groups.

Among the needs identified in the community are spaces for performing and cultural arts and health and wellness programs. During previous meetings, ideas have also included meeting rooms, a food and beverage area, art gallery, spaces for dancing and a technology lab that also could be used by the library. In June, Group 4 was hired to create a conceptual design for the 9,000-square-foot space, one that will include space for at least some of those elements.

At Thursday's meeting, one group came up with a design centered around the concept of a "black box" theater, with an open floor space and moveable seating so the space can be configured to suit different needs. Two of the other designs were based on a theater-seating arrangement, one of which included space between the library and theater to allow for loading and unloading of equipment, as well as changing rooms and bathrooms.

Yet another group worked out a design that uses the space on an "as-is" basis, and included spaces for indoor farmers and craft markets, and for after school activities and summer art classes.

The meeting was the third in the last two months, all of them designed to give those who will use the space an opportunity to have some say on how best to use the space. City leaders "want a clear-cut vision from the community before we put our fingerprint on it," City Councilman Dene Bustichi said before the attendees broke into small groups.

He and Vice Mayor Randy Johnson were invited to get involved in the project, since both the library and vacant space eventually will be part of the long-envisioned Town Center. Both Bustichi and Johnson sit on that subcommittee.

The ability to design the empty space to suit the community's needs is a "tremendous opportunity," Johnson said, encouraging those who attended the meeting to "come up with ideas to launch this building and make it the best it can be."

City staff and leaders will take the designs developed Thursday and let the ideas percolate, likely coming to the Dec. 5 City Council meeting with a recommendation. Corrie Kates, the city's community development director, noted funds must be raised for the project, since no public funding has been set aside for its construction.

Follow Sentinel reporter Kimberly White on Twitter at [Twitter.com/kwhite95066](https://twitter.com/kwhite95066)

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Much Thanks!



Veronica Zaleha

to me, Janis, Teresa, Sarah, Valerie, Jennifer

9:51 AM (2 hours ago)

Dear SCPL,
 I just want to thank you so much for the support you are providing SCCS students.
 The visit to teach students about access to Internet Resources made available through SCPL,
 and the "dummy" library cards you have provided each school will go a long way to increasing
 students' information literacy and research skills!
 SCCS Librarians really appreciate the partnership with the wonderful public librarians who serve
 our community so generously.
 Thank you!

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Teresa Landers <landers@sentacruzpl.org>

Lost Microfilm Readers

Ross Gibson <rossericgibson@comcast.net>

Sun, Sep 30, 2012 at 4:47 PM

To: landerst@santacruzpl.org

Sept. 27, 2012

Ross Eric Gibson
1168 West Cliff Drive
Santa Cruz, Calif. 95060
Phone: (831) 423-2932
rossericgibson@comcast.net

Santa Cruz Co. Library-Joint Powers Board
Staff contact: Teresa Landers-Library Director
117 Union St., Santa Cruz, Ca. 95060
[mailto:landers@santacruzpl.org]

SUBJECT: ELIMINATING ALL BUT TWO MICROFILM READERS

Dear Library Joint Powers Board;

I and quite a number of my fellow researchers were unaware the majority of microfilm readers were being removed and not replaced at the Central Library. Each of us heard nothing, and assumed as in past instances, that the readers were out for repairs, and we patiently awaited their return, until word filtered down that this was a permanent loss. If you are hearing from these people, it is because they were left out of the decision-making process regarding *one of our chief uses of the library*. Let me lay out the issues.

MICROFILM COLLECTION: The central library has made a major investment in an invaluable library of microfilm, much of it collected due to requests for various works not available in any other form, neither as bound volumes, nor on-line, and some limited in interest only to Santa Cruz. Yet this vast collection can only be read on microfilm readers. It is useless in any other manner. The boxes and some of the spools of the most used reels have been replaced two-or-three times since they were purchased, showing their use is rather intensive.

GROWTH IN USE: I seem to recall the microfilm was originally **installed as an aid to the handicapped**, to enlarge newsprint for the visually impaired. Four of the readers were enlargers, and two were full-page scanners with a zoom enlarger. The readers were kept in a windowless room adjoining the periodicals. Phil Reader and I got to know each other here about 30 years ago when early Santa Cruz newspapers were first available in microfilm, and we were the most frequent users as writers, researchers and columnists. The Sentinel was across the street, and used the microfilm as their personal archives. Sarah Bunnet helped organize decades of indexing for the newspapers, an invaluable investment of time, which has increased the accessibility of the Santa Cruz newspapers microfilm substantially, and increased the number of people doing research on them, directly due to those indexes. I purchased copies of all the indexes so I can look up topics at home, and more quickly make my print-outs at the library. Sanborn Insurance Maps of Santa Cruz were at first only publicly available at the Santa Cruz Title Company, who provided only the most contemporary version, until the library's microfilm collection included most of the earliest local Sanborn maps from 1886 to 1950. The Planning Department at City Hall often used these library maps to trace a building or site history, as did applicants for building permits. Back then, outdated business directories were not considered worth keeping on the shelves if older than five or ten years, making the microfilm Santa Cruz Street Directories the most complete set from 1902 to 1988. This is supplemented by a wide collection of the earliest local telephone books on microfilm.

MAIN USERS: We have several groups who use these readers constantly: Historians, Genealogists, Reporters, City Hall, Visiting Researchers, and Students. When there were six readers, you sometimes had to come in early on weekends, as visitors would be trying to get the most out of their few hours in Santa Cruz to do research that is only possible in Santa Cruz. Then there are times of year -as when school opens, mid-terms, and end of year- when students from local high schools and colleges are taking turns on the readers. Some people are only there to read, while others need print-outs.

HOW TIME IS SPENT: I can spend \$10 to \$20 a week on printouts (or sometimes \$5 to \$10 a day on big projects) and when there were six machines, I'd wait for the full-page printer, so I wouldn't have to make two 15¢ prints to copy one article. The full page machine also allows more rapid scanning, without having to turn each page up and down to see the top and bottom of the page separately. While I spend a lot of time at the reader, it is usually only for locating and printing, and I do my reading at home with the print-outs. For myself, that is more efficient and lets others use the machines sooner.

LIMITING USE: I was at last informed two readers will be kept (only one a full-page reader), and people would

be limited to perhaps an hour at a time (by one rumor). I asked who was going to enforce this? Who was there to determine who is waiting to use the readers, and who is prepared to eject someone from a reader to enforce this limitation? The only information available to us is by rumor, there are no hearings to find out who is using these services, and these rumors of time limits have no enforceable structure behind them.

LIMITING ACCESS: We were already standing in line to use the six machines on certain weekends or times of year, and more recently, when non-researchers use the microfilm for casual entertainment. Asking people to stand in line to use two machines, and limit them to one hour at a time on a reader, is merely to cut the number of people who use the machines to nearly nothing. An example non-microfilm users would appreciate: it would be like letting only two people at a time in the library by themselves for an hour. They might not all use their full hour, but when you start creating lines at the voting booth by limiting the number of voting machines available, people give up and go home without voting, and you lose your democracy. The same happens at the flood gates of knowledge, which I'm sure you'll agree should not be reduced to a mere trickle.

ELIMINATING MICROFILM: The library's policy is that items which are not used regularly are discarded. I would not like to see a situation in which the library makes using the microfilm nearly impossible, and then points to the reduced activity as reason to eliminate the microfilm library. This is not an implausible scenario, as the library has allegedly taken a rumor that the microfilm readers are not being used, as justification for eliminating 80% of the readers, without letting the chief users know or comment. **The research that comes out of those readers fills our bookshelves** in histories, genealogies, and planning reports, a benefit thanks to a microfilm collection few other libraries can match.

SOLUTION: Ideally, this microfilm library would all be available on-line; but the limitations of local subjects puts the full financial burden on the county libraries to digitize the collection, making that a future project which would take at least a decade to complete. I think you'll agree that this is nothing the library can even consider budgeting any time in the near future. So if that is beyond your budget, you must then appreciate the value of what you currently possess, since you already own this resource which is not available anyplace outside Santa Cruz. Simply maintaining full access to the microfilm library is by comparison, extremely cost effective. If you can't afford brand new readers, then buy them second-hand. At a minimum, we'd need one more full-page reader, and one more enlarger. It is rumored the discarded ones will be used for parts, and I think the lenses are all that's needed to make a full-page reader or enlargement reader, which could be obtained separately if not already available. And since these are supposed to be "aids to the visually impaired," you might find some funding available for handicapped services.

Best Wishes

Ross Eric Gibson

GSSCC Staffer's Meeting Feedback

Janine Charlton <ivclb@comcast.net>
To: Teresa Landers <landerst@santacruzpl.org>
Cc: sidled@santacruzpl.org

Thu, Oct 11, 2012 at 11:21 AM

Dear Teresa,

Thank you so very much for the excellent and informative presentation both you and Dave gave at our GSSCC Staffer's meeting yesterday, October 10th. I received much positive feedback after the meeting and our staffing members were delighted to have the opportunity to meet and greet you. You made our members feel welcomed at the library.

Dave did a fantastic job of updating us on the readers. As you can see, we are delighted to have the third reader returned with a working printer.

I forgot to hand over to you the check for \$795 to cover subscription cost to Heritage Quest for the period Jan1 – June 30 2013. I personally took it over to your office afterwards and included a copy for Heather Norquist as well.

I would very much appreciate if you could confirm that you received the check.

Once again, thank you and your staff for sharing your time and expertise. Your presence was very much appreciated and well received.

Most sincerely,

Janine Charlton, President

Genealogical Society of Santa Cruz County

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Librarian Patience Has Run out on E-Book Lending Issues, Library Association Says

September 27, 2012 | Jeremy Greenfield |

Patience has run out for librarians around the unsolved issue of e-book lending at libraries, according to American Library Association president Maureen Sullivan.

Speaking at a private gathering of publishers organized by the Association of American Publishers, Sullivan was explaining why earlier this week the ALA sent a strongly worded open letter to publishers about the need to figure out way for publishers to sell libraries e-books for “equitable use at a reasonable price.” Later in the week, the AAP sent its own letter in response to the ALA letter, citing anti-trust concerns and other reasons for a lack of collective publisher action and criticizing the ALA’s letter in light of the private audience the association would have the AAP’s New York offices on 5th Avenue later that week.

While squabbling publicly with crossing missives, behind closed doors, the ALA and AAP played nicely, thanking each other for the event and for past support. A video was played at the beginning of the meeting praising cooperation on an issue both organizations support: Banned Book Week.

Publishers in the room, however, were not so conciliatory.

An executive from Perseus Book Group who did not identify herself said, “our executives are confused as to what is a library?” She cited concerns that the free and wide availability of e-books to library patrons could undercut publisher business.

Tim McCall, vice president of online sales and marketing, digital sales at Penguin Group USA, criticized the ALA’s supposed stance, as written into its letter earlier in the week, that e-books should be available to libraries under the same business models as print books.

“We recognize that e-books are a different character than books in print,” said Sullivan, clarifying the ALA’s position. “We want to ensure with e-books that there is equitable access and that access is at a reasonable price.”

But the most pointed questioning came from Wiley’s director of digital business development Peter Balis. “When will the ALA start proposing to us some best practices on what models you think will work from your digital solutions working group? You put a lot on us and it’s created a lot of chaos and clearly it’s [e-book library lending] broken. We have twelve different models,” he said. “You have to come back to us with more than just equitable access at a fair price.”

As the question was being posed, many heads in the publisher-heavy audience were nodding in ascent.

Bob Wolven, associate university librarian at Columbia University and head of the ALA digital working group agreed that it was incumbent now upon librarians to think of models that can work for both publishers and librarians. Wolven also referred to a document issued to the public by the ALA in August but sent to six of the largest U.S. publishers months earlier reviewing the state of e-book library lending and proposing several new business models for publishers to consider.

The document, titled EBook Business Models for Public Libraries, includes a list of three essential characteristics that libraries will look for in plans to buy e-books from publishers — inclusion of all titles, enduring rights (the option to own the e-book) and integration of e-books into the existing library processes — but no concrete recommendations on models.

The business model suggestions have to "come from you and [have] to be a lot more specific than what I've heard here. I challenge you with that," said Balis.

"That's a good challenge," said Wolvin.

Balis again confronted the ALA delegation on the mission of libraries, questioning whether e-book access was for the "less fortunate" that libraries are, in part, there to serve or for "wealthy residents of Greenwich [Conn.] who just want to have a lot of nice, free access to a lot of books?"

Sullivan answered that libraries serve the communities that they are located in and that many are struggling to figure out what they should be in the context of the digital content revolution and dwindling library resources.

"If we had our way, everything that you published would be available to everyone, but it's not possible for us to do that," she said.

The meeting occurred against the backdrop of slow but steady movement on the part of the publishers in attempting to solve the problem of e-book library lending.

Just this week, it came out that Macmillan, which does not make any of its e-book titles available to libraries, would engage in a pilot program for selling e-books to libraries. Hachette and Penguin also recently announced pilot programs. Random House and HarperCollins both already sell e-books to libraries — though not without stipulations that have rankled the library community. Of the six largest publishers in the U.S., only Simon & Schuster does not currently make its e-books available to libraries. "We are very heartened by the news that pilots are underway and we'd like to see more of them," said Sullivan.

While there has been progress in the eyes of the ALA, it hasn't been without setbacks. It recently came to light that Hachette, which makes its back-list of books available to libraries for purchase as e-books, raised the prices on its digital offerings to libraries by an average of 104%.

The progress, however, hasn't been fast enough for the ALA's constituents, who are now frustrated in a leadership that they once believed in to represent their interests to publishers.

When asked what the ALA would do now that librarian patience has run out, Sullivan said, "We'll be giving careful thought in the next few weeks as to what we will do. Our hope is we'll see a greater response [from publishers] to some of the needs and concerns that we have."

REPORTED INCIDENTS Since September 4-October 22, 2012

Date	APT	BC	B40	CAP	DTN	FTN	GP	HQ	LSB	LO	SV	Time	General Brief Description	Police Called
09/04/12					1							1:42PM	Patron with bad hygiene	no
09/05/12										1		5:15pm	Confrontation between patrons	yes
09/06/12					1							4:20 PM	Patron ranting, yelling and aggressively responding to staff	no
09/06/12					1							2:27pm	Person with bad hygiene - verbally combative	no
09/07/12					1							3:50 PM	Patron created mess in Restroom	no
09/08/12		1										11:45am	Patron (minor) fell and scratched his back	no
09/13/12					1							11am	needle & spoon found in bathroom	no
09/20/12					1							1:40pm	two male patrons shouting loudly at each other	no
09/22/12					1							2:40pm	patron cussing loudly and drinking from a vial	no
09/27/12										1		8:00am	Man sleeping on front porch of branch	yes
10/04/12					1							10:45 AM	Man with severe hygiene/odor problems	no
10/11/12					1							11:15am	Patron refused to move from a microfilm reader so others could use it. He became rude & aggressive.	no
10/06/12	1											1:30 PM	Patrons car was stolen in parking lot	yes
10/11/12					1							4:15pm	Richard Bell, regular, got agitated over perceived blocked access to videos	no
10/11/12										1		6:10pm	Traffic accident - off library property	yes
10/15/12					1							1:55pm	Patron (Walter Lilly) with bad hygiene	no

REPORTED INCIDENTS Since October 4-October 22, 2012

Date	APT	BC	B40	CAP	DTN	FTN	GP	HQ	LSB	LO	SV	Time	General Brief Description	Police Called
10/15/12					1							5:45pm	Patron was previously asked to leave due to bad hygiene returned and was again asked to leave	yes
10/15/12					1								Patron (Walter Lilly) notice of 30 day ban issued	no
10/06/12		1											Between 10/6 & 10/9 when library was closed, the flag pole was broken at base & knocked over	yes
10/19/12						1						10am	unattended bag removed from branch belonging to Nathan Kelly, a problem patron (drinking, hygiene, smoking, playing guitar)	yes
10/21/12					1							4:12 PM	Patron asked to leave teen area - became very angry - suggest ban	no
10/22/12					1							5:30pm	Knife found at internet station	no

Felton Library Status Report

25 July 2012 rev: 2 Aug 2012, 13 Aug 12, 31 Aug 12, 11 Sept 12, 13 Oct 12 changes marked Red (*italics*) OK in MOU means that it is a part of the MOU that everyone seems OK with.

	Issue	Action required	Primary responsibility	Notes
1	Verutti access across library site until Kirby Street access developed	Draft agreement, easement description	County counsel	<i>OK in MOU</i>
2	Help Veruttis remove squatter on public land extension of Kirby Street	?	County counsel ?	Squatter is not there on 8/13/12
3	Septic disposal off site on public land	DPW OK; EHS OK language for GP and ordinance revisions	EHS	<i>John Ricker has generated the changes and sent them to legal review DPW OK with concept.</i>
4	Composting toilets	OK if allowed by future ordinance changes	EHS	
5	Use and maintenance easement to benefit of library on south side of Bull Creek	Easement description	County counsel Project engineers	<i>Separate agreement</i>
6	Access agreement from Veruttis to allow library studies etc. on land	Done	Teresa	
7	Boundary adjustment with SLV water district to allow Veruttis access to Kirby Street	Final approval by SLVWD board	Nancy Gerdt	SLVWD board approved in concept on 6 Sept. Legal description is in process. Deed to SLV site has been provided to project engineers.
8	Well needs future access and development agreement/easement	Easement description	County counsel	<i>OK in MOU</i>
9	The land gift is to be a restricted to use as a library and related incidental uses	Legal language	County counsel	<i>MOU not finalized on temporary/permanent building question</i>
10	The library needs to start construction within 10	Legal language	County counsel	<i>OK in MOU</i>

	years of the gifting			
11	Civil engineering for lot split	Meeting to set line	Teall	<i>In process</i>
12	Archaeology report	Done	Teall	Negative result. No issues
13	Phase I environmental	Done	Teall	Completed. No significant environmental liability
14	Biotic report and restoration plan	Done	Teall	Completed. No impacts
15	Traffic study	Contract	Teall	<i>Library is putting contract in place</i>
16	100 year flood plan update	Update letter	Teall	Contract in place
17	Geotechnical report update	Update letter	Teall	P.O. in place
18	Project description, narratives for application	Generate	Teall w/ planning	Rough draft

WEBSITE HITS
September 30 - October 30, 2012

Total visits: 127,971 (SCPL website: 85,258; SCPL Catalog: 42,713)

Total pageviews: 450,622 (SCPL website: 166,599; SCPL Catalog: 284,023)

The top content sources for the pageview statistics are:

- SCPL Catalog - 284,023
- SCPL homepage - 73,175
- Branch pages - 17,453
- Local history articles - 14,474
- Internet Resources (links to subscription databases) - 11,286
- Community Information Databases - 9,592
- Kids page - 7,787
- Local history photo gallery - 6,185
- Teens page - 4,266
- Site search - 3,749
- Library services - 2,384
- Ematerials (links to ebook, eaudio vendors) - 2,094
- Evergreen FAQ - 2,022
- Events calendar - 1,977
- Reader's Link (Staff pick book reviews, etc.) - 1,712
- Library Admin pages (LJPB agendas, audio files, etc.) - 1,354
- Contact Us - 1,046
- What's New - 602
- Subject Guides - 567

The remainder are spread across a wide variety of pages.