



## LIBRARY JOINT POWERS AUTHORITY BOARD

Monday, December 3, 2012  
Scotts Valley Branch Fireside Room  
251 Kings Village Road, Scotts Valley, CA 95066

6:00 PM RECEPTION FOR OUTGOING BOARD MEMBERS

6:30 PM PUBLIC MEETING

1. ROLL CALL
2. APPROVE AGENDA OF DECEMBER 3, 2012
3. ORAL COMMUNICATIONS
4. PRESENTATIONS: Linda Gault, Local Historical Photographs Project
5. MEMBER REPORTS
6. CONSENT AGENDA
  - A. Approve minutes of November 5, 2012 (PG.3-8)
  - B. Resolution to accept Dorothy Hale funds (PG.9)
7. FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES REPORT
8. STAFF REPORTS
  - A. Monthly Narrative Report: September 2012 (PG.10-24)
  - B. Statistical Reports (PG.25-26) (full report available at meeting)
  - C. October Financial Snapshot (PG.27)
  - D. Status Update: Facilities Master and IT Strategic Plans (PG.28)
  - E. Revised Policy: Patron Conduct and Suspension (PG.29-48)
  - F. Microfilm lens update (PG.49-50)

9. OTHER BUSINESS

- A. Process for selecting a new citizen member (PG.51-60)

10. WRITTEN COMMUNICATIONS

- A. Articles about Santa Cruz and California Libraries (PG.61-66)
- B. Patron Written Comments (PG.67-70)
- C. Articles on Libraries Nation Wide (none available)
- D. Preservation Assessment Reports (PG. 71-88)
- E. Security Incidents Log (PG.89)
- F. Website Hits (PG.90)
- G. Library Sales Tax and Property Tax Revenue Letter (PG.91)

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, January 14, 2013 at 6:30 p.m. at the Downtown Branch Library.

13. ADJOURN

The Library Joint Powers Authority Board will adjourn from the regularly scheduled meeting of Monday, December 3 to the next regularly scheduled public meeting on Monday, January 14 at 6:30 pm in the Community Meeting Room of the Downtown 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](mailto: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

November 5, 2012

6:30 PM PUBLIC MEETING

I. ROLL CALL

Present: Supervisor Ellen Pirie, Citizen Nancy Gerdt, Councilmember Katherine Beiers, Councilmember David Terrazas, Councilmember Sam Storey, Councilmember Jim Reed, Citizen Dick English, Citizen Leigh Poitingner

Absent: Supervisor Mark Stone

Staff: Teresa Landers, Director of Libraries; Marc Pimentel, Finance Director

II. APPROVAL OF MEETING AGENDA OF NOVEMBER 5, 2012

**Councilmember Terrazas moved, seconded by Supervisor Pirie**

**That the Board approve the Agenda of November 5, 2012 with the following change: move item 6 B to item 9 B.**

**UNAN**

**Absent: Stone**

III. ORAL COMMUNICATIONS

None

000003

IV. PRESENTATIONS: Eureka! Leadership: Brenda McIlroy, Deborah Lipoma

Two staff members, Deborah Lipoma and Brenda McIlroy, were elected to attend the year long Statewide Leadership Program. Each received a \$5000 grant for a subsequent project.

Deborah Lipoma presented on her project, "Sharing Memories, Sharing Community," which involved digitizing a collection of local history materials from the San Lorenzo Valley. With her Eureka! grant Deborah purchased a scanner and directed volunteers in indexing and scanning the files of Faye Ellis, a Ben Lomond resident who left her collection of Valley history to the library. When a new database is complete, these materials will be available on the library's website.

Brenda McIlroy presented "The Let's Play" program. This program provides creative, interactive resources to support fathers in regular activities with their children and to foster learning within the family. The Library partnered with the PAPAS organization, part of the Santa Cruz Community Counseling Center. A series of active workshops introduced fathers to simple games and activities they can play with their children. The Let's Play kits were designed as a grab bag of goodies to keep both father and child entertained. Each kit contains a selection of books, manipulatives and craft materials which they can check out and take home with them. Both the workshops and the kits were very successful, and there are plans to grow this partnership. The kits are available throughout the system.

V. MEMBER REPORTS

None

VI. CONSENT AGENDA

**Councilmember Terrazas moved, seconded by Supervisor Pirie**

**That the Board approve the Consent Agenda of November 5, 2012.**

**UNAN  
Absent: Stone**

A. APPROVE MINUTES OF OCTOBER 1, 2012

**That the Board approve the Minutes of October 1, 2012.**

**UNAN  
Absent: Stone**

C.

**That the Board approve to update the Library Conflict of Interest Code.**

**UNAN**  
**Absent: Stone**

D.

**That the Board approve 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. (Resolution # 2012-22)**

**UNAN**  
**Absent: Stone**

E.

**That the Board accept the \$2,000 received from Target to help support the Cuéntame un cuento (Read Me a Story) Project currently being provided at our Live Oak Library Branch and that it amend the FY 2012-2013 Budget. (Resolution #2012-23)**

**UNAN**  
**Absent: Stone**

F.

**That the Board approve to close Felton Library for painting.**

**UNAN**  
**Absent: Stone**

#### VII. FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES REPORT

Creighton Mendivil of the Friends presented the FSCPL Report for Gifts to the Santa Cruz Public Library September – October. In September, the Friends were able to gift approx. \$1440 to the Library. Upcoming events include:

- A fundraiser Dinner at Shadowbrook Restaurant on November 13<sup>th</sup>
- Holiday Sale on December 1<sup>st</sup> at the Aptos and Downtown branches
- Book sale on December 1<sup>st</sup> at the Scotts Valley branch.

#### VIII. STAFF REPORTS

- A. Monthly Narrative Report: September 2012.

Director Landers reported that the new automated subfinder program, AESOP, has been impleted and is very well received by staff. It has also freed up administrative staff time.

Upgrade to the Computer System went smoothly. Some customization needs to be re-input.

B. Statistical Reports

The Board reviewed the Statistical Report and commented on the increase of website hits. E-book circulation seemed to have dropped in September but when looking at the overall picture the numbers stayed relatively constant.

C. September Financial Snapshot

The Board reviewed the September Financials. Finance Director Pimentel guided the Board through the Snapshot Report and responded to questions. He commented that the first quarter of the year finished very strong. The Year end audit report will be presented in mid to late December. Director Landers will return with an update on the Library's reserve fund.

D. Status Update: Facilities Master Plan.

Director Landers gave an update on the Facilities Master Plan. It included a summary of conversations with stakeholders. They are still in the information gathering stage and will be starting their detailed analysis. Everything is moving according to plan. The Board requested that the facilities maintenance should be identified as "a primary focus" in the Plan.

E. Status Update: IT Strategic Plan

Director Landers reported that the Library subcontractor Carson Block's first on-site visit occurred on October 4-5, with branch visits and meetings with the project team, senior managers, library reference staff and Chris Stathis, CTO. Carson Block is starting to synthesize the information he collected. His next on-site visit is planned for January 2013 where a meeting with Board members will take place. In the meantime he is holding virtual meetings with staff.

F. Microfilm Reader-Printers

Director Landers reported that the third machine is working and volunteers have been trained to troubleshoot if needed. A more comprehensive look needs to be taken in regards to the handling of the collection. A real plan needs to be developed which should be finalized in spring 2013. Joe Michalak from the Researchers Anonymous group expressed his appreciation for the Director's response to the group's concerns. He presented one additional concern regarding one of the magnification lenses. It does not seem to magnify correctly which makes it difficult to read documents. He would also like to see the creation of a trouble report that could be given to staff. Director Landers will investigate the request for a new lens and will follow up with a report.

G. Director Landers gave an update on the floating collections, shelving and cataloging/processing backlog. Shelving and cataloging backlog are definitely improving. Implementation of floating collections has proven to be more complicated and is delayed due to the new computer system. The present goal is to start floating new items by January 2013.

IX. OTHER BUSINESS

A. Process for selecting a new citizen member.

The process is a repeat of last year's process. Supervisor Pirie commented on the term "geographic diversity" in the by-laws and questioned whether the process demands that the Citizen member should be living within the City of Santa Cruz. The Board discussed the process referencing the by-laws, previous Board motions and examples of present members' recruitments and the City Attorney's input via Director Landers. According to the City Attorney "the by-laws require geographically diverse representation. The Board motion of 2005 is a valid motion that must be followed. If the Board wants to revise that, it must be at a separate meeting with the item on the agenda....". The appointed citizen member (Leigh Poitinger) is allowed to stay on until replaced or until March, whichever comes first. However, the recruitment has to start 60 days before the opening. The opening/vacancy is in January 2013. Citizen Poitinger agreed to stay on as Citizen Member until the vacancy is filled even if that is beyond March 2013. The Board requested a historical review of the process. The Board decided to invite the City Attorney to the next board meeting with several draft options for formal changes which will enable the Board to take action.

**Supervisor Pirie moved, seconded by Citizen Gerdt**

**That the Board continue the discussion (inclusive of revisiting the prior Board resolution) on the process for selecting a new citizen member at the December LJP Board meeting.**

**UNAN**  
**Absent: Stone**

B. Revised Policy: Patron Conduct and Suspension.

Director Landers summarized the revised patron conduct and suspension policy. Supervisor Pirie wanted to discuss several points in the policy. They were in regards to staff questioning patrons with "emotional support animals" and "service animals". The Board discussed the various aspects of the policy and its legal implications. The Board decided to invite the City Attorney to discuss the topic and advise the Board.

**Supervisor Pirie moved, seconded by Councilmember Reed**

**That the Board continue the discussion on the revised policy: Patron Conduct and Suspension at the next regularly scheduled meeting.**

**UNAN**  
**Absent: Stone**

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. Website Hits

XI. BOARD MEETING CALENDAR

No schedule changes

XII. NEXT MEETING

The next regularly scheduled meeting is on Monday, December 3, 2012 at 6:30 pm in the Fireside Room of the Scotts Valley Branch Library. This will be preceded by a reception for outgoing Board members from 6-6:30 pm.

XIII. ADJOURN

The regular meeting adjourned at 8:28 p.m.

Respectfully submitted,

Helga Smith, Clerk of the Board

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





**RESOLUTION # 2012-22**

**RESOLUTION OF THE  
SANTA CRUZ LIBRARY JOINT POWERS AUTHORITY BOARD  
ACCEPTING FUNDS**

WHEREAS, the balance of the reserve account for the Dorothy Hale Trust has been finalized;

WHEREAS, the monies have been earmarked for the Scotts Valley Branch of the Santa Cruz Public Library;

NOW THEREFORE, be it resolved by the Library Joint Powers Authority Board that it accept the \$360.75 from the Dorothy Hale Trust signifying the final administrative order of the trust, and that it amend the FY 2012-2013 Budget.

PASSED AND ADOPTED this 3rd day of December 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

## MONTHLY REPORT FOR NOVEMBER 2012

Janis O'Driscoll, Manager of Programs, Information and Partnerships started an in-house email update for staff on a variety of topics related to her division. In the interest of saving time, these are being attached at the end of this report rather than repeated within.

### 1. READING, LISTENING AND VIEWING FOR PLEASURE

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

Capitola continues to have a very POPULAR pre-school story hour led by Kari Gunn from programming. She tells tales, sings songs and leads exotic crafts for many busy little hands. Every week this event is more well attended. Soon Capitola will have to have that new building or burst its seams!

Kari Gunn has a following for her story time at Branciforte Branch. People come from all over the county to join her.

Branciforte also has four classes from a local private elementary school that joins us ea. week for a library visit. It's a pleasure to help the children find books they want to check out.

There is also a local alternative middle/high school class that comes to the Branciforte library each week. They just started coming to the library this semester.

Live Oak's preschool story time presented by Sandi Imperio, has been very well attended. The "Truck" themed story time and craft was particularly popular with the preschool set.

Felton, Boulder Creek, and Garfield Park staff has been working with SLV High School to process new borrower registrations for all SLV High students who do not currently have library cards. So far, about 150 applications have been processed.

Scotts Valley toddlers' program has always been very popular, and Program staff has been working out ways of making it a literacy learning environment for the very young children. The main problem has been with families coming in after we have started, distracting the attention of the other children. Also, there have sometimes been so many people that there is not enough space in the room. In an attempt to solve this we now have 2 storytimes, at 10:30 and 11:00. If anyone is a little late for the first one, we have set up the children's area for them to play in until the second session begins. This seems to be working well, with some families deliberately coming for the later session, as it is a smaller, quieter group.

Garfield Park began preschool story time again in November led by Laura Whaley and its attendance has been picking up with each program. It seems that having it

while the branch is open and at a time more conducive to young people's sleep patterns has helped increase attendance. Laura also began a craft program that was also well attended.

**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.**

This month in Capitola, to compliment the Second Harvest Holiday Food Drive, we created a display called "SHARE YOUR TABLE" featuring books about giving back, as well as holiday recipe books and fiction and mysteries with food themes. Our display is so popular that it is rapidly disappearing and our food barrel is filling right up!

Books, DVDs, and music CDs, were promptly checked out from our Thanksgiving & Autumn themed children's display at Live Oak.

This month, local artist Peggy Snyder has displayed her ceramic sculptures at Felton. Her pieces, which include an octopus, a snake, and some very imaginative beings with multiple limbs, have intrigued the public. The display, which is opposite the front door, immediately grabs patrons' attention.

The Scotts Valley teens have been joining in with some of the Wednesday programs. The most popular was making Halloween cards, with over 30 students making spooky pop-ups. The Boulder Creek afterschool program has a consistent group of 8-10 children making crafts each week.

Garfield Park had an autumn themed display with multi colored leaves that were collected by one of our patrons and different comics and quotes about autumn. The books in the display were about the season, leaves and covered juvenile to adult interests. We also had a display celebrating film. With colder weather approaching and longer nights, movies seemed a likely retreat. It has been pretty a pretty popular display.

Branciforte has a wonderful Thanksgiving display put up by Chantel Van Pelt. It's a "tree" (branch) with paper leaves. Patrons and staff have been writing what they are thankful for on the leaves and adding them to the tree. It is getting very full, with wonderful and varied types of thanks. Some of the things patrons are thankful for: "Toys and dinner" and "electricity" In the children's area we also have a Thanksgiving/Autumn display and we had an election book display—until Nov. 6th.

Boulder Creek Aide, Whitney James-Heskett, created "Raining Thanks", an interactive display where patrons write what they are thankful for on raindrops which Whitney then hangs about the library. Many people have stated they are thankful for books, the library and Boulder Creek Library's staff. It has proven to be a very popular display.

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

Patrons at Live Oak had many questions about using the new Evergreen 2.3 catalog and account features. Everyone has been very appreciative of the time we spend helping them learn to navigate Evergreen.

Garfield Park patrons have questions regarding the new catalog and once the features are explained they are usually happy with the upgrade. The display just takes a little getting used to.

Branciforte has put sets of Juvenile fiction in a special permanent display. These are series titles with a variety of authors. For example: The American Girls books have a lot of different authors for the series. Instead of putting them on the regular shelves by the author's last name, we have put all of the same series together. This way, young patrons can find the items they are looking for easier. They are on a special rounder—for now; labeled by series title. Like the Magic School Bus series, it seems that the items are circulating a lot more because of this change.

## **2. LIFELONG LEARNING**

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

Branciforte branch is continuing to weed their collection of older (not up-to-date), ratty and non-circulating items. It's been a great way to find out what the patrons are checking out and what our local collection needs. We have also put out a survey for patrons to fill out asking them what kinds of materials they are interested in. We've received a pretty good response so far. People like the fact that we are even asking!

**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.**

The Community Poetry Circle met at the Scotts Valley branch in November to discuss and develop their poetry writing skills.

Brenda McIlroy held a workshop for PAPAS at the Head Start facility in Watsonville on September 30<sup>th</sup>, as part of a year-long Eureka project. More than 30 Dads and kids attended. Workshops start by exchanging RTM kits, then always continue with something active. This time they made Stomp Rockets. The dads helped the children roll their tubes and decorate the rockets. Then they set up the piping and launched the rockets, with many of them hitting the ceiling. Brenda hopes to continue this project with one workshop per month.

**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.**

Garfield Park patrons have been excited to learn about the free streaming video available through our website and are eager to learn how to use it.

### **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.**

The monthly jail service went ahead in October and November after missing service in August because of staff vacations and September because of lack of parking. The jail lobby is newly remodeled so the parking issue is resolved. Several patrons at the November visit mentioned how much they really appreciate this service and how much they miss us when we cannot come.

Jeanne O'Grady visited the Hope Senior Center in Aptos early in November with a program on the 70's and Disco. Many of those present were dancing in the aisles. This group really appreciates our visits as well.

Jeanne O'Grady and Eric Chalfant continue monthly Library Hours at 4 senior residences. The residents all are very appreciative of this service which keeps them in touch with the library bringing requests and providing books, music, and videos for them to browse. There was a little boy visiting at one of the residences during the library hour. He walked through the community room and said, "Are you the library?" We answered "yes." He was delighted that the library was there.

The Branciforte PIC met with Victoria Downey from the Santa Cruz City Schools, Career Development Specialist. After a few fits and starts, we will have a regular "Workability" High School student working/training here after Thanksgiving. It's a way for high school students to get on-the-job training by working at the library, paid by the City schools.

80 people attended the Pumpkin Carving and Chili Feed event at the Boulder Creek branch on Oct 27. Families carved pumpkins and ate lots of chili and cornbread together. This event was sponsored by the Boulder Creek chapter of the Friends of SCPL.

**B. People will strengthen their ties with each other, the community and the library.**  
A new art show at Scotts Valley titled "Wit and Whimsy" is attracting many smiles and comments. The display features the playful artwork of 14 local artists using many different techniques and media to grab your attention.

Red Ribbon Week Poster Contest Winners displayed their winning works of art in the Kids Area of the Scotts Valley branch. The poster contest was opened to Scotts Valley students in grades K-8. The winners were treated to lunch by the Scotts Valley Police Department.

Boulder Creek was a polling place for the recent election. Attendance at the branch was better than average that day.

Boulder Creek hosted a Community Service Day for students in grades 6 to 12. Boulder Creek's picture book collection is looking great thanks to cleaning done by some enthusiastic students.

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

**D. Volunteers will be used effectively.**

Scotts Valley welcomed a returning volunteer, John. Once again, he will use his skills to help with shelving and searching for items within the branch.

The Branciforte branch continues to have incredible volunteers; all of whom are intelligent, smart, very pleasant, committed and VERY helpful.

#### **4. WELCOMING PLACE**

**A. Identify the physical changes and funding required to provide 21<sup>st</sup>-century library facilities.**

Branciforte has a terrible problem with etched graffiti on our windows. One of the things that makes this such a lovely building are the big windows all around. They are also a problem because they are so accessible. Luckily, Kira, once notified of the worsening problem, got right on it. We met with a window expert who took measurements and gave suggestions about how the etching problem can be mitigated.

Garfield Park had some graffiti that on its bike lockers that Matt Kiernan removed and he also replaced a light on the front walk way. This helped illuminate things immensely.

A quarterly check of Boulder Creek's heating system was performed by a technician from George Wilson, Inc. The branch will be nice and cozy for the winter!

Branciforte branch had some interesting events this month, a couple of which involved calling the City police department. The good news is that the PIC, Lauren Suhd, is developing a positive relationship with the Santa Cruz Police Dept. AND several patrons have personally thanked me for helping to make them feel safe and comfortable in and around the library.

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

Evergreen was upgraded to the latest version and many compliments have been received from the public.

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

The Program Team had to cancel a storytime at the SV Library this month. We had a staff illness and there were no subs available that could do the program. This is the first time we have had to cancel a storytime at any of our branches.

Patrick Landis at the Felton Library has provided friendly and knowledgeable computer help to patrons struggling to use the branch's computers.

## **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.**

## **6. ORGANIZATIONAL READINESS**

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

Galina Wells at Capitola attended a webinar entitled Communicating through Infographics. She does a lot of the Capitola displays so this will be a most valuable learning tool to enhance the branch.

Brenna Ewing, Human Educator at the SPCA lead a workshop sponsored by the City of Santa Cruz titled Aggressive Dog Training which was attended by Scotts Valley staff, Kathleen Frey and Gail Paynter, Capitola PIC Jonell Jel'enedra, Catherine Workman of Garfield Park and Cathy Landis of Boulder Creek. The workshop included tips and techniques for encounters with dogs while at work.

Jonell Jel'enedra (Capitola PIC), Laura VanDerslice (Live Oak PIC), Linda Gault (Scotts Valley PIC), Catherine Workman (Garfield Park PIC) and Cathy Landis (Boulder Creek PIC) attended the city training Managing Through Performance Evaluations conducted by Liebert Cassidy Whitm.

Live Oak staff member Patty Carroll and Scotts Valley staff member Paula Jansen are attending the 3 session eReader class given by the Reference Team.

All of the Library Aides received training in using Aesop Online, a substitute placement and absence management service.

Program librarians Jeanne O'Grady, Brenda McIlroy, Kari Gunn, Laura Whaley, and Sandi Imperio all attended the Annual CLA Conference as did many other staff, Cathy Landis, Linda Gault, Emily Galli, Heather Pereira, Sue Graziano and Gale Farthing. Friends President Pete Cullen and Administrator Emily Huscher attended a preconference on advocacy. Teresa was co-chair of the conference. Jeanne O'Grady represented the group at the Summer Reading Workshop and got many ideas about the state wide Summer Reading Program – Reading Is So Delicious. Look for updates on Summer Reading plans in future monthly reports. The CLA conference was full of ideas for developing our programs. Jeanne O'Grady and Brenda McIlroy presented a poster about the Read to Me collection and how we plan to maintain and develop this. We spoke with over 50 people in the hour that the poster was up. The next stages will include a maintenance schedule and volunteer workshops to upgrade the books, felt-board stories and puppets.

Both Victor Willis and Chantel Van Pelt at Branciforte are doing an on-line training about weeding—not the digging in the garden type. Lauren Suhd is doing an on-line training in EXCEL.

Catherine Workman and Cathy Landis attended the City's Project Management training which is part of the City of Santa Cruz's Employee and Leadership Development Program.

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

Deborah Lipoma received the Certificate of Competence for completing all eight modules of the city's Employee and Leadership Development Training program.

The Felton Library's PIC, Jason M., also received the Certificate of Competence for completing all eight modules of the City's Employee and Leadership Development Training program. Jason also attended a management workshop on handling personnel issues that was put on by the law firm Liebert Cassidy Whitmore.

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

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





Teresa Landers <clanderst@santacruzpl.org>

---

## What's Happening - November 13, 2012

1 message

Janis O'Driscoll <odriscollj@santacruzpl.org>

Tue, Nov 13, 2012 at 12:03 PM

To: All Staff <allstaff@santacruzpl.org>, FRIENDS SCPL <friends@santacruzpl.org>, Library Aides - All <libaid-all@santacruzpl.org>, On Call Clerks <oncallclerks@santacruzpl.org>, On Call Librarians <oncallib@santacruzpl.org>

What's Happening November 13, 2012

### SCPL T-Shirts

This week we will place an order for staff t-shirts. Be sure to enter your information in the Google Doc Library Admin sent out. Please also let us know if you decline the offer of a shirt (the No, Thanks column) so we'll know that it isn't a matter that you forgot. We expect to have the shirts the last week of November. Admin has a size chart for each shirt option if you need more information to order.

The Friends are helping us pay for the shirts and we are adding the Friends' name to the right sleeve of the shirt. In addition, extra shirts will be ordered so that they can be sold in the Friends' bookstore. It is likely to be a coveted item!

### Library Cards to Schools

I met with the Santa Cruz City Schools Media Teachers on November 7. Each school library now has a class set of public library cards with pin numbers so that database instruction can be conducted by school staff in school computer centers. These 10 class sets were created by the staff of Garfield Park, LaSelva Beach, Boulder Creek, and Felton branches and they are VERY much appreciated and used.

The Programming Team just finished a big "PIN extravaganza" with freshmen and transfers at Harbor High. Kari Gunn led the charge to issue 277 cards. Aptos High has sent the Team applications from their freshmen/transfers and those are still be completed; Jeanne O'Grady is supervising the creation of over 200 cards for that student body.

### Latest Big Read News

Part of the NEA Big Read grant is designated for schools. We are in negotiations with Michael Oakes to bring his one-man Steinbeck show to Santa Cruz the week of March 18. He will be visiting schools primarily but we

000017

are hoping for one community event. Details are still being arranged. <http://www.liveoakes.com>

## Libraries Inside Out

The portraits on the outside of the Downtown Branch are still intact, in spite of the recent rains. We don't know exactly when they will be coming down, but we know that winter weather will soon make it necessary.

The portraits hanging on the first floor of the Downtown Branch will remain in place through the end of December. We will probably take them down around January 4 when the Library sponsors its next First Friday reception with new art hung on both floors.

On November 14, I will meet with the Persons in Charge to ask if any of the other nine branches would like to host a gallery of portraits. We have enough for everyone who asks. We won't have to hang them in the same way we've hung them downtown or in the same quantity...even 3 or 5 portraits can make a welcoming statement in a small branch. Since winter is upon us, these will all be inside installations. Mariah Roberts, our Libraries Inside Out Coordinator, and I will visit the interested branches to figure out the best way to display the portraits.

## Staff Art Show

It isn't too early to start working on your contribution to the next staff art show: June 29, 2013-September 28, 2013. The work will be displayed on both floors of the Downtown Branch. More details will be coming in January.

*More when I know it.*

*Janis*

### Janis O'Driscoll

*Division Manager*

*Programs, Information & Partnerships*

*Santa Cruz Public Libraries*

Tel: (831)427-7700, x7662

<http://www.santacruzpl.org>



Want a signature like mine? [Click here.](#)

000018



Teresa Landers <landerst@santacruzpl.org>

## What's Happening, November 19, 2012

1 message

Janis O'Driscoll <odriscollj@santacruzpl.org>

Mon, Nov 19, 2012 at 9:11 AM

To: All Staff <allstaff@santacruzpl.org>, FRIENDS SCPL <friends@santacruzpl.org>, Library Aides - All <libaid-all@santacruzpl.org>, On Call Clerks <oncallclerks@santacruzpl.org>, On Call Librarians <oncallib@santacruzpl.org>

What's Happening November 19, 2012

### Winter Crafts

The holidays must be approaching because glue guns are out everywhere. Get your glitter on at the **Garfield Park Branch on Thursdays November 29 and December 13** starting at 3pm each day. The drop-in program runs until 5pm.

Drop-in craft time will also be offered at the **Downtown Branch** on Tuesday, **December 4** between 3 and 4pm. Laura Whaley will be monitoring the glue gun and the glitter at all 3 programs.

### Library Cards for Students

The Library Card campaign at Aptos High concluded with about 400 students receiving cards. Now that Jeanne O'Grady has finished that big job, she's helping Brenda McIlroy get cards to the students at San Lorenzo Valley High School. Zoe Laird, the new Library Aide for Programming and Bookmobile, has only been on the job for two weeks and has already become an important part of the card campaign.

### eBooks and More

Jennifer Cockerill, Jim Tarjan, Sarah Harbison, and Leslie Auerbach have been conducting very successful classes for the public (the next one is Sunday **December 2 at the Downtown Branch**). They've expanded their classes to residents at Dominican Oaks and they have just agreed to do a class with a book discussion group that meets at Scotts Valley. What a great idea!

### Willing Suspension Armchair Theater Student Show

Every quarter the local readers' theater troupe, Willing Suspension Armchair Theater, offers a show at three of our

000019

branches (Downtown, Aptos, Scotts Valley). Next month, Steve Spike Wong will bring a readers theater student show to the **Aptos Branch featuring students from Aptos, Watsonville, and Los Gatos High Schools. The View From 16 - The Complex Simplicities of Teenhood**

It seems that being a teen is always challenging, but never more so than today. Enormous technological developments have wrought significant changes to the world, but especially to the teen world. Join us for an hour of retrospection, introspection, and plain blunt force as we set out to unveil and contrast some of the intensity that exists in the lives of teenagers today. Original prose and poetry plus selections from published literature. **Tuesday, December 11 at 7pm**

Branches will be getting flyers for this wonderful free event soon.

### **Pop-Up Exhibit Partnering with the MAH**

A pop-up exhibit is a museum exhibit that any member of the community can contribute to. The exhibit itself usually lasts two or three hours but it is a great opportunity to bring people together around an art or history theme. The MAH has been hosting pop-ups at its own facility and now it wants to expand its venues and they've asked the Library to participate. We hope to host pop-ups at several branches but we're going to start with the Downtown Branch.

In **May 2013** the Library will host a pop-up on altered books. (the date will be set soon). We know that there are lots of book artists in our community who can contribute a piece but we'd like everyone to get in on the fun so in **April 2013** the Library will have at least one altered book workshop so lots of folks can explore the world of altered books. Date(s) for this workshop will be set soon.

If you'd like to help with these events, have books to contribute that could be altered, or have suggestions, please contact Janis. And be thinking about possible other themes for other pop-ups at other branches, too.

### **The Dust Bowl on PBS**

SCPL will be hosting a Big Read month in March around The Grapes of Wrath. Last night, PBS stations aired the first part of Ken Burns' documentary on the Dust Bowl. It was a sobering but riveting look at how the Dust Bowl came to be. There were many eyewitness interviews. Part Two will be shown tonight (Monday) at 8pm on local PBS stations. It is worth your time. For more information:

<http://www.pbs.org/kenburns/dustbowl/>

*More when I know it.*

*Janis*

000020



Teresa Landers <clanderst@santacruzpl.org>

## What's Happening November 21, 2012

1 message

**Janis O'Driscoll** <odriscollj@santacruzpl.org>

Wed, Nov 21, 2012 at 10:32 AM

To: All Staff <allstaff@santacruzpl.org>, FRIENDS SCPL <friends@santacruzpl.org>, Library Aides - All <libaid-all@santacruzpl.org>, On Call Clerks <oncallclerks@santacruzpl.org>, On Call Librarians <oncallib@santacruzpl.org>

We can be grateful that there are teenagers...and we can be grateful that WE aren't teenagers any more. Here are two nifty library projects that our own local teenagers have been working on. I'm thankful that they are part of our Library community.

### 1. Homework Help Saves the World!

PSA for our Homework Help program at SCPL. Created by students at Georgianna Kirby School. Sandi Imperio has been their contact.

LibraryHomeworkHelp2.mov

### 2. View from 16

Student readers theater performance on December 11 at 7pm at Aptos Branch. Students are from Aptos, Watsonville, and Los Gatos High Schools and the readings will include original prose and poetry plus selections from published literature. A flyer is attached and it is illustrated with photographs from two students who have been active in the SCPL Advisory Council for Teens.

Happy Thanksgiving to Everyone. Be sure to smile benevolently at any endearing scowling teens at your table this weekend...we are lucky to have them.

*More when I know it,  
Janis*

**Janis O'Driscoll**

*Division Manager*

*Programs, Information & Partnerships*

*Santa Cruz Public Libraries*

Tel: (831)427-7700, x7662

<http://www.santacruzpl.org>



Want a signature like mine? [Click here.](#)



**View16.doc**

786K

000021



Teresa Landers <landers@ santacruzpl.org>

## What's Happening November 26, 2012

1 message

Janis O'Driscoll <odriscollj@santacruzpl.org>

Mon, Nov 26, 2012 at 10:46 AM

To: All Staff <allstaff@santacruzpl.org>, FRIENDS SCPL <friends@santacruzpl.org>, Library Aides - All <libaid-all@santacruzpl.org>, On Call Clerks <oncallclerks@santacruzpl.org>, On Call Librarians <oncallib@santacruzpl.org>

**Thanksgiving is Over...Happy New Year!**

### **Classes & Events for Families January 7 – May 31, 2013**

The 2013 schedule is being printed today and will be distributed to all branches soon. **Please note that the Storytime in Spanish is returning to Live Oak on Mondays from 5:30-6:30pm starting January 7, 2013.** This storytime is being sponsored by a grant from Target and families attending the storytimes will be receiving free books in Spanish paid for from this grant. Volunteer Carolina Castillo Trelles is returning as the storyteller and volunteer Stacey Kyle is administering the grant.

A copy of the 2013 schedule is attached. ***Please be sure to recycle all copies of the flyer which expires on December 14, 2012...there are several small but important changes on the 2013 version.***

### **Community Poetry Circle**

The Community Poetry Circle lead by Magdalena Montagne will continue in 2013 at the Downtown, Aptos, and Scotts Valley Branches. Below are the confirmed times and dates. A new flyer will be designed this week.

| Downtown                 | Aptos                    | Scotts Valley            |
|--------------------------|--------------------------|--------------------------|
| 1 <sup>st</sup> Saturday | 2 <sup>nd</sup> Saturday | 3 <sup>rd</sup> Saturday |
| 10am – 12pm              | 1pm – 3pm                | 2pm – 4pm                |
|                          |                          |                          |

000022

|         |          |          |
|---------|----------|----------|
| Jan. 5  | Jan. 12  | Jan. 19  |
| Feb. 2  | Feb. 9   | Feb. 16  |
| March 2 | March 9  | March 16 |
| April 6 | April 13 | April 20 |
| May 4   | May 11   | May 18   |
| June 1  | June 8   | June 15  |
|         |          |          |

### ***Small Business Brown Bag Seminars***

The Library's partnership with Cabrillo College, City of Santa Cruz Economic Development, the Downtown Association, and Bank of America will continue to provide the Small Business Brown Bag Seminars on the second Thursday of the month from 11:45am-1pm at the Downtown Branch. The planning committee will meet on Wednesday, December 5 to choose topics for 2013. ***If you have ideas for topics, please email them to Janis before December 5.*** Check the Library website under Local Information/Business/Small Business Brown Bag Seminars to see 2012 topics.

### ***Big Read 2014***

Big Read 2013 doesn't even start until February 27 but the grant proposal for 2014 is due the first week in February. We have to choose from the National Endowment for Arts booklist. ***If you've got an opinion about which book to choose next, let Janis know ASAP.***

The grant writing group will be writing in January 2013. We've already received grants for Edgar Allan Poe and The Grapes of Wrath. Here's the list:

<http://www.neabigread.org/books.php>

### ***Santa Cruz County Community Assessment Project 2012***

000023

Last Monday Janis attended the release of the Santa Cruz County Community Assessment Project

2012 Comprehensive Report. I'll be sending out a What's Happening email devoted to what I learned later this week. I do want to you to know that among the **Santa Cruz County Community Heroes** that were announced were **Elizabeth Walch and the Friends of the Scotts Valley Branch Library** who were recognized for the development of the Special Needs Collection housed at the branch.

*More when I know it,*

*Janis*

**Janis O'Driscoll**

*Division Manager*

*Programs, Information & Partnerships*

*Santa Cruz Public Libraries*

Tel: (831)427-7700, x7662

<http://www.santacruzpl.org>



Want a signature file name? [Click here.](#)



**ClassesEventsJan2May13final.pdf**

148K

000024



MONTHLY STATISTICAL REPORT  
 FY12/13

|                | 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 |
| September      | 17,478      | 23,703   | 36%     | 10,565   | 12,030   | 14%     | 106          | 136      | 28%     | 64               | 69       | 8%      |
| Aptos          | 2,717       | 3,943    | 45%     | 2,285    | 2,676    | 17%     | 30           | 30       | 0%      | 25               | 20       | -19%    |
| Boulder Creek  | 5,068       | 8,700    | 72%     | 4,489    | 6,573    | 46%     | 65           | 68       | 5%      | 58               | 51       | -11%    |
| Branciforte    | 7,851       | 10,872   | 38%     | 4,945    | 4,776    | -3%     | 82           | 74       | -10%    | 52               | 32       | -37%    |
| Capitola       | 33,038      | 46,868   | 42%     | 28,816   | 35,410   | 23%     | 162          | 215      | 33%     | 141              | 162      | 15%     |
| Downtown       | 1,526       | 2,174    | 42%     | 1,088    | 1,532    | 41%     | 23           | 21       | -12%    | 17               | 15       | -13%    |
| Felton         | 2,211       | 2,986    | 35%     | 2,727    | 3,022    | 11%     | 28           | 31       | 9%      | 35               | 31       | -11%    |
| Garfield Park  | 941         | 1,675    | 78%     | 1,178    | 1,372    | 16%     | 16           | 16       | 3%      | 19               | 13       | -33%    |
| La Selva Beach | 11,145      | 14,612   | 31%     | 7,759    | 8,281    | 7%      | 86           | 109      | 27%     | 60               | 62       | 4%      |
| Live Oak       | 17,717      | 24,161   | 36%     | 13,255   | 13,970   | 5%      | 120          | 139      | 15%     | 90               | 80       | -11%    |
| Scotts Valley  | 2,471       | 3,047    | 23%     | 1,567    | 1,408    | -10%    |              |          |         |                  |          |         |
| Outreach       | 102,163     | 142,741  | 40%     | 78,674   | 91,050   | 16%     | 719          | 838      | 17%     | 561              | 537      | -4%     |
| Subtotal       | 9,502       | 6,868    | -28%    |          |          |         |              |          |         |                  |          |         |
| ebooks         | 1,106       | 2,373    | 115%    |          |          |         |              |          |         |                  |          |         |
| e-audio        | 112,771     | 151,982  | 35%     | 78,674   | 91,050   | 16%     | 719          | 838      | 17%     | 561              | 537      | -4%     |
| TOTAL          | 356,449     | 421,268  | 18%     | 104,316  | 118,499  | 14%     |              |          |         |                  |          |         |
| website hits   |             |          |         |          |          |         |              |          |         |                  |          |         |
|                |             |          |         |          |          |         |              |          |         |                  |          |         |
|                |             |          |         |          |          |         |              |          |         |                  |          |         |
| October        | 12,938      |          | -100%   | 8,084    | 12,030   | 49%     | 79           | 0        | -100%   | 49               | 60       | 23%     |
| Aptos          | 3,092       |          | -100%   | 2,346    | 3,235    | 38%     | 34           | 0        | -100%   | 26               | 22       | -14%    |
| Boulder Creek  | 5,290       |          | -100%   | 4,807    | 7,345    | 53%     | 68           | 0        | -100%   | 62               | 51       | -17%    |
| Branciforte    | 7,428       |          | -100%   | 4,829    | 5,297    | 10%     | 78           | 0        | -100%   | 51               | 33       | -34%    |
| Capitola       | 34,463      |          | -100%   | 26,728   | 35,642   | 33%     | 169          | 0        | -100%   | 131              | 147      | 12%     |
| Downtown       | 1,462       |          | -100%   | 971      | 1,663    | 71%     | 22           | 0        | -100%   | 15               | 14       | -6%     |
| Felton         | 2,054       |          | -100%   | 2,629    | 3,368    | 28%     | 26           | 0        | -100%   | 34               | 27       | -20%    |
| Garfield Park  | 914         |          | -100%   | 1,089    | 2,162    | 99%     | 15           | 0        | -100%   | 18               | 18       | 0%      |
| La Selva Beach | 13,316      |          | -100%   | 8,291    | 9,022    | 9%      | 102          | 0        | -100%   | 64               | 54       | -16%    |
| Live Oak       | 23,981      |          | -100%   | 12,710   | 14,442   | 14%     | 163          | 0        | -100%   | 86               | 72       | -16%    |
| Scotts Valley  | 2,838       |          | -100%   | 1,845    | 1,615    | -12%    |              |          |         |                  |          |         |
| Outreach       | 107,776     | 0        | -100%   | 74,329   | 95,821   | 29%     | 757          | 0        | -100%   | 535              | 498      | -7%     |
| Subtotal       | 8,390       |          | -100%   |          |          |         |              |          |         |                  |          |         |
| ebooks         | 968         |          | -100%   |          |          |         |              |          |         |                  |          |         |
| e-audio        | 117,134     | 0        | -100%   | 74,329   | 95,821   | 29%     | 757          | 0        | -100%   | 535              | 498      | -7%     |
| TOTAL          | 279,066     | 450,622  | 61%     | 93,140   | 127,971  | 37%     |              |          |         |                  |          |         |
| website hits   |             |          |         |          |          |         |              |          |         |                  |          |         |

MONTHLY STATISTICAL REPORT  
FY12/13

|                | 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 |
| July           |             |          |         |          |          |         |              |          |         |                  |          |         |
| 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         |             |          |         |          |          |         |              |          |         |                  |          |         |
| 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%     |              |          |         |                  |          |         |

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



Contained herein is the October 2012 Dashboard summary report. Please note that we are still in the course of our annual financial audit and that the amounts below could still be adjusted due to year end adjusting entries. Nevertheless, revenues are slightly ahead of budget and expenditures are under-budget. This has resulted in a year-to-date net operating gain of \$318,601.

This "dashboard" summary includes only major revenue and expenditure lines items 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<br>(Major accounts) | (1)<br>Actual Results |                     |                   |                     | (2)<br>Percent of Budget Comparison |              |                  |                       |
|------------------------------------|-----------------------|---------------------|-------------------|---------------------|-------------------------------------|--------------|------------------|-----------------------|
|                                    | August                | September           | October           | YTD                 | YTD                                 | Actuals      | Months completed | Positive / (negative) |
|                                    |                       |                     |                   |                     | Annual Budget<br>FY 2012/13         |              |                  |                       |
| <b>Revenue:</b>                    |                       |                     |                   |                     |                                     |              |                  |                       |
| Sales Tax                          | \$ 568,866            | \$ 588,457          | \$ 466,387        | \$ 2,067,711        | \$ 5,991,473                        | 34.5%        | 33.3%            | 1.2%                  |
| MOE- Member Contributions          | 425,076               | 425,076             | 425,076           | 1,700,303           | 5,149,416                           | 33.0%        | 33.3%            | (0.3%)                |
| Library Fines                      | 18,344                | 16,562              | 20,259            | 66,293              | 200,000                             | 33.1%        | 33.3%            | (0.2%)                |
| Donations- Friends                 | 1,316                 | 430                 | 4,965             | 6,943               | 70,000                              | 9.9%         | 33.3%            | (23.4%)               |
| Other Revenue                      | 7,950                 | 3,593               | 4,884             | 19,015              | 96,745                              | 19.7%        | 33.3%            | (13.7%)               |
| <b>TOTAL REVENUE</b>               | <b>\$ 1,021,552</b>   | <b>\$ 1,034,118</b> | <b>\$ 921,570</b> | <b>\$ 3,860,265</b> | <b>\$ 11,507,634</b>                | <b>33.5%</b> | <b>33.3%</b>     | <b>0.2%</b>           |
| <b>Expenditures:</b>               |                       |                     |                   |                     |                                     |              |                  |                       |
| (3) Payroll                        | 826,817               | 576,948             | 570,974           | 2,371,367           | 7,574,988                           | 31.3%        | 33.3%            | 2.0%                  |
| Books                              | 162,592               | 100,818             | 125,984           | 389,395             | 839,826                             | 46.4%        | 33.3%            | (13.0%)               |
| Janitorial Services                | 11,617                | 11,004              | 9,664             | 32,285              | 117,097                             | 27.6%        | 33.3%            | 5.8%                  |
| Building & Facility O&M            | 15,979                | 7,723               | 15,532            | 42,369              | 154,752                             | 27.4%        | 33.3%            | 6.0%                  |
| Rent (Equip, Building, Land)       | 25,934                | 25,934              | 25,934            | 105,267             | 312,409                             | 33.7%        | 33.3%            | (0.4%)                |
| Utilities                          | 27,808                | 29,441              | 48,731            | 137,690             | 312,410                             | 44.1%        | 33.3%            | (10.7%)               |
| Other expenditures                 | 181,533               | 95,899              | 111,935           | 463,292             | 2,121,359                           | 21.8%        | 33.3%            | 11.5%                 |
| <b>(2) TOTAL EXPENDITURES</b>      | <b>\$ 1,252,281</b>   | <b>\$ 847,767</b>   | <b>\$ 908,755</b> | <b>\$ 3,541,664</b> | <b>\$ 11,432,841</b>                | <b>31.0%</b> | <b>33.3%</b>     | <b>2.4%</b>           |
| <b>Net Gain / (Loss)</b>           | <b>\$ (230,729)</b>   | <b>\$ 186,351</b>   | <b>\$ 12,816</b>  | <b>\$ 318,601</b>   | <b>\$ 74,793</b>                    |              |                  |                       |
|                                    |                       |                     |                   | YTD                 | Annual Budget<br>(2)                |              |                  |                       |

| Key Balance Sheet items     | Key Operating Indicators |              |              | Status |
|-----------------------------|--------------------------|--------------|--------------|--------|
|                             | August                   | September    | October      |        |
| Cash                        | \$ 1,376,563             | \$ 1,509,643 | \$ 2,663,537 | 0.2    |
| Total Current Assets        | 2,383,152                | 2,535,805    | 2,675,949    | 8.7    |
| Long Term Debt (City of SC) | 307,169                  | 307,169      | 307,170      |        |

- Notes:**
- (1) 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).
  - (2) Budgeted expenditures increased by \$291,107 from the Adopted Budget for prior year project carry-overs.
  - (3) August payroll costs are accurate but artificially higher due to timing differences. August costs included a portion of July's payroll due to the calendar pay periods. However, when combined, the July and August payrolls were \$1.22 Million. Per the budget, 2 months payroll should average \$1.26 Million.

## **Status Update for IT Strategic and Facilities Master Plans**

**November 26, 2012**

Both consultants continue to review data and additional data is provided as requested for both plans.

Several conference calls were held for the IT Strategic Plan.

The IT consultant is scheduled for his second visit on January 17-18. A meeting with interested Board members will take place on one of those days at a yet to be determined time and place.

A survey specific to Library IT was distributed to library staff and responses are being collected.

A project management meeting for the Facilities Master Plan is scheduled for Monday December 3.

## STAFF REPORT

DATE: November 29, 2012  
TO: Library Joint Powers Board  
FROM: Teresa Landers, Director of Libraries  
RE: Revised Patron Conduct and Suspension Policy

### RECOMMENDATION:

1. The LJPB adopt the attached Patron Conduct and Suspension Policy excluding the section on emotional support animals.
2. The Library engage in a four month pilot of allowing emotional support animals following the guidelines presented in the policy at Branciforte, La Selva Beach and Boulder Creek.

### SUMMARY

This document is a reprint of the report presented in November. Supplemental materials regarding emotional support animals have been provided at the end of this document. The recommendation statement has been revised.

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

000029

- 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

## **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.

### **Supplemental Information**

Since the November 5, 2012 LJPB meeting additional information has been gathered to assist the Board with its decision regarding emotional support animals.

1. A request was received as to what other libraries are doing about this issue. To date two libraries have responded that they do allow emotional support animals: San Francisco Public Library and Corona Public Library. The policy and procedures for San Francisco Public are very clear and are attached. Corona stated that they treat emotional support animals as service dogs.
2. A video was shared that shows how veterans are using animals for emotional support. The link to that video is

<http://www.cnn.com/2012/11/09/us/cnnheroes-ptsd-service-dogs/index.html>

A copy of the related article is attached.

### **Additional Recommendation**

If the Board is still feeling uncomfortable about the issue of emotional support animals I recommend:

- the policy be adopted as is excepting the section on service animals
- the Library engage in a limited 4 month pilot of allowing emotional support animals following the procedures in the service animals section of the policy. This could be limited to 3 of the branches that have expressed particular concern over this issue. Branciforte, Boulder Creek and La Selva Beach have volunteered.

000031

# a

## **Service Animals and Support Animals in SFPL Facilities Questions and Answers for Staff (3/2011)**

### **What do I do if someone brings an animal into the library?**

Determine whether the animal is a pet or a service or support animal. SFPL *Guidelines for Library Use* states: "Animals, other than service animals assisting persons with disabilities, are not permitted inside Library facilities or within 10 feet of any door."

SFPL staff can and should remind library users that no pets are allowed in Library facilities. Say something like, "We don't allow pets in the library" or ask, "Is this your pet?" This gives the person a chance to leave or to explain the role of their animal without providing them a useful legal term.

If a library user says an animal is a service animal or a support animal, they must be permitted to bring their animal in with them.

### **San Francisco Service and Support Animal Policy**

*It is the policy of the City and County of San Francisco that all people with service and support animals be afforded equal access to city facilities, programs, services, and activities.*

The San Francisco policy is based upon the legal obligations of public entities under the Americans with Disabilities Act (ADA) as well as the requirement for reasonable modification to policies found in Section 504 of the Rehabilitation Act of 1973. Though the ADA definition of service animals has changed, local policy remains unchanged.

### **What is a service animal?**

Effective 3/15/2011, ADA regulations from the Department of Justice include the following definition: "Service animal means any dog 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. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the



*presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition."*

### **What is a Support Animal?**

As defined in the San Francisco Service and Support Animal Policy, *"Support animals are animals that primarily provide assistance for people with psychological disabilities. For example, a person diagnosed with depression may take a cat to the doctor's office in order to make it to an appointment on time, a person may use a snake to keep calm and treat an anxiety disorder, or a person with agoraphobia may use a dog to access public places with greater ease. The Fair Housing Act and case law consider allowing the presence of support animals to be a type of reasonable accommodation under disability rights laws. Support animals are not always trained to perform tasks or may have only limited training. Support animals can, however, help alleviate symptoms of depression, anxiety, stress, and difficulties regarding social interactions, allowing people to live independently and fully use and enjoy their living environment. People with support animals have the same rights as people with service animals."*

### **Is it possible to identify a "service animal" without asking?**

Some service animals are easy to recognize. "Dog guides" or "Seeing Eye" dogs and miniature horses (assisting people who are blind or vision impaired) wear distinctive leather harnesses. Many "signal dogs" or "hearing dogs" (assisting people who are deaf or hard of hearing) wear bright orange collars, leashes or vests. Dogs trained by Canine Companions for Independence wear blue and yellow backpacks. Some dogs may have a special tag issued by San Francisco Animal Care and Control or a similar agency.

Even if an animal is not wearing a distinctive leash, harness, vest, backpack or tag, it may still be a legitimate service animal. Take the person at their word.

### **Don't service animals have to have a special license or tag?**

No. The Americans with Disabilities Act specifically states that service animals do not have to have a special license or tag.

Residents of San Francisco can get tags identifying their dogs as assistance animals if: they have a regular dog license; and, a letter from their physician stating that they need the dog. We can refer people to Animal Care & Control (phone 554-6364) to ask questions about this process. It is important to remember that people cannot be forced to get such a tag. These tags are given only to dogs.

**What should I do if a service or support animal barks or growls at other people, bothers other people, or acts out of control?**

Within reason, service and support animals are held to the standards of behavior spelled out in SFPL *Guidelines for Library Use*. For example, they may not: eat or drink in the library; abuse (damage) Library materials, equipment, or facilities; or, interfere with Library user or staff comfort - due to strong, pervasive odors or making loud or unreasonable noise or other disturbance. Obviously, they don't have to wear shirts or footwear and they can sleep and lie on the floor.

Ask a person to remove from the library any animal, including a service or support animal, when that animal's behavior poses a direct threat to the health or safety of others. For example, any animal that displays vicious behavior towards other users may be excluded. You also may ask a person to remove their dog if it is barking uncontrollably or if its behavior is disturbing other users. Do not make assumptions about how a particular animal is likely to behave based on your past experience with other animals. Each situation must be considered individually.

Staff may call San Francisco Animal Care & Control to pick up dogs tied outside the library if they display vicious or threatening behavior that frightens people entering or leaving the building. Staff also may call to have dogs that are tied up outside the library for an excessive amount of time picked up.

**What should I do if someone says they are afraid of an animal or allergic to the animal?**

Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals. Suggest that the person who is afraid or has allergies move away from the animal.

**Do service dogs have to be on a leash?**

All animals must be with their owners and under their control at all times. San Francisco has a leash law for dogs. San Francisco Animal Care & Control has confirmed that we can tell users that their dog must be on a leash in the library. However, some animals must be able to move away from their handlers to do their jobs. For example, a hearing assistance dog must be free to move between their handler and the source of a sound to which they are alerting them.

**Sources consulted:**

*COMMONLY ASKED QUESTIONS ABOUT SERVICE ANIMALS IN PLACES OF BUSINESS.*

U.S. Department of Justice, Civil Rights Division, Disability Rights Section, 7/96.

*ADA Business BRIEF: Services Animals.*

U.S. Department of Justice, Civil Rights Division, Disability Rights Section, April 2002.

*Revised Final Title II Regulation with integrated text. Part 35 Nondiscrimination on the Basis of Disability in State and Local Government Services (as amended by the final rule published on September 15, 2010)*

Authority: 5 U.S.C. 301; 28 U.S.C. 509, 510; 42 U.S.C. 12134.

*New ADA Definition on Service Animals Effective March 15. CCSF Policy Remains Unchanged.*

<http://www.sfgov2.org/Modules/ShowDocument.aspx?documentid=349> Downloaded 3/24/2011

San Francisco Animal Care & Control: 554-6364



SEARCH

Part of complete coverage on  
**CNN Heroes**

# War vets find solace in four-legged friends

By **Elliott C. McLaughlin**, CNN

updated 8:36 AM EST, Mon November 12, 2012

10k | 929 | 55 | 47

Recommend | Tweet | Share

Print | Email | More sharing



War veterans are struggling with mental health issues, not only because of the combat they experienced, but also because of the trauma they experienced in their civilian lives. Many veterans have difficulty finding a sense of purpose and meaning in their lives after returning home. Some veterans have even turned to drugs and alcohol to cope with their pain. However, many veterans have found solace in their four-legged friends. Dogs have been shown to help reduce stress and anxiety, and they can provide a sense of companionship and support. In fact, many veterans have found that their dogs have helped them overcome their mental health issues. One veteran, Jeff Wilson, has even found that his dog has helped him get past the same obstacles that he had to overcome in his military service.

HD-REUTERS/REUTERS

Part of complete coverage on  
**CNN Heroes 2012**

## Meet the top 10 Heroes of 2012

updated 1:05 PM EDT, Thu September 20, 2012



For their extraordinary efforts to help change the world and better the lives of others, 10 everyday people will receive \$50,000 to continue their work.

## Vote now: Hero of the Year



Choose your favorite Hero and then cast your vote for CNN Hero of the Year. You can vote up to 10 times a day!

## Join a Hero, help change the world

updated 3:15 PM EST, Wed November 28, 2012



This year's top 10 Heroes are working hard to make a difference, and you can help by donating to their causes through Google.

## An awards show for the selfless

updated 10:47 AM EST, Wed November 28, 2012

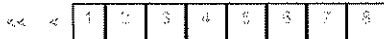


For the past six years, CNN has been honoring everyday people who are changing the world.

## The top 10: In their own words

updated 2:56 PM EST, Tue November 27, 2012

## Veterans and their service dogs



### STORY HIGHLIGHTS

Many Iraq and Afghanistan war veterans are suffering from post-traumatic stress disorder

Some are finding it easier to cope with their symptoms thanks to service dogs

The dogs help them with their anxiety and give them the confidence to socialize again

Top 10 CNN Hero Mary Cortani helps veterans in California train their own service dogs

(CNN) -- He was antisocial and difficult to work with at first. He'd clearly been abused by his father as evidenced by the deep, round scab near his shoulder. He hadn't been eating well.

And he was so skittish that the slightest noise or motion set him off. But Army veteran Jeff Wilson needed a new dog, and this pound puppy -- a border collie-German shepherd mix -- was it.

He named him Lobo, and it wasn't long before Wilson, 44, realized they had the same issues.

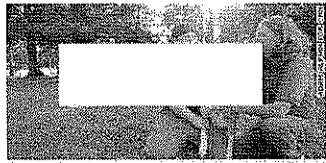
"We were kind of kindred spirits," he said. "I think it really helped deepen our connection because he wasn't just helping me; I was helping him. I was helping him get past the same obstacles that I had. I had to recognize it in myself and get past that to help him."

Wilson is a former tank commander and flight engineer who isn't at liberty to speak about his time in Iraq other than to say he manned a machine gun while hanging out of the door of a helicopter. He can also say that he was often "exposed to very dangerous situations" during his 14 years in the service.

He has been diagnosed with depression and anxiety from post-traumatic stress disorder, and he's not alone. According to the Department of Veterans Affairs, 11% to 20% of Iraq and Afghanistan war veterans are suffering from PTSD.

Wilson said his depression turned him into a hermit. He would "curl up and not talk to anybody," and his anxiety made it difficult to go into public.

If he did leave the house, he was hypervigilant. If someone walked up behind him or dropped something that emitted a clatter, it triggered the "fight or flight" mechanism he'd groomed in the military.

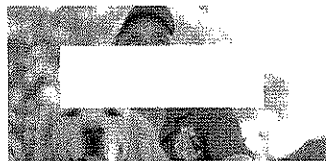


Inside the mind of an Iraq combat vet

The anxiety was so bad that before he was diagnosed with PTSD, he went to the emergency room four times because he thought he was having a heart attack. He "self-medicated" so heavily with booze that it strained the relationship between him and his now-wife of two years.

"I was having to drink to numb all my senses and be quasi-normal," he said.

But today, with Lobo by his side, Wilson is finding it easier to cope.



Top 10 CNN Hero: Mary Cortani

The two have been working with Operation Freedom Paws, a nonprofit in Gilroy, California, that helps veterans train their own service dogs. It is run by Mary Cortani, a veteran and one of the top 10 CNN Heroes of 2012.

Veterans in Focus: Celebrating, honoring veterans



The top 10 heroes in their own words

When veterans train "their own service dog, there are immediate benefits right off the bat," Cortani said. "They have a mission and a purpose again. It gives them something to focus on and to complete. It gives them a sense of security and safety. ... They know they're not alone. They've always got their buddy at the end of the leash."

Now Wilson tells Lobo, "Watch my back," and his four-legged friend stands behind him and gives him a nudge if anyone approaches. When something stokes Wilson's anxiety, Lobo senses it, jumps up and puts his paws on Wilson's chest so he can redirect his focus.

"Knowing he's there makes me comfortable," Wilson said. "I'm not worried about the attacks. I still think about them, but I'm not hampered by them. I can go to the movies."

**A study on hold**

The Veterans Affairs Department recently put a study on hold that would determine the effectiveness of canine therapy for troops suffering from PTSD. Until that study is complete, the VA will continue providing dogs for a variety of ailments, but not PTSD.

Sen. Johnny Isakson, R-Georgia, co-sponsored the 2009 legislation that kicked off the study. He was inspired by the strides that dogs helped his mother make from 1995 to 1998 after she was stricken with Alzheimer's.

"She wasn't very fond of dogs at all, but when she developed Alzheimer's, they became a key part of her therapy," the senator said. "She was unable to really communicate at that time, but you could easily tell, emotionally, the calming effect the service dogs had."



The hidden wounds of combat

Dogs: A medicine for mental health problems?

Isakson said the VA is rewriting the parameters of the study to take into account the dogs' temperaments and the importance of matching the trainers, not just the dogs, with the patients.

Yet not everyone is convinced "the VA has the right stuff"



This year's top 10 describe what the honor means to them and the causes they are so passionate about.

**Afghan girls take brave first step**

updated 11:15 AM EDT, Wed September 26, 2012



For many girls in Afghanistan, the simple act of walking to school can be a life-threatening journey.

**Young caregivers put life on hold**

updated 8:09 AM EDT, Wed October 3, 2012



Thousands of American children are responsible for taking care of a loved one, such as an ailing parent or sibling.

**Living in fear 'under the tent'**

updated 9:02 AM EDT, Thu October 18, 2012



Haiti's terror didn't end when the ground stopped shaking. Reports of rape have been all too common after the 2010 earthquake.

**4 paws, 2 feet, 1 team to fight PTSD**

updated 8:36 AM EST, Mon November 12, 2012



U.S. war veterans are finding peace and stability thanks to the calming influence of service dogs.

**Infant deaths: Searching for answers**

updated 1:16 PM EST, Tue November 13, 2012



Babies in Mississippi are less likely to reach their first birthday than babies in any other state. Why?

**NewsPulse**

Most popular stories right now

GOP divide over Obama tax plan goes public

Kill the dollar bill, for \$1 coins instead?

Powerball jackpot hits \$550 million

One fiscal cliff fix: Raise the gas tax

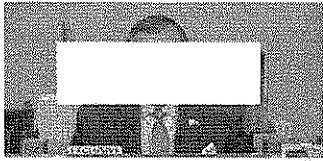
Nearly 15 million households on food stamps

Explore the news with NewsPulse »

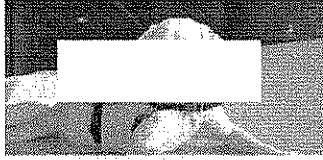
**More from CNN Video:**



'Big Bang Theory' surprises audience



Gen. Chappell on (re)living PTSD and TBI



Service dogs help war veterans recover

to conduct the necessary experiments, said Corey Hudson, CEO of Canine Companions for Independence and president of the North American chapter of the umbrella organization, Assistance Dogs International.

Hudson said he hopes the study will be large enough to consider the broad gamut of symptoms associated with PTSD, as well as the anecdotal evidence suggesting canine companions can help tug the disorder's sufferers from their shells.

"There's something mystical and magical about dogs and people and placing them together," said Hudson, who has "worked with and against the VA" during his 22 years of experience with assistance dogs. Canine Companions for Independence has more than 900 puppy raisers and

works to pair veterans with dogs regardless of whether the VA shells out for it.

Hudson doesn't cite scientific studies, such as the one that says canine interaction increases a human's level of oxytocin, a hormone that reduces anxiety and blood pressure.

Instead, he speaks about how dogs love unconditionally and don't judge. He explains how they naturally spark social interaction -- "Cool dog; can I pet her?" -- and how ownership precludes people from locking themselves in their homes, away from society.

"You can also use them as an excuse to get out of things or leave early," Hudson said.

**Case in point**

Shadow is one pooch accustomed to being used for such occasions.

The 2-year-old Labrador-Bernese mountain dog mix is the inseparable pal of Jennifer Haeffner, a seven-year Army veteran who had been housebound for about five years before meeting Shadow in the summer.

"He's a very active dog. It makes me do things. I don't have the option of hiding in the house. I have to go out," said the 41-year-old Ripon, California, resident.

Share your story, honor a veteran

During Operation Desert Storm, where she served for about nine months between 1991 and 1992, she was sexually assaulted on multiple occasions by other service members, she said. It's a fairly common occurrence that befalls about one in four women in the military, according to the VA.

**He's a very active dog. ... I don't have the option of hiding in the house. I have to go out.**

Jennifer Haeffner, on her dog, Shadow

It left her feeling alone in the world. She wanted to disappear. She forgot how to deal with people and eventually became a recluse, considering it a "good month" if she got out just once to shop for groceries.

She didn't attend any of her large family's gatherings. Too many people and too much noise, she said. It terrified her.

"For years after that, I would go out and wander the streets late at night, just hoping someone would kill me because I wasn't brave enough to kill myself," she said.

About five months ago, her therapist recommended that she meet Cortani.



Parents publicly shame girl with sign



Distraction: Baby talks to Siri



Look inside would-be assassin's tool kit

**More from CNN US:**



Photos: Malya Villard-Appolon



Jill Kelley defends reputation after Petraeus scandal



You, win the \$500M Powerball jackpot? It's not happening



Gay men sue counselors who promised to make them straight

**From Around the Web**

What's this?



Why Women Love One-Night Stands MyDailyMoment



15 Foods You Should Never Buy Again Reader's Digest

http://www.cnn.com

**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

Updated: December 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

Violators of the Library Rules of Conduct 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.

000044

# 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 7 days 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 5 days 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.

\_\_\_\_\_  
Signature of Appellant \_\_\_\_\_  
Date

\_\_\_\_\_  
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 7 days 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 5 days 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.

\_\_\_\_\_  
Signature of Appellant Date

\_\_\_\_\_  
Staff Signature acknowledging receipt of request Date

.....

**FOR LIBRARY USE ONLY**

Suspension is \_\_\_\_\_ is not \_\_\_\_\_ withdrawn.

\_\_\_\_\_  
Library Staff (print title)

\_\_\_\_\_  
Signature and Date





## STAFF REPORT

DATE: November 27, 2012  
TO: Library Joint Powers Board  
FROM: Teresa Landers, Director of Libraries  
RE: Microfilm lens update

**RECOMMENDATION:** Include microfilm machine upgrades and needs in local history collection policy.

A request was made for the library to purchase a replacement lens for one of the microform machines. This was researched and the requested lenses are not currently available. The vendor may be able to locate one at an approximate cost of \$565.

A request was also made for a troubleshooting form to be available for patrons to fill out to submit concerns about microform machine problems. That form has been prepared and is in use. A copy is attached.

At this time, no further action is recommended. The more inclusive report on how we are going to support and protect our valuable local history collection can address the issue of microform machines including replacement lenses, replacement machines, etc. It is not fiscally responsible to spend \$565 on a lens, if one were available, that might get replaced by different equipment in a year or two.

## Microfilm Reader/Printer Trouble Report Form

Problem with:

- Reader A
- Printer A
- Reader B
- Printer B
- Reader C
- Printer C

Please describe the problem in detail.

---

---

---

---

---

---

## Microfilm Reader/Printer Trouble Report Form

Problem with:

- Reader A
- Printer A
- Reader B
- Printer B
- Reader C
- Printer C

Please describe the problem in detail.

---

---


---

---

---

---

## STAFF REPORT

DATE: November 28, 2012  
TO: Library Joint Powers Board  
FROM: Teresa Landers, Director of Libraries   
RE: Geographic Diversity in the Citizen Member recruitment process

### RECOMMENDATION:

1. Direct Library Director to draft a by-laws amendment that defines geographic diversity according to the principles discussed in this report.
2. Proceed with the recruitment for a Citizen Member as described in this report

### SUMMARY

The issue of better defining geographic diversity was raised recently. This report provides background on the past practices used to appoint Citizen Members. It presents issues that should be taken into consideration should the Board choose to more precisely define “geographic diversity” as well as a process to approach developing and implementing such a definition. Finally, a recommendation is made to avoid further delays in the process for replacing the current Citizen Member.

### BACKGROUND

At the November 5, 2012 LJPB meeting Board members tabled approval of the Citizen Member recruitment process in the interest of better defining what the by-laws and LJPA agreement refer to as “geographic diversity.” The Library Director was requested to provide information on previous recruitment processes and Board related decisions and discussions as well as options as to how to proceed.

A thorough review of Board documentation was conducted. The first three Citizen Members were appointed by the Board in 1997. The stated requirements were: “The Citizen Members must be registered voters and they must be chosen to represent the geographic diversity of the Library System’s service area (that is, all of Santa Cruz County except the City of Watsonville).” At that time 26 valid applications were received with the following geographic distribution:

- Aptos 2
- Ben Lomond 1
- Boulder Creek 1
- Capitola 4
- Los Gatos 1
- Santa Cruz 14
- Scotts Valley 1

- Soquel 2

The individuals selected were Sara Bunnett (Santa Cruz), Toni Campbell (Soquel) and Sharry Umphrey (Scotts Valley). The following chart is a list of all Citizen Members who have served, their term of service and their geographic location.

| NAME            | YEARS SERVED   | LOCATION      |
|-----------------|--|---------------|
| Sara Bunnett    | 1997-2004  | Santa Cruz    |
| Toni Campbell   | 1997-2003  | Soquel        |
| Sharri Umphrey  | 1997   | Scotts Valley |
| Kathryn Kish    | 1998-1999 (filled out Umphrey's term)                    | Scotts Valley |
| Richard Gaughan | 2000-2005 (filled out Kish's term who moved out of area) | Boulder Creek |
| Barbara Gorson  | 2004-2011  | Capitola      |
| Leigh Poitinger | 2005-2012  | Santa Cruz    |
| Nancy Gerdt     | 2006-2013  | Felton        |
| Dick English    | 2012-present   | Aptos         |

Sequence of appointees:

San Lorenzo Valley/Scotts Valley: Umphrey, Kish, Gaughan, Gerdt  
 Scotts Valley, Scotts Valley, Boulder Creek, Felton  
 Mid-South County: Campbell, Gorson, English  
 Soquel, Capitola, Aptos  
 Santa Cruz: Bunnett, Poitinger

Applicants were disqualified based on geographic location on several occasions.

- In 1997 an individual was disqualified because he lived in Watsonville which is outside the library service area.
- In 2004 two applicants did not meet the geographic requirement. They were from Scotts Valley and the City of Santa Cruz. A letter to one of the individuals stated, "The Board agreed that it would limit consideration to candidates who live in the Mid-County or Aptos area."
- In 2005 an individual was disqualified because she lived in Soquel and the Board determined the opening should be for an individual living in Santa Cruz or in the area north on Highway 1 to Davenport. The report discussing this reconsideration states:

"The Library Joint Powers Agreement specifies that the three Citizen Members represent "the geographic diversity of the Library Service Area. It does not specify City of Santa Cruz, San Lorenzo/Scotts Valley or Mid County residency, although appointing from those areas has been the practice of the Board to date."

The full report and subsequent motion are attached. Three steps were proposed with the third one stating,

“Declare residency criterion for the City of Santa Cruz Representative and based on that, elect Citizen Appointee.”

The motion passed by the Board states:

“that the policy regarding the geographic diversity of Citizen Members is that the City of Santa Cruz shall be defined as the area within the legal city limits, with the addition of the North Coast area congruent with Supervisorial District 4.”

- In 2006 there were 4 applicants for the San Lorenzo Valley position. One was disqualified as he lived in Santa Cruz. Recruitment materials consistently refer to the geographic diversity requirement:

“...and three at-large Citizen Members representing geographic diversity appointed by majority vote of the Board.”

The requirement for specific openings has been stated as follows:

- 1997: Recruitment was for all three seats so did not get specific. The Board minutes indicate a motion was passed that stated, “Staff write to all candidates inviting them to attend the February meeting and introduce themselves giving an idea of their geographical locations.” The Board agreed to make an appointment at the March meeting.” This was in January 1998.
- 2000: “The two incumbent Citizen Members live, respectively, in the City of Santa Cruz and Soquel.” (Richard Gaughan of Boulder Creek was selected)
- 2004: “The two incumbent Citizen Members live, respectively, in Boulder Creek and in Santa Cruz.” (Barbara Gorson of Capitola was selected). There is reference to a press release that stated, “a resident of Live Oak, Soquel, Capitola or the Aptos areas would meet the Joint Powers Agreement diversity requirement.” During this recruitment 6 applications were received: Aptos (2), Capitola (1) and Live Oak (3). A copy of this press release is attached.
- 2005: “The two incumbent Citizen Members live, respectively, in Boulder Creek and Capitola. The member being replaced is a resident of the City of Santa Cruz, as will be the new appointee.” (Leigh Poitinger of Santa Cruz was selected)
  - 2006: “The two incumbent Citizen Members live, respectively, in the cities of Santa Cruz and Capitola. The member being replaced is a resident of Boulder Creek. The new appointee must be a resident of the San Lorenzo Valley.” (Nancy Gerdt of Felton was selected) There is no documentation as to why this recruitment was limited to the San Lorenzo Valley and did not include Scotts Valley.
- 2011: “new Citizen Member who resides in the geographical area south of the City of Santa Cruz to the Watsonville City limit.”

Prior to the establishment of the Library District there was a Citizen Advisory Committee to the Library Oversight Committee. This was composed of 4 representatives from the County, three from the City of Santa Cruz, one from Capitola and one from Scotts Valley. Terms were 3 years with one renewal. Nominations were made by the governing bodies of these jurisdictions and the Library Oversight Committee made the appointments based on the applications provided by the governing bodies.

## **DISCUSSION**

Past practice does indicate an attempt by the Board to maintain geographic diversity according to three basic regions: San Lorenzo Valley/Scotts Valley, City of Santa Cruz, Mid to South County. To ensure clarity, however, it is advisable to better define the three districts and to codify this by amending the by-laws.

\The issues that should be taken into account when defining these districts include:

- Equal distribution of population: The State Library defines the service area population for all California Public Libraries. In 2012 this is 206,616 for SCPL and 59,365 for Watsonville. (The official City of Watsonville population was 51,611 in January 2012) Therefore, for equitable population representation based on service area population, each of the three “library districts” should include approximately 68,872 people
- Population of area served by SCPL as it relates to geography: The geographic definition of the Library Service District for SCPL is not the same as the County minus the City of Watsonville. The Library Financing Authority agreement defines the library area service population in Sec 4.2 which takes into account that the City of Watsonville serves a portion of the unincorporated County at the rate of 5% of the County population. The area around Watsonville but still in the unincorporated area of Santa Cruz County is considered a part of the service area of the Watsonville Library. The geographic boundaries for SCPL should reflect the population of the service area for which SCPL is being funded. With this in mind, the service area population of Watsonville should be increased by 5% of the County’s total population which is 265,981 according to the State Library. This would decrease the population of SCPL to 193,317 which is 64,439 when divided into three districts.
- Boundaries should be clearly defined so that it is easy and indisputable whether someone resides within the specific district or not.
- Boundaries may need to be re-evaluated with each new Census, using State Library annual data or in accordance with funding as provided for in the Library Financing Authority Agreement.
- Legal conformity with the existing governing agreements: Library Financing Authority, Joint Powers Agreement and By-Laws.

Deciding what population figures to use is the first step. Then, boundaries need to be determined. There are several ways to determine these boundaries. Four examples are:

1. Zip code
2. Census Tract
3. Supervisory District (there are 5 that would need to be collapsed to 3 although one does primarily serve Watsonville)
4. School district

A combination could be utilized such as zip code combined with census tract. As an example, City of Santa Cruz GIS Staff prepared a map that outlines zip codes and census tracts. There are also charts with population data by census tract and zip code. A black and white version is attached and a larger color copy will be provided at the meeting.

It is recommended that the Board provide direction on how they would like to proceed and the Library Director can then develop a by-laws amendment utilizing the desired population criterion combined with one or more of the methods of defining the boundaries.

In order to keep the process of selecting a new Citizen member progressing, it is also recommended that the recruitment be initiated with a statement similar to what has been used in the past with flexibility for the final appointment:

“Citizen Members must be registered voters. They are chosen to represent the geographic diversity of the Library’s service area. The two incumbent Citizen Members live, respectively, in Felton and Aptos. The member being replaced is a resident of the City of Santa Cruz. The LJPB is in the process of determining eligibility for the current recruitment and, thereby, encourages anyone to apply understanding geographic eligibility will be more specifically defined before final appointment will be made.”

Applications would be due in January with interviews at the February meeting and appointment at the March meeting. By the time of the interviews, the Board should have clearly defined the geographic eligibility requirements.



SANTA CRUZ • PUBLIC  
LIBRARIES  
A City County System

January 21, 2005

TO: LIBRARY JOINT POWERS AUTHORITY BOARD  
FR: JPB MEMBERS MIKE ROTKIN AND CYNTHIA MATHEWS  
RE: RECONSIDERATION OF CITIZEN APPOINTMENT

### BACKGROUND

At its January 10, 2005 meeting the Board acted to fill the Citizen Joint Powers Board seat being vacated by Sara A. Bunnett, a resident of the City of Santa Cruz.

The Library Joint Powers Agreement specifies that the three Citizen members represent "the geographic diversity of the [Library Service] area. It does not specify City of Santa Cruz, San Lorenzo/Scotts Valley, or Mid County residency, although appointing from those areas has been the practice of the Board to date.

The Board considered twelve applicants and by consensus disqualified two of them because they did not reside in the City of Santa Cruz. The Board then proceeded to appoint Mark Kalow. After the meeting was adjourned it was learned that Mr. Kalow's address was outside the City limits.

### RECOMMENDATION

In light of inconsistencies surrounding the commonly accepted requirement for residency in the City of Santa Cruz, we request that the Board take the following actions:

1. Vote to reconsider the Citizen appointment.
2. Rescind the earlier appointment.
3. Officially clarify the residency criterion for this seat to state that the applicant must live within the City of Santa Cruz. The Board may want to further clarify at this time that one of the citizen seats should be represented

Library Headquarters and System Services  
1543 Pacific Avenue • Santa Cruz, California 95060 • (831) 420-5600

000056



by a resident of the San Lorenzo Valley/Scotts Valley area, and another by a resident of the Mid County area.

4. In light of that clarification, make a new appointment to the Board from among the existing list of candidates who meet the City residency requirement.
5. Recommend that the Library Joint Powers Agreement be amended to include this clarification.

The new Citizen member would be seated immediately.

NOTE: We have asked Library staff to inform all twelve candidates of our recommendation, and to invite each candidate to attend the February 7, 2005 Board meeting.

CMMR:JCITMEMB.RES

000057

Councilmember Mathews proposed the following steps be taken by the Board:

1. Reconsider the Citizen Appointment.
2. Rescind Earlier Appointment
3. Declare Residency Criterion for City of Santa Cruz Representative and based on that, elect Citizen Appointee

The Board discussed this proposal and various positions/options were offered.

**Councilmember Mathews moved, seconded by Supervisor Beautz**

**that the Board vote to reconsider the Citizen Appointment.**

**AYES: Beautz, Gaughan, Gorson, Mathews, Rotkin, Stone, Termini  
Absent: Johnson**

**Councilmember Mathews moved, seconded by Citizen Gorson**

**that the Board vote to rescind the earlier citizen appointment.**

**AYES: Beautz, Gaughan, Gorson, Mathews, Rotkin, Stone, Termini  
Absent: Johnson**

**Councilmember Rotkin moved, seconded by Councilmember Mathews**

**that the policy regarding the geographic diversity of citizen members is that the City of Santa Cruz shall be defined as the area within the legal city limits, with the addition of the North Coast area congruent with Supervisorial District 3.**

**AYES: Beautz, Gaughan, Gorson, Mathews, Rotkin, Stone, Termini  
Absent: Johnson**

The following candidates spoke to the Board: Thomas Karwin, Leigh Poitinger, Maxine McNamara, Wolfgang Rosenberg. Asher Brauner asked to remove his name from consideration and recommended Leigh Poitinger as his choice for citizen appointment.

Councilmember Termini nominated Leigh Poitinger – with no other nominations,

**Citizen Gaughan moved, seconded by Councilmember Termini**

**that nominations be closed and that Leigh Poitinger be elected citizen member for the City of Santa Cruz.**

**AYES: Beautz, Gaughan, Gorson, Mathews, Rotkin, Stone, Termini  
Absent: Johnson**

250-43-15



SANTA CRUZ • PUBLIC  
LIBRARIES  
A City County System

FOR IMMEDIATE RELEASE  
January 14, 2004

CONTACT: Anne M. Turner  
420-5612

### LIBRARY BOARD SEEKS MID-COUNTY MEMBER

The Santa Cruz Library Joint Powers Authority Board is seeking a citizen from Mid-County to fill a vacant seat on the Board. Citizen member Toni Campbell of Soquel has served two terms on the Board, and may not be reappointed. The Joint Powers Board has three citizen members, appointed to represent the geographic diversity of the Library System's service area. A resident of Live Oak, Soquel, Capitola, or Aptos would meet the diversity requirement.

The current vacancy is for a term that will end in January, 2008. Citizen members must be registered voters. The Library Board is responsible for overseeing the operations of the Santa Cruz City County Library System. More information about the Library System is available on the Library's web site, [www.santacruzpl.org](http://www.santacruzpl.org).

People interested in applying must fill out an application form, which is available at any Branch Library, at the Capitola, Santa Cruz, and Scotts Valley City Clerk's offices, and at the Office of the County Board of Supervisors. The deadline for applications is Friday, January 30, 2004.

JCITAPP.PRR  
01/13/04

Library Headquarters and System Services  
1543 Pacific Avenue • Santa Cruz, California 95060 • (831) 420-5600

000059

# 2010 Census Tracts and Zip Codes Population County of Santa Cruz

M o u n t a i n s

Sutano  
State  
Park

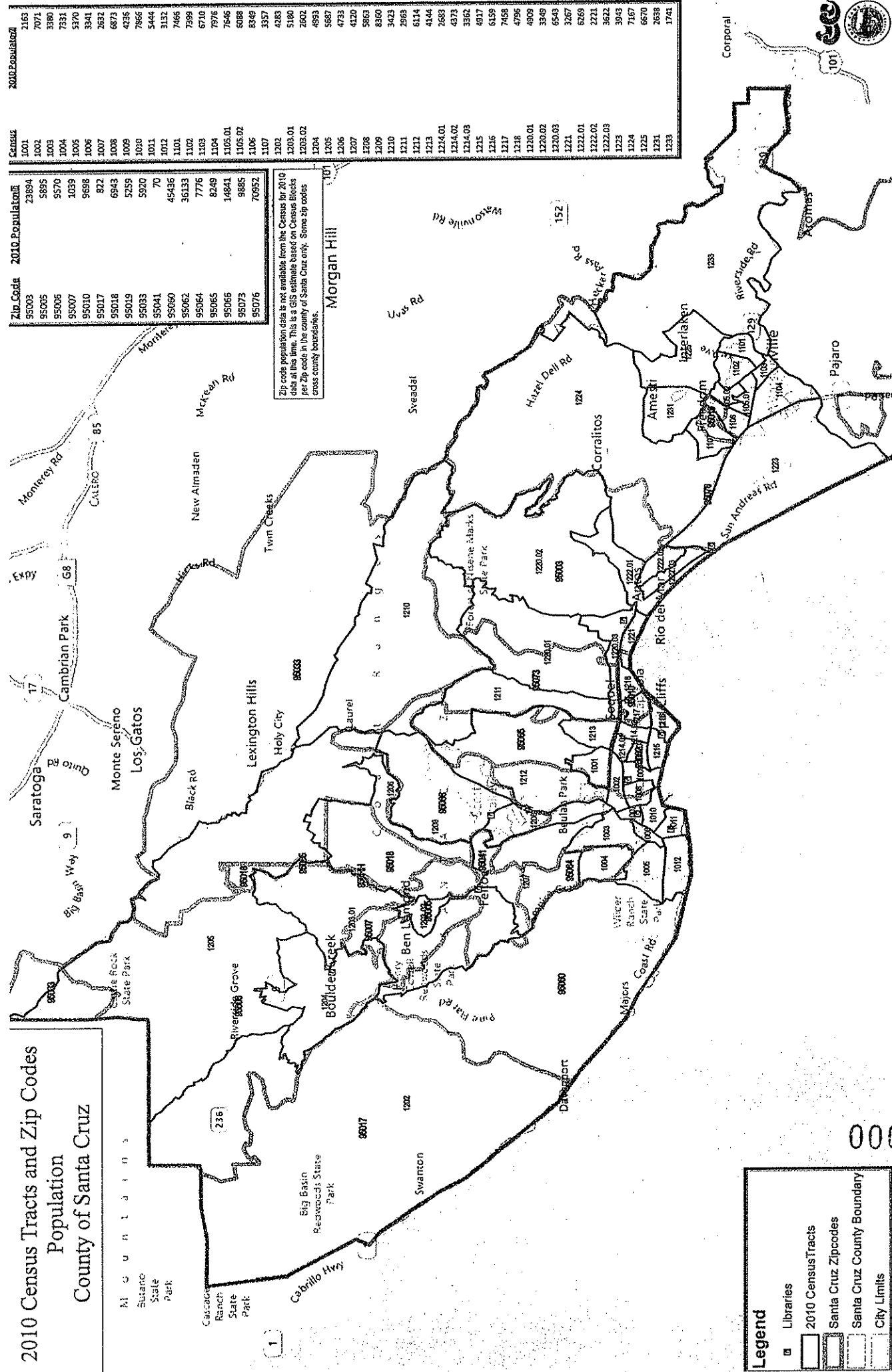
Cascades  
Ranch  
State  
Park

Big Basin  
Reservoirs State  
Park

1

| Zip Code | 2010 Population | Census  |
|----------|-----------------|---------|
| 95003    | 23894           | 1001    |
| 95005    | 5895            | 1002    |
| 95006    | 9570            | 1003    |
| 95007    | 1039            | 1004    |
| 95010    | 9698            | 1005    |
| 95017    | 822             | 1006    |
| 95018    | 6943            | 1008    |
| 95019    | 3239            | 1009    |
| 95033    | 5920            | 1030    |
| 95041    | 70              | 1011    |
| 95060    | 45496           | 1012    |
| 95062    | 36133           | 1101    |
| 95064    | 7776            | 1102    |
| 95065    | 8249            | 1103    |
| 95066    | 14841           | 1104    |
| 95073    | 9885            | 1105.01 |
| 95076    | 70852           | 1105.02 |
|          |                 | 1107    |
|          |                 | 1202    |
|          |                 | 1203.01 |
|          |                 | 1203.02 |
|          |                 | 1204    |
|          |                 | 1205    |
|          |                 | 1206    |
|          |                 | 1207    |
|          |                 | 1208    |
|          |                 | 1209    |
|          |                 | 1210    |
|          |                 | 1211    |
|          |                 | 1212    |
|          |                 | 1213    |
|          |                 | 1214.01 |
|          |                 | 1214.02 |
|          |                 | 1214.03 |
|          |                 | 1215    |
|          |                 | 1216    |
|          |                 | 1217    |
|          |                 | 1218    |
|          |                 | 1219    |
|          |                 | 1220.01 |
|          |                 | 1220.02 |
|          |                 | 1220.03 |
|          |                 | 1221    |
|          |                 | 1222.01 |
|          |                 | 1222.02 |
|          |                 | 1222.03 |
|          |                 | 1223    |
|          |                 | 1224    |
|          |                 | 1225    |
|          |                 | 1231    |
|          |                 | 1238    |

Zip code population data is not available from the Census for 2010 data at this time. This is a GIS estimate based on Census Blocks per Zip code in the county of Santa Cruz only. Some zip codes cross county boundaries.



**Legend**

- Library
- 2010 Census Tracts
- Santa Cruz Zipcodes
- Santa Cruz County Boundary
- City Limits

000060



[print](#)

## **Library fundraising tops \$250K**

---

11.21.12 - 03:30 pm

Friends of Scotts Valley Library has met its initial goal of raising \$250,000 and will continue fundraising for capital improvements and programming to outfit the new branch in town.

Fundraising began in earnest when the Friends were formed in June 2009.

At present, the group is collecting donations to complete an outdoor patio with landscaping behind the library.

To continue the fundraising push, members recently named Scotts Valley resident Derek Timm as new president of the organization. He takes the reins from Elizabeth Walch, who had presided over the organization since its beginning.

“I only recently joined Friends of the Library,” Timm said. “It was a good fit.”

Timm, a real estate broker and a member of the state bar of California, also sits on the city’s planning commission. He recently acted as chairman of the Scotts Valley Save Our Schools committee, which successfully fostered support for a \$48 annual parcel tax that voters passed in June to help Scotts Valley’s schools cope with shrinking state funding.

Timm is also the vice president of Scotts Valley Educational Foundation and was appointed by the Santa Cruz Office of Education to a task force on redistricting.

Walch, who was honored this week by United Way of Santa Cruz County for her work establishing a special-needs resource center at the library, was instrumental in pushing forward fundraising efforts at the library. She wrote a \$15,000 grant that got the resource center up-and-running and provided training to librarians.

“It is absolutely satisfying and exciting,” Walch said of completing the fundraising goal. “It really shows the community cares about the library.”

Walch remains a member of the Friends but has stepped aside from the leadership role.

“(Derek) is organized and efficient and really excited about it,” Walch said. “I think he’s going to do a great job.”

The \$250,000 raised by the group so far has paid for a media room in the library, sculptures by a local artist, a fireplace and \$70,000 in materials and labor for the patio.

About \$25,000 worth of work remains to be done on the patio project, Walch said.

Timm said the Friends have begun to sell engraved planks made of Ipe wood

000061

decking for \$200 that will be placed in the patio area. Ceramic leaves that can be personalized by children and displayed on the patio are also being sold for \$50, and Timm said the organization is seeking a big-ticket sponsor to purchase the annual naming rights of the new patio for \$5,000.

Additional fundraising will likely help pay for new programs at the library, including programs for preschool- and school-aged children and tie-ins with the senior center.

“It’s been amazing to watch,” Walch said. “(The library) is a happening place. There are people from all walks of life using every inch of it. It’s just wonderful.”

For information: [www.fsvpl.org](http://www.fsvpl.org).

---

© pressbanner.com 2012

000062

## **Friends of the Santa Cruz Public Libraries have holiday book sale set for Dec. 1**

*Sentinel staff report Santa Cruz Sentinel*

*Posted: 11/19/12*

SantaCruzSentinel.com

---

SANTA CRUZ - The Friends of the Santa Cruz Public Libraries will host a holiday book sale from 11 a.m. to 3 p.m. Dec. 1 at the downtown branch, 224 Church St. The sale will be held before the holiday parade.

Vintage, children's and holiday-themed books, as well as popular fiction, will be available. Books will be used but in gift condition.

Free gift-wrapping will be offered while wrapping supplies last. Call 427-7716 or visit [www.fscpl.org](http://www.fscpl.org).

000063

## **Crews lay groundwork at Scotts Valley library: New patio could open as early as spring**

*By Kimberly White Santa Cruz Sentinel Santa Cruz Sentinel*

*Posted: 11/2/12*

SantaCruzSentinel.com

---

SCOTTS VALLEY -- A fundraising campaign is paying dividends to Scotts Valley library patrons, with crews recently laying the groundwork for a patio area that's envisioned to be a community gathering place.

The project's backers hope to have the landscaping, patio furniture, umbrellas and other features in place in time for a spring opening, coinciding with the opening of the city's farmers' market and a library book sale in April.

After 21 years in the pipeline, the \$8 million, 13,000-square-foot branch finally became a reality last summer. Supporters spent most of the ensuing months getting the interior in shape and installing various exhibits, including a permanent display of 10 papier mache creations of endangered animal species that went up earlier this year.

The Scotts Valley chapter of the Friends of the Library has since turned its attention to the roughly 3,500 square feet of space behind the library.

Now that the drainage, planks and fence have been taken care of, the group is looking for an additional \$10,000 to complete projects related to lighting, irrigation and landscaping materials, according to City Councilman Jim Reed, who also sits on the Santa Cruz Public Library Joint Powers Authority Board. The Friends group also hopes a donor will step forward to pay for a water feature such as a fountain, and artwork, in exchange for naming rights.

Various fundraising events have been held in the past year to raise money for the project, and some supporters have paid \$200 to have their names and quotes artfully inscribed in the ipe-wood planks, a campaign that is still ongoing.

Based on his past fundraising efforts and ability to pull the community together, the Friends group is in good hands under its new president. Scotts Valley resident Derek Timm recently took over the group, and also serves as vice president of the Scotts Valley Education Foundation. Earlier this year, he spearheaded the successful campaign to pass Measure K, a parcel tax measure to benefit local schools.

As the group continues raising funds, he and other Friends members will be looking into what kinds of programs to offer next year.

"We're looking to start programs with both the schools and the community here at the library, and we're going to use some of the resources and connections we made through Save Our Schools Scotts Valley to help do that," Timm said.

Possibilities include tutoring and homework assistance for older children, as well as programs for the younger set and even some designed for senior citizens.

000064



# Santa Cruz library board delays suspension policy changes

By J.M. Brown  
Santa Cruz Sentinel

Posted: 11/05/2012 09:05:46 PM PST

SANTA CRUZ -- The library board agreed Monday to push two controversial issues to its Dec. 3 meeting to get legal advice on a patron suspension policy and replacing a citizen board member.

The proposed patron policy changes allow for staff to suspend someone for up to a year after a series of warnings.

Current rules allow only for a 30-day suspension, after which the next step was to seek a temporary restraining order. Staff now would be able to suspend a patron up to six months or a year after a fourth violation of conduct rules, and there are ways to appeal.

The changes also ban using the library for sleeping. Landers said the rule is not meant to punish those who doze off while reading, but rather those who come to sleep for long periods of time. The new rules also empower staff to remove unattended items, such as backpacks.

The rules also clarify provisions for animals -- dogs or miniature horses -- that provide emotional support to patrons. The proposed rules would require staff to ask what kind of service or support the animal provides.

Santa Cruz County Supervisor Ellen Pirie objected to the rule, saying the question could violate personal privacy by forcing a patron to disclose a disability.

"I agree you need to ask, 'Is this a service animal?' It's the next step that I'm not sure is wise," Pirie said.

Landers said identifying the purpose the animal services reduces the city's liability if the animal injures someone else.

The library also updated the language used on a flier staff can hand to someone who has a strong odor, a piece of paper that on one side urges the person to leave and on the other provides information about free shower and laundry facilities at the Homeless Services Center. The new language tells the person their odor 'is a violation of our rules of conduct,' a point Landers said interferes with others' use of the library.

000065

Landers estimates staff hands out a flier once or twice a week at the downtown branch.

Landers said there has been a major improvement in the atmosphere around the branch since the city hired private security guards to patrol the library and City Hall. People have often congregated outside, sleeping, smoking or being loud. There have been problems inside too, including a man staff caught disrobing in the stacks months ago.

Monday, the board also debated the process for replacing citizen Leigh Poitinger, who has represented Santa Cruz. Pirie objected to specifying that a seat be named specifically for the city, saying the library's bylaws only state that the board's three citizen seats be geographically diverse.

The board decided to table the matter to get a ruling from the city attorney about a motion passed in 2005 that some believe required city residency for one of the seats

From: <webmaster@santacruzpl.org>  
Date: Tue, Nov 6, 2012 at 9:28 AM  
Subject: SCPL Patron Comment or Suggestion: new acct. page  
To: webmaster@santacruzpl.org

The following message has been received from:

NAME: Karen James

PHONE NUMBER:

EMAIL ADDRESS:

=====

Great improvement. Easier to read.

=====

---

Date: Tue, Nov 6, 2012 at 11:56 AM  
Subject: SCPL Patron Comment or Suggestion: catalog  
To: webmaster@santacruzpl.org

The following message has been received from:

NAME: Harriet Talan

PHONE NUMBER: 831 457-2324

EMAIL ADDRESS: htalan@cruzio.com

=====

I have had some problems over the last few months, being unable to search remotely and also unable to renew books.

I tested the catalog yesterday and found the same problems.

First, I want to compliment the knowledgeable SCPL staff, particularly Leslie, Fred and Victor who have been most helpful, understanding, wise and patient when I have sought help in my state of frustration.

Today, when I changed the route to the catalog, so far I have had success. Yay! I then re-bookmarked.

I now believe that perhaps the latest software update that was issued for the Safari browser, which I use, may have altered the java program and made it incompatible with the former library catalog. With the revised OPAC the compatibility appears to have been restored.

The design and interface is way improved. I wrote the following to one of the remarkable library staff members:

- This morning, first I searched google for the SCPL website. The website page looked the same. I did a catalog search from there for "snow juvenile." The results page looked very different from before. What an improved design, with clear options for "another (new) search," log in to account, etc. Nice to see SCPL home as an option instead of the confusing extra "home" that appeared in the previous design. I found several other fine new features and redesigned elements.

I noticed something unusual when I placed a hold on a book and will explore that to see if I can figure out why it happens and how to get around it. I was not prevented from placing the hold. However, it required an extra step in order to do so successfully.

000057



Tereasa Landerst <landerst@santacruzpl.org>

**Fwd: SCPL Patron Comment or Suggestion: Nice**

1 MESSAGE

**WEBMASTER SCPL** <webmaster@santacruzpl.org>

Wed, Nov 7, 2012 at 7:12 PM

To: Library IT <lit@santacruzpl.org>, Metis Group <metis@santacruzpl.org>

Sharing an endorsement for the EG 2.3 OPAC

Heather P.

----- Forwarded message -----

From: <webmaster@santacruzpl.org>

Date: Wed, Nov 7, 2012 at 6:26 PM

Subject: SCPL Patron Comment or Suggestion: Nice

To: webmaster@santacruzpl.org

The following message has been received from:

NAME: M Gorman

PHONE NUMBER: 831-425-1200

EMAIL ADDRESS: gormanpeg@gmail.com

Like your new log in for books and holding dates .  
Thanks for all your work.

**Got Questions? Text Us!**  
**Get answers on the go! Text SCPL to 66746 for instructions!**



SANTA CRUZ  
PUBLIC LIBRARIES

000058



Teresa Landers <landerst@santacruzpl.org>

# Fwd: SCPL Patron Comment or Suggestion: new user interface

1 message

**WEBMASTER SCPL** <webmaster@santacruzpl.org> Mon, Nov 12, 2012 at 2:34 PM  
To: Metis Group <metis@santacruzpl.org>, LOCO <loco@santacruzpl.org>, Reference Team <refer@santacruzpl.org>, Library IT <lit@santacruzpl.org>

praise!

----- Forwarded message -----

From: <webmaster@santacruzpl.org>  
Date: Sun, Nov 11, 2012 at 9:34 PM  
Subject: SCPL Patron Comment or Suggestion: new user interface  
To: webmaster@santacruzpl.org

The following message has been received from:

NAME: Rusten Hogness

PHONE NUMBER: 426-3096

EMAIL ADDRESS: hogness@nasw.org

=====

Thanks. I like this new interface a lot. Feels streamlined and quick. And I like the new options.

It's also quicker for my remote connections where I don't have DSL.

Rusten

=====

**Got Questions? Text Us!**  
**Get answers on the go! Text SCPL to 66746 for instructions!**



SANTA CRUZ  
PUBLIC LIBRARIES

000069



Teresa Landers <landerst@santacruzpl.org>

**Fwd: SCPL Patron Comment or Suggestion: thank you to buyers**

**WEBMASTER SCPL** <webmaster@santacruzpl.org>

Sat, Nov 24, 2012 at 8:37 AM

Reply-To: loco@santacruzpl.org

To: System Selection Librarians <sellib@santacruzpl.org>, Metis Group <metis@santacruzpl.org>, LOCO <loco@santacruzpl.org>

praise!

----- Forwarded message -----

From: <webmaster@santacruzpl.org>

Date: Thu, Nov 22, 2012 at 11:44 AM

Subject: SCPL Patron Comment or Suggestion: thank you to buyers

To: webmaster@santacruzpl.org

The following message has been received from:

NAME: Judith Broadhurst

PHONE NUMBER: 831.336.4232

EMAIL ADDRESS: judith@polishedprose.com

=====  
It surprises me -- and pleases me even more -- when I find you have a book that I think is too new or too obscure to find at the library. Thank you for all of the research, reading, and balancing of budgets and other considerations that it must take to decide what to buy and the choices that you make.

Judith

=====  
--  
**Got Questions? Text Us!**  
**Get answers on the go! Text SCPL to 66746 for instructions!**



000070

## STAFF REPORT

DATE: November 26, 2012  
TO: Library Joint Powers Board  
FROM: Teresa Landers, Director of Libraries <sup>TZ</sup>  
RE: Preservation Assessment Report

|   |
|---|
| <b>RECOMMENDATION:</b> For information only; no action needed |
|---|

At the November 5, 2012 LJPB meeting, a request was made to see the preservation assessments which have been conducted this Fall. The following reports are attached:

1. **Preservation Needs Assessment of the Local History Collections, Santa Cruz Public Library** by Barclay Ogden, California Preservation Program. October 2012

This report was prepared by the State Library as part of a grant through the U. S. Institute of Museum and Library Services. It is a "preservation needs assessment of the local history collections and their storage environments at SCPL to assess risks to the long-term survival of the collections and to recommend actions for their mitigation or elimination."

2. **SCPL Local History Collections, Preservation and Access as a Public Service** by Deborah Lipoma, Reference Librarian. October 2012

This report details the specific materials that comprise SCPL's local history collection.

3. **Establishing a Local History Collection in the Santa Cruz City-County Library System: A Proposal** by Anne Turner. April 1986.

This provides background for the two more recent reports and clearly indicates that those early goals have not been met with similar needs currently identified.

The information in these reports has been shared with both the IT Strategic Plan and Facilities Master Plan consultants for consideration in the final reports for both these endeavors. We will also use this information as a basis for the design of a specific and comprehensive plan for the development and care of the local history collection.

000071

**Preservation Needs Assessment of the  
Local History Collections,  
Santa Cruz Public Library**

Barclay Ogden  
California Preservation Program

October 9, 2012

This assessment was supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. The opinions expressed herein do not necessarily reflect the position or policy of the U.S. Institute of Museum and Library Services or the California State Library, and no official endorsement by the U.S. Institute of Museum and Library Services or the California State Library should be inferred.

000072



On September 28, 2012, a consultant from the California Preservation Program (CPP) conducted a preservation needs assessment of the local history collections and their storage environments at the Santa Cruz Public Library (SCPL) to assess risks to the long-term survival of the collections and to recommend actions for their mitigation or elimination. This assessment was occasioned by the Library's participation in the CPP's California Preservation Assessment Project to address the Library's concerns that it is taking appropriate actions to preserve its collections and to ensure that these materials continue to be able to be used by current and future researchers.

Five collections were assessed: historic newspapers and magazines; local documents, maps, and plans; sheet music; local history clippings; and photographs. Estimates of the combined holdings include 4,320 volumes, 1,007 linear feet of unbound materials, and 3 vertical file drawers of photographs. Many of the documents have significance to Santa Cruz City and County, but some simply are older titles, neither necessarily rare nor directly connected to Santa Cruz history. Demand for access to these collections is high, in part because some of the materials (photos) have been digitized and are discoverable at the SCPL website, and in part because the Library is the resource of first resort for local history information for the Santa Cruz community... and even for the local newspaper when it needs access to its own backfiles. Levels of demand for access to the collections are high, conservatively estimated at 25,000 uses/year for all local history collections combined. Consequently, the major challenge underlying the preservation assessment process was how to address the current situation wherein the local history collections are being "loved to death" and, unlike most materials in the Library, largely cannot be replaced.

The process used for the preservation needs assessment consisted of three activities: an inspection of the collections to get a sense of the scope and scale of preservation needs; interviews with members of the Library staff responsible for managing the collections and providing access services to identify needs not able to be identified by an inspection; and an assessment of the storage and use areas to review their ability to protect the collections from damage or loss. Major findings and recommendations to optimize preservation of the collections for long-term access, that is, access for tomorrow's users as well as today's, are itemized below.

## Findings and Recommendations

Findings and recommendations, with justifications, are informed by the principle of maximizing benefits for the collections while minimizing costs, thus ensuring the greatest possible protection of Library assets with available resources. Some recommended actions can be accomplished with few resources; others require significant resource commitments. The next logical step, a review of the feasibility of taking the recommended actions, could lead to implementing first those recommendations requiring only resources currently available to the Library, and to leave to special funding opportunities those recommended actions requiring additional resources.

- 1. Finding: The Library is interested in developing a sustainable local history information service for the Santa Cruz community.** The Library is justifiably proud of the very considerable use made of its local history collections; many patrons already think of the Library as their local history information resource of first resort. The Library reference staff would like to organize resources to improve staff's ability to respond to local history inquiries. As libraries move increasingly to e-

content, much of it delivered remotely, the Library also has a growing need to achieve distinction of place, expressing local values that cannot be delivered by remotely located services. Such efforts are most likely to generate future community funding.

### **Recommendations:**

**1a. Identify and segregate from the rest of the collections irreplaceable materials that support SCPL's local history information service.** For example, select from the sheet music collection the works specific to California and to Santa Cruz to be earmarked for preservation in original form and possibly for duplication (e.g., scanning) to enhance public service. The remainder of the collection can continue to be stored and used following current practice, minimizing the costs of service. Similarly, titles in the historic newspapers and magazines collection within scope for the local history information service should be segregated and maintained under archivally sound conditions; if the remainder of the titles, though old and possibly rare, are not needed for ongoing service, they could be donated to other institutions.

**1b. Develop spaces dedicated to the storage and use of local history collections.** The requirements for storage of irreplaceable collections and for serving them to users are sufficiently different from the requirements for replaceable or "consumable" collections that they are most easily met with dedicated spaces outfitted for these special purposes. To maximize the service life of materials, the temperature, relative humidity, and light need to be much more tightly controlled than for replaceable collections. See Finding 3, below, for recommendations. To minimize the risk of theft and damage to irreplaceable collections, steps must be taken to protect them and to ensure that users have appropriate work stations and advice on handling to avoid unnecessary (and expensive) damage. See Finding 4, below, for recommendations.

**1c. Develop staffing with primary responsibilities for the curation of local history collections.** The curation of these collections would include identifying what to collect as well as what to retain among materials already collected; providing specialized care for, and management of, materials that need to be maintained in original form as long as possible; drafting and implementing policies and practices for appropriate use of irreplaceable materials; and creating special projects to build and preserve the collections. Insofar as these collections would be a likely high priority for salvage in a disaster situation, the curator also might be assigned primary responsibility for the Library's disaster preparedness, response, and collection salvage activities.

**1d. Develop projects to engage the community in the preservation of its own heritage.** Local history collections offer many opportunities to generate resources and engage the community. Projects to develop and preserve the collections, and to educate the community through exhibits of selected holdings, have considerable potential to attract funding external to the Library's operating budget. For example, a project to scan the clippings file could attract knowledgeable enthusiasts as volunteers to help with the wide range of topics of local interest covered by the file.

Justification for recommendations 1a-d: The local history information service enjoyed by the Santa Cruz community is at risk because the collections cannot sustain current levels of use and loss without a significant deterioration in service. For the SCPL to build a sustainable service,

perhaps a local history information center, it would need to address and meet the special requirements for the care and use of irreplaceable materials. If these requirements could be met, not only would a much valued service be able to continue, new opportunities for Library “branding” and fundraising could be realized.

2. **Finding: In the event of a collection disaster, the Library is at risk of suffering significant collection losses because it does not have a disaster response plan for the collections.** Disaster response plans help protect collections because they prepare the staff to respond effectively and efficiently. If significant portions of the collection were to get wet, the guidance of a concise and current written disaster response and salvage plan for the collection, plus training to implement it, would allow the Library to make optimal use of the short time before water and mold cause irreversible collection damage. Three days is a normal window for salvage operations, but this time may be longer or shorter depending on the prevailing environment.

**Recommendations:**

**2a. Consider adopting a simple and compact disaster response plan format,** such as the fill-in-the-blanks “Pocket Response Plan for Collections” at the Western States and Territories Preservation Assistance Service website ([http://westpas.org/course\\_docs.html](http://westpas.org/course_docs.html)). Following a disaster, it is very difficult to remain calm and rational; the plan should be kept very short and very directive with regard to key actions. Experience teaches that simple instructions limited to major needs lead to greater overall success than longer, comprehensive instructions that address all possible collection needs. Further, the time and cost to keep a short plan current are much reduced. Review documents on collection response and salvage at the above-mentioned web site for essential information to complement the “pocket” plan.

**2b. Mount staff education and training events on disaster preparedness and response** like those offered by the California Preservation Program. See the CPP’s webpage (<http://calpreservation.org/disasters/exercise.html>) for an example of a staff education and training event. Prepare a combination of drills (evacuation, fire extinguisher, disaster) and tabletop exercises to train the staff and volunteers to respond to the most likely emergencies.

**2c. Investigate pre-registration agreements with commercial disaster response and collection salvage companies.** Companies with good track records for salvage of archives collections include BELFOR and Polygon (formerly Munters). Some companies, e.g., BELFOR, offer no-cost pre-registration agreements to ensure the Library gets priority attention should a region-wide disaster make multiple simultaneous claims on company resources.

**2d. Purchase a small cache of emergency supplies.** Essential to the cache is sheet plastic to cover shelving and exhibit cases to protect collections from overhead leaks, plus paper towels, sponges, mops, and even a wet/dry vacuum cleaner along with a GFCI (ground fault circuit interrupter) extension cord, if possible. See “A8: Disaster Supplies and Equipment” at [http://westpas.org/course\\_docs.html](http://westpas.org/course_docs.html) for a more comprehensive list.

Justification for recommendations 2a-d: These recommendations provide the greatest protection for the collection at the lowest possible cost. The staff is sensitized to potential problems before

they become disasters. Not having a plan leaves the Library exposed to losses in patron service (i.e., no access to lost information) and to criticism for failure to provide stewardship for community property. Since the Library does not have collections insurance, leaving the City to cope with potentially large out-of-pocket costs for collection salvage, being prepared to respond to disaster by maintaining a disaster response and salvage plan for the collection is even further justified.

3. **Finding: The local history collections are at risk of damage and loss from heavy use, chemically caused deterioration, and theft.** Some of the local history collections, the clippings, sheet music, and newspapers in particular, already are significantly embrittled from chemically caused deterioration and already have suffered damage from extensive use. Some of the collections are stored in secure, staff-only areas (photograph and bound newspaper collections), and some are stored in semi-public areas that permit unsupervised use on occasion (clippings, maps and docs, and sheet music). Irreplaceable materials have been lost to theft, though lack of an inventory has precluded quantifying the loss. None of the collections is maintained in an archivally sound environment, shortening the service lives of the collections by as much as 50% and contributing to future costs for repairing and reformatting materials that cannot be replaced at the end of their service lives.

If the collections need to remain in serviceable condition as long as possible, then recommendations to achieve that goal are as follows. The principles and practices documented in "Collection Preservation in Library Building Design" (<http://librisdesign.org/docs/index.html>) provide an overview of activities designed to maximize the shelf lives of irreplaceable collections and simultaneously minimize costs for maintaining them in serviceable condition.

### **Recommendations:**

**3a. Create a securable space for storage of the collections separate from staff and user spaces.** Often, local history materials are housed in stacks separated from users for security, but also separating them from staff provides an opportunity to create desirable environments for both collections and people. For these largely irreplaceable materials, preservation goals include protecting an investment and taking all prudent steps to ensure the materials' survival for future generations of library users. Local history collection storage areas should be locked so that access is limited to authorized staff working with the collections.

**3b. Reduce the temperature to extend the service lives of the collections.** Heat degrades all organic materials, including paper, photographic film and prints, and analog and digital media by speeding up the chemical reactions responsible for degradation of materials, shortening their service lives. The local history collections should be separated from staff work and patron reading areas, enabling the temperature in the collection storage area to be reduced to as close to 60°F as possible to extend the service life of the collections. 60-65°F is recommended for closed stacks for three reasons: a) most HVAC systems use "chiller" technology because it is relatively easy to service, but cannot maintain 40% RH at temperatures much below 65°F; b) moisture condensation on the surface of books is avoided when they are removed from the colder storage area to the warmer reading environment; and c) 60°F appears to approach the limit of staff tolerance of differences in temperature between the book stack and staff work environments.

**3c. Control the relative humidity in which the collections are stored.** At one extreme, materials that are too dry (less than 30% RH) desiccate and become brittle; at the other, materials that are too damp (greater than 70% RH) encourage mold growth. For collections of mixed media, a design specification of 40% RH and a maximum of 5% fluctuation (i.e., 35-45% RH including fluctuation) around the clock [2003 ASHRAE, p. 21.8, Table 4 and Michalski, p. 4, Table 4] is an acceptable compromise among different ideal conditions for different media.

**3d. Control the collections' exposure to light while in storage.** The collection storage areas should have no natural lighting; artificial lighting should be equipped with staff-operated local switches so lights can be turned on as needed rather than left on continuously or for extended periods when not needed for staff work. Fluorescent lighting should be equipped with ultraviolet filters to eliminate as much of the UV radiation as possible.

**3e. Select collections to be digitized based on risk of loss.** Risk includes three key factors: fragility of the original materials, demand for access, and replaceability. The historic local newspapers are the most fragile, followed by the clippings file and the sheet music collection. Demand for access to the clippings file and sheet music appear to be higher than to the historic local newspapers. For all practical purposes, the least possible to replace is the clippings file since it is unique and there is no record of the contents of each folder. Given these several factors, perhaps the clippings file is most at risk, followed by the sheet music, and then the newspaper collection. For all materials digitized, a plan will need to be created to ensure the preservation of the digital files, including local backup, offsite backup, integrity/fixity checking, refreshment of storage media, and migration to new platforms.

Justification for recommendations 3a-e: For collections of permanent research value, managing the temperature, relative humidity, and light exposure of collections in storage dramatically extends their service lives while reducing maintenance costs. Providing collection security avoids the infrequent, but potentially devastating, thefts suffered by libraries. When applied to irreplaceable collections, a financial investment in collection security is insurance to protect the Library's ability to continue its local history information service. Using risk factors to determine priorities for digitization will help protect the most vulnerable collections by shifting most access needs to digital surrogates and create security copies of irreplaceable materials. However, other libraries that have digitized unique collections have noted that when a collection is digitized and made known online demand to see the originals goes up, not down.

4. **Finding: Space for users to work with the collections is inadequate.** The clippings file, local documents/maps/plans, and sheet music are located in rooms where they can be used undisturbed by other library patrons and activities, but due to other public service demands, staff cannot at all times monitor the use of the materials, risking theft and damage to fragile originals. The workspace set aside for use of the collections is not sufficiently large for several people, either staff or users, to simultaneously work on different materials.

**Recommendations:**

**4a. Create a local history reading room separate and away from the main flow of Library patron traffic.** Since the survival of the collections necessitates greater control than needed for most Library materials, locating it away from the main corridors of traffic will reduce users'

expectations of unimpeded access. The reading room should be located contiguous with the storage area for the collections. It should be large enough to accommodate anticipated levels of use and could include space for staff processing, if designed to make it easy for staff working on their own projects to monitor patrons' handling of collection materials.

**4b. Visit “special collections” operations in other libraries to develop a perspective on the service posture to which SCPL should aspire.** Assuming a goal of maximizing access consistent with ensuring the safety of the collections, a visit to special collections operations at other libraries, e.g., UC Santa Cruz, could help shape a vision for the SCPL local history collections. Further, coordinating policies and practices with UCSC, in particular, could lead to a mutually beneficial partnership between the libraries to provide better service than either library could undertake on its own.

Justification for recommendation 4a-b: Supervised use is the most effective way to enable patrons to use the collections while minimizing the risk of loss. Any losses of irreplaceable materials represent permanent reductions in service. Visits to other special collections operations would be a low cost and expeditious means to establishing SCPL's perspective on use of its local history collections.

- 5. Finding: The buildings are protected from fire by a centrally monitored fire detection system, but in the event of a disaster that prevented the fire department from responding quickly the collections would be at risk of loss.**

**Recommendation:**

**5. If an opportunity presents itself, consider installing an automatic fire suppression system to complement the automatic fire detection system.** “Wet pipe” fire suppression systems (the pipes are fully charged with water at all times) are the least expensive among automatic suppression systems to maintain as well as the most reliable when needed. A second possibility, at higher cost, would be installation of a non-aqueous system to avoid wetting down the collection in the event of fire.

Justification for recommendation 5: Automatic suppression systems protect occupants in the building as well as collections. Since library collections are a highly combustible fuel source, automatic fire suppression systems are recommended for library and archives facilities. Damage to collections from water is an issue with water-based suppression systems; however, wet materials can be salvaged, whereas burned materials generally cannot.

The key risks to which the local history collections at the Santa Cruz Public Library are exposed, and the benefits of actions to eliminate or reduce the risks, are clear. In addition to Library resources, funds with which to address some of these recommendations are available through state and federal grants agencies because historical collection materials are recognized to be held in trust for the benefit of all Californians. The California Preservation Program stands ready to offer further information and assistance with implementation of key recommendations when the Library wishes to proceed, and to assist the Library identify future actions following completion of higher priority actions addressed in this report.

I wish to thank Collection Management Services director Barbara Snider and Library staff members Leslie Auerbach, Deborah Lipoma, Janis O'Driscoll, Sheila O'Neil, and Eric Stricker for making this assessment possible; all were enormously helpful and generous with their time and counsel.

Barclay Ogden  
California Preservation Program Consultant  
(Director for Library Preservation)  
20 Doe Library  
University of California  
Berkeley, CA 94720-6000  
Phone: (510) 642-4946  
Fax: (510) 642-4664  
Email: [bogden@library.berkeley.edu](mailto:bogden@library.berkeley.edu)

Santa Cruz PL CPAP report 9oct12.doc

## SCPL LOCAL HISTORY COLLECTIONS: PRESERVATION AND ACCESS AS A PUBLIC SERVICE

Preservation of important and unique local material helps fulfill the library's goal to "connect, inspire and inform." Preservation *connects* the local community with its unique identity; it encourages and *inspires* historians by providing access to valuable source material; and it *informs* local residents and inquirers around the world. Efforts to preserve and make available local content are very much part of the strategic plan's objective to "provide local content that is unavailable elsewhere (e.g., newspaper indexing, digitizing local history photographs)."

As more and more information is easily available on the Internet via Google and other sources, libraries are actually in an excellent position to provide local content not obtainable elsewhere. Local public libraries in particular have unique materials that *no one else* is collecting and preserving. This implies a broader responsibility to the community at large, and reflects the changing role of the library to protect and make accessible these distinctive materials.

Carson Block, the consultant who is developing the library's long range IT plan, recently said, "The strength and success of libraries is in being hyper local. Libraries have been net borrowers from the web, but now they have a chance to give back by contributing their own unique, local content." By being the steward of these local resources, Santa Cruz PL provides context and conversation, preserves community memory, and deepens the sense of place and identity among the residents of Santa Cruz County.

In 1986 the library board approved in concept the establishment of a local history collection in the Santa Cruz library system (see attached document). The proposal acknowledges that "the development, maintenance, and presentation of collections of local history materials [is] a basic standard of public library service in Santa Cruz County;" and it states that "we need to ensure that the important documents of our past are preserved and made accessible for study and for the future."

Santa Cruz PL has well established and well used collections of local material. Reference librarians regularly answer questions about county history and provide access to local resources. If these resources were to disappear -- if they were lost or no longer serviceable -- there would be a serious degradation of a core library service.

Just in the last three months the e-ref service has filled at least 9 requests for obituaries and/or historic newspaper articles, 5 sheet music scores, and 2 local art or historic photos. The clipping files and local history books were used to answer recent in-person requests about Swanton, Davenport, and the Veteran's Building on Front Street.

There are also frequent requests for information on old businesses and historic buildings, often for legal reasons. One recent question asked what business was located at a specific address in Scotts Valley in a certain year; another asked what businesses were at an



address in Aptos before the current business. If the city directories, dating to the early 1900's, were not usable it would be difficult, if not impossible, to answer these questions. Another example is a recent call from the manager at the new Hotel Paradox who was looking for information and photographs of the original Holiday Inn on the site. The clipping file of news articles and photos was a treasure trove for the caller.

The historic photograph collection is another unique and valuable resource. Recently, a scholar researching the history of the Santa Cruz water supply, someone who had already mined what she could from UCSC's holdings, asked to see the originals of some photographs that had been digitized and cataloged. After several hours of looking at the originals and speaking with staff, she left a note saying she'd had a breakthrough in her research, and was off to pursue the lead the collection and staff had provided.

The sheet music is another well used collection, with queries coming from around the world. Here's one from Sydney, Australia: "I have been searching high and low for a copy of the sheet music for the song "Start the Day with a Smile," (1937)...and I noticed it appeared in your records." And another from Chico: "My dad will be 94 and I would like to play on the guitar some of the songs he used to listen to. I see you have some sheet music of Frank Crumit (1920's and 1930's) that he liked. Is there a way to get copies in time for his birthday?"

Researchers of family history are also frequent users of the catalog and the local history website, which receives about 9,000 page views per month, or 108,000 views per year. This is a typical request: "I am interested in the early life of Samuel Leask in Aberdeenshire, London, and also the USA prior to his settling in Santa Cruz. I have been trying to track down his book 'Memories of an Uprooted and Transplanted Scot,' but have had no luck in Australia. Is there any possibility I could obtain photocopies of the relevant parts of his book?"

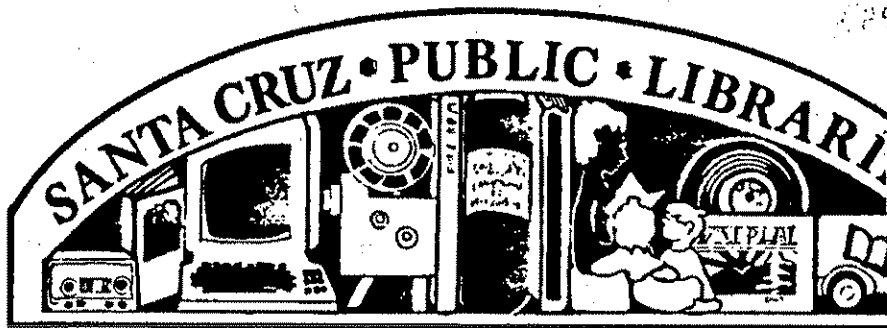
Providing access to these materials includes the need for enough staff resources to develop and maintain them. A successful approach to preservation requires coordination, organization, and a broad understanding of the collection, as well as knowledge and training in conservation and digitization techniques. This requires a commitment to providing human resources along with designated physical space.

Times are now different from the 1986 proposal for a local history collection, and a new plan would have different priorities. A recent article in Public Libraries provides a good introduction to a discussion of how to commit resources for a local history collection ("Historical Collections: is adding one right for your public library?" by Kathy Marquis and Leslie C. Waggener, Public Libraries March/April 2011, v. 50, n. 2, pp 42-49.) Before proceeding further to develop a comprehensive preservation plan it will be important to get agreement on purpose and direction.

Deborah Lipoma, Reference Librarian  
October 2012

000081

Local History Collection  
199-3532



Anne M. Turner  
Director of Libraries

A CITY - COUNTY LIBRARY SYSTEM  
224 CHURCH ST. SANTA CRUZ, CA 95060



ESTABLISHING A LOCAL HISTORY COLLECTION  
IN THE  
SANTA CRUZ CITY-COUNTY LIBRARY SYSTEM:  
A PROPOSAL

(408) 429-3532

The Library System's Long Range Plan for Library Service sets the development, maintenance, and preservation of collections of local history materials as a basic standard of public library service in Santa Cruz County. And the Plan directs the Board and staff of the Library to move swiftly to devise a special plan for meeting this standard.

Following is a proposal for establishing a Local History Collection which incorporates the standards and objectives set in the Long Range Plan. One of the most important of these is Library cooperation with other Santa Cruz organizations and institutions concerned with local history. Thus a basic objective of this proposal is the creation of a community of support for taking action. Collectively we need to ensure that the important documents of our past are preserved and made accessible for study and for the future.

I. PURPOSE OF THE LOCAL HISTORY COLLECTION

The purposes of the Santa Cruz City-County Library System's Local History Collection shall be four:

1. To collect and store written and other materials in all formats which record and facilitate the study of the history of California, the Central Coast region, and especially Santa Cruz County and its people. Also, to maintain collections of materials to support genealogical research.

2. To preserve and protect these materials, so that they may be available to future generations.
3. To make these materials accessible to as wide a spectrum of the population as possible. The acquisitions, programs, and procedures of the Local History Collection shall endeavor to support the needs of scholarly research, but the highest priority will always be placed on meeting the needs of non-scholarly users of all ages.
4. To serve the archival and collection deposit needs of those Santa Cruz organizations whose major purpose is promotion of an interest in local history, and who agree to join the Library's effort by becoming Cooperating Members.

## II. DESCRIPTION OF COLLECTIONS: CURRENT AND FUTURE

"Materials in all formats" includes the following:

Books: the City-County Library System owns (in Spring, 1986) approximately 550 running shelf feet of cataloged items on California and local history. These range from Bancroft through Carey McWilliams to genre novels about rancho days. No rigorously applied selection policy, nor any real financial commitment, has supported the existing Californiana Collection. While the Library System certainly acquires important and widely reviewed books such as Sandy Lydon's Chinese Gold or Americans in Search of the California Dream by Kevin Starr, and has used a selection policy to govern acquisitions, no single staff professional specializes exclusively in local history acquisition and collection management. No evaluation to assess comprehensiveness or usefulness to any constituency (whether high school students or scholars) has ever been performed.

Newspapers and other periodicals: The Library System owns complete runs of virtually all Santa Cruz newspapers in either hardcopy or microfilm or both. This collection occupies some 1,200 running shelf feet, plus microfilm storage. The Friends of the Santa Cruz Libraries sponsor a newspaper indexing project which will complete work on the Santa Cruz Surf to 1900 by Spring, 1986, and on the weekly Sentinel (1884) by mid 1987.

Manuscripts, pamphlets, clippings, and paper memorabilia: The Library System owns, but has not cataloged, a variety of items in difficult formats: office records, day books, theater programs, local business advertisements, etc. Lack of cataloging means that there is virtually no access to them. For example, the Library acquired by bequest several cartons

of "historic papers" from Annie McCaskill (owner of the Santa Cruz Title Company). The bulk of the McCaskill papers probably went to the UCSC Library; since the public library lacked the resources to properly inventory what we did receive, the staff has no idea of the value or importance of the contents. These kinds of materials are the "stuff of local history," and if a community expects to preserve them, it must provide a place where they can be deposited. Crucial to making them accessible is the creation of a Santa Cruz County Local History Master Subject Heading List, which could also be used as the basis for cross-indexing photographic collections.

Photographs: the Library owns a very small collection of photographic images in all formats, organized by subject. Photographs are documentary records of how places, people, and objects appeared at a particular point in time. Consequently, they are crucial historical source material. The number of historic photographs which may be available in the collections of other organizations or individuals is probably substantial; providing a facility where they can be properly preserved and made accessible to the larger community would be an important service of the Local History Collection. Although the UCSC Library's Special Collections houses many important Santa Cruz photographs, access to this facility is limited by rules designed to protect the University's scholarly resources.

Maps: A good local history collection would include historical maps of the County, including topographic maps, city street maps, highway and freeway maps, U.S. Geological Survey maps, election precinct maps, and a set of Sanborn maps. Fortunately, the Library of the University of California at Santa Cruz owns just this sort of collection. The task of the public library should therefore be developing the sort of resource which would meet quick look-up reference needs, but would not attempt to duplicate the University's effort.

Audio and Video Tapes Materials in these formats (usually to preserve oral histories) are also an important part of a Local History Collection.

Government Documents The Local History Collection's approach to taking on the archival task of County and City agencies is one which must be very carefully considered. The land titles, deeds, etc. which have been filed with the County Clerk are frequently the only documentary evidence of local history. But as government paperwork expands, so does the "evidence," and the consequent need for shelf space, preservation, etc. A careful decision will need to be made by the Library, the Cooperating Members, and the County Clerk on what types of government records should be deposited with the Local History Collection, and which should remain the responsibility of the County.

What the Local History Collection would not include:

Artifacts of any sort (Chinese fans, jewelry boxes which came around the Horn with Great Grandma, clothing and the like). These items are more properly acquired, preserved, and displayed by historical museums.

Paintings and Other Works of Art: Again, these are items which fall within the expertise of museum curators, rather than librarians.

### III. ORGANIZATION OF A LOCAL HISTORY COLLECTION

A Local History Collection which accomplishes the purposes defined above would require the following basic facilities:

1. A climate-controlled environment in order to ensure preservation of delicate materials.
2. A security system which ensures that noncirculating materials do not leave the facility.
3. Storage equipment of many sorts, including books and periodical shelving, pamphlet and photograph files, map cases, microfilm and microfiche cabinets, and document display cases.
4. Access equipment, including microfilm and fiche reader-printers, computer access to both the Local History Collection and Santa Cruz Library collection catalogs, and a copy machine.
5. Technical equipment for staff use, including CRT and printer for access to both the Collection and general Library catalogs, typewriter or word processing equipment, photographic supplies, and (possibly) micro-filming equipment for inhouse use.
6. Reader seats and study tables to support use by at least 30 users at one time. The Library System standard is 27.5 square feet per seat.
7. Document preservation facilities, so that items of local importance can be deacidified and protected inhouse.
8. Office and staff space sufficient to ensure adequate facilities for cataloging, processing, etc. The Library System standard is 33% additional space for these functions, but should be increased to 40% at this Branch, since cataloging activities will occur at the Branch, and not at the Library System's Technical Services Department.

000085

### Staffing Requirements

Minimum staff for a Local History Collection would be:

A Branch Manager at the Librarian II level, who would be responsible for management of the collection and facilities, including acquisitions, cataloging/processing, and programming, reference research, and Docent training. The Branch Manager would report to the Director of Libraries.

A Library Clerk (full time) to assist in all of the duties above.

Sufficient trained substitutes to ensure staffing is maintained when regular staff is ill or on leave.

Volunteer Docents provided on a scheduled, rotating basis by the Cooperating Members. The principal task of the Docents would be assisting users in access to the materials, and ensuring that adequate security is maintained. Docents would also assist in the development of local education programs, exhibits, and with research and processing or organizing tasks managed by the Librarian II.

### Administration and Governance

The Local History Collection would be a Branch of the Santa Cruz City-County Library System. Thus its administration, including budgeting, staffing, etc. would be the responsibility of the Library System. Staff would be employees of the City of Santa Cruz. Policy for the Library System is set by the Library Board.

Intrinsic to the concept of the Local History Collection envisioned in this proposal, however, is the active participation by organizations other than the Library. These groups would become Cooperating Members, would deposit their documentary and book collections in the facility, and would share in the overall guidance of the work of the Branch. A precedent for this sort of cooperative arrangement was set in 1974, when the Library agreed to house the collection of the Santa Cruz Genealogical Society at its Branciforte Branch.

With the development of an expanded facility for local history, formal agreements between the Library and the Cooperating Members would need to be developed. Provisions should include treatment of deposited collections, volunteer support by the organization, and financial support. The Cooperating Members might consider creating a nonprofit corporation with tax exempt status to raise and manage the contribution of operating funds.

One model for Collection governance would be the appointment, by the Library Board, of an Advisory Committee, composed of

000086

representatives of the Cooperating Members and the Board. Its function would be to advise the Board on maintenance and development of the Local History Collection, and to work with the Branch Manager on policy issues.

#### IV. NEXT STEPS

Following is a sequence, without a time line, for what needs to be done to proceed with this proposal:

1. Library Board designee and staff consult with all organizations with local history concerns, to assess interest in becoming Cooperating Members, and invite participation.
2. Form a leadership committee composed of organization representatives and other interested members of the community.
3. Conduct quick inventory of source materials of Cooperating Members, in order to establish realistic space/equipment needs.
4. Develop facilities plan.
5. Project capital and operating budget.
6. Develop funding plan.
7. Raise the money and do it.

#### Elements of An Operating Budget:

Staff (2 FT inc. benefits @ 25%, plus Subs,  
1985-86 salary ranges): \$55,914.00

Processing Supplies (especially heavy during first  
three years), including museum quality boxes, preservation  
chemicals, labels, tapes, Checkpoint labels, film etc.

\$10,000???

Phones and other telecommunication expenses for access to  
Library automated catalog.

Rent, Power and Gas, Custodial services

Staff education expenses (conference attendance etc.),  
special memberships, travel.

Computer access to off-site databases?

000087

Resources which the Library System can Contribute

(Aside from enthusiasm and moderate expertise)

McCaskill Bequest for Establishment of Local History Collection.  
Anticipated \$240,000 gift, which should generate roughly  
\$22,400 income annually if invested. Will know precise total  
by July, 1986.

Huff Bequest (no strings)  
\$70,000, currently invested and generating \$7,000 income per  
year.

Acquisitions Support (books, periodicals, microfilm) from  
Library's regular materials budget, amounting to perhaps \$5,000  
per year in 1986-7.

Administrative support from Library and City of Santa Cruz, since  
Local History Collection would function as a Branch of the  
Library System. But certain of these costs must be budgeted in  
real dollars in any funding plan for the operation of the  
Collection.

Final Comments

It is important to understand that even with a new facility,  
shelving, and staff in place, a substantial amount of time  
(two to three years minimum) will need to be spent inventorying  
and organizing the great piles of materials which probably  
exist, but have never been adequately cataloged. And this time  
estimate will work only if the professional staff is supported by  
volunteers to handle walk-in visitors and to assist with  
organization tasks once policies and procedures have been set.

A goal for opening day would be to have the Library's existing  
Californiana Collection (weeded of ephemera), plus the  
Genealogical Society's Collection currently located at the Bran-  
ciforte Branch, plus the microfilmed newspapers and indexes to  
same, shelved in the new facility and accessible to users.

The staff would then need to do careful assessment of uncataloged  
materials, and working with the Cooperating Members, set  
priorities for systematically organizing and preserving them.  
These decisions would be based upon user needs, importance of  
the material, etc.

Another early task for the staff and Cooperating Members would  
be development of a workable Gift Acceptance Policy (and support-  
ing agreements), and an Acquisitions Policy. The latter would  
guide the staff and Cooperating Members, particularly in their  
pursuit of important resources in private hands

AMT:DECMATE III BB/1.7 rev. 4/8/86  
Approved in concept by Library Board 4/7/86



REPORTED INCIDENTS October 23-November 25, 2012

| Date     | APT | BC | B40 | CAP | DTN | FTN | GP | HQ | LSB | LO | SV | Time     | General Brief Description  |
|----------|-----|----|-----|-----|-----|-----|----|----|-----|----|----|----------|--|
| 10/25/12 |     |    |     |     | 1   |     |    |    |     |    |    | 2:30pm   | Aggressive patron shoved and pushed another patron                                 |
| 11/01/12 |     |    |     |     | 1   |     |    |    |     |    |    | 2pm      | Adult female patron in YP area   |
| 11/01/12 |     |    |     |     | 1   |     |    |    |     |    |    | 1:59pm   | Adult male Patron sleeping in YP areas   |
| 11/02/12 |     |    | 1   |     |     |     |    |    |     |    |    | 3pm      | Aggressive Patron with staff   |
| 11/06/12 |     |    |     |     | 1   |     |    |    |     |    |    | 12:20pm  | Confrontation between patrons- outside   |
| 11/07/12 |     |    |     |     | 1   |     |    |    |     |    |    | 10:50am  | Patron requested 911 help  |
| 11/07/12 |     |    |     |     | 1   |     |    |    |     |    |    | 3:55PM   | Patron ranting, yelling and aggressively responding to staff                       |
| 11/08/12 |     |    | 1   |     |     |     |    |    |     |    |    | PM       | 2 men drinking on sidewalk outside library causing patrons to be afraid            |
| 11/09/12 |     |    | 1   |     |     |     |    |    |     |    |    | 3pm      | Difficult patron wanting a new card  |
| 11/10/12 |     |    |     |     | 1   |     |    |    |     |    |    | 1:15PM   | Patrons being confrontational with another   |
| 11/11/12 |     |    |     |     | 1   |     |    |    |     |    |    | 3:58PM   | Broken Water Pipe  |
| 11/13/12 |     |    |     |     | 1   |     |    |    |     |    |    | 2:25pm   | Patron requested exrtended time for internet, argumentative and insulting to staff |
| 11/13/12 |     |    | 1   |     |     |     |    |    |     |    |    | 12PM     | Patron abandon bike 2 days-taken away  |
| 11/14/12 |     |    |     |     | 1   |     |    |    |     |    |    | 6pm      | Friends - Missing Parking Pass   |
| 11/15/12 |     |    |     |     | 1   |     |    |    |     |    |    | 11:00 AM | Woman knocked over bicycles and stomped on one of them                             |
| 11/19/12 |     |    |     |     | 1   |     |    |    |     |    |    | 2:15pm   | Woman yelling in the library   |
| 11/25/12 |     |    |     |     | 1   |     |    |    |     |    |    | 1:10pm   | Patron using a lighter, became argumentative                                       |
| 11/25/12 |     |    |     |     | 1   |     |    |    |     |    |    | 3:40pm   | Man staring at young people in the Young Person's room                             |



same as presented  
 on November 5

Teresa Landers <landerst@santacruzpl.org>

Nov. data not yet available

---

## website hits

---

**Ann Young** <younga@santacruzpl.org>

Wed, Oct 31, 2012 at 10:41 AM

To: Teresa Landers <landerst@santacruzpl.org>

Here is a breakdown for the most recent month, 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 above pageview statistics are:

SCPL Catalog - 284,023 pageviews

SCPL homepage - 73,175 pageviews

Branch pages - 17,453 pageviews

Local history articles - 14,474 pageviews

Internet Resources (links to subscription databases) - 11,286 pageviews

Community Information Databases - 9,592 pageviews

Kids page - 7,787 pageviews

Local history photo gallery - 6,185 pageviews

Teens page - 4,266 pageviews

Site search - 3,749 pageviews

Library services - 2,384 pageviews

Ematerials (links to ebook, eaudio vendors) - 2,094 pageviews

Evergreen FAQ - 2,022 pageviews

Events calendar - 1,977 pageviews

Reader's Link (Staff pick book reviews, etc.) - 1,712 pageviews

Library Admin pages (LJPB agendas, audio files, etc.) - 1,354 pageviews

Contact Us - 1,046 pageviews

What's New - 602 pageviews

Subject Guides - 567 pageviews

The remainder are spread across a wide variety of pages.

Ann

[Quoted text hidden]

000090



# County of Santa Cruz

## COUNTY ADMINISTRATIVE OFFICE

701 OCEAN STREET, SUITE 620, SANTA CRUZ, CA 95060-4073

(831) 454-2100 FAX: (831) 454-3420 TDD: (831) 454-2123

SUSAN MAURIELLO, J.D., COUNTY ADMINISTRATIVE OFFICER

November 1, 2012

TO: Each Member of the Board of Directors of the Library Financing Authority

### LIBRARY SALES TAX AND PROPERTY TAX REVENUE

Dear Members of the Board of Directors:

The purpose of this letter is to provide an update on the Library Sales Tax actual receipts for the 1st quarter of the 2012-13 fiscal year, and an update on the County Library Fund Maintenance of Effort (MOE) contribution to the Library Financing Authority for 2012-13.

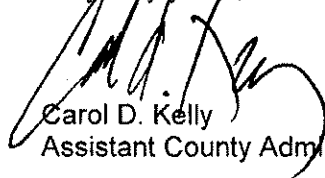
Total Library Sales Tax actual receipts for the 1st quarter were \$2,067,291 which is \$89,681 more than the 1st quarter estimate provided to the Authority in June.

As a result of a reduction in property tax values, the County Library Fund experienced a property tax revenue shortfall of \$22,411 in 2011-12. The 2012-13 Library Fund property tax apportionment increased by \$2,891. The 2011-12 shortfall and revised 2012-13 apportionment result in a 2012-13 County Library Fund MOE contribution of \$4,629,261, a reduction of \$19,520.

In summary, 2012-13 first quarter sales tax is \$89,681 over estimate and the County Library Fund MOE contribution for 2012-13 will be \$19,520 under estimate. These net to a favorable variance of \$70,161 as of September 30, 2012.

This office will provide you with an update in January when the sales tax revenue for the second quarter of 2012-13 is known.

Very truly yours,



Carol D. Kelly  
Assistant County Administrative Officer

cc: Director of Libraries, Santa Cruz City/County Library System  
Library Director, Watsonville Library  
County Administrative Officer  
Assistant County Administrative Officer  
Santa Cruz City Manager  
Watsonville City Manager  
Auditor-Controller  
Santa Cruz Director of Finance  
Administrative Services Director, City of Watsonville