

Chair: Jamie Goldstein
Vice Chair Martin Bernal
Board Member Jenny Haruyama
Board Member Susan Mauriello



**SANTA CRUZ CITY/COUNTY LIBRARIES
JOINT POWERS AUTHORITY BOARD
REGULAR MEETING**

NOVEMBER 3, 2016

9:00 A.M.

**[IMMEDIATELY FOLLOWING THE SANTA CRUZ LIBRARIES
FACILITIES FINANCING AUTHORITY (LFFA)]**

**DOWNTOWN BRANCH MEETING ROOM
224 CHURCH STREET, SANTA CRUZ, CA 95060**

1. CALL TO ORDER / ROLL CALL

Board Members Martin Bernal, Jenny Haruyama, Susan Mauriello, and Chair Jamie Goldstein

2. PRESENTATIONS

3. ADDITIONAL MATERIALS

Additional information submitted after distribution of the agenda packet.

4. ADDITIONS AND DELETIONS TO AGENDA

5. ORAL COMMUNICATION

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

6. REPORT BY LIBRARY DIRECTOR

A. Library Director's Report – November 2016 (PG.4-6)

B. Staff Recognition (PG.7-8)

7. REPORT BY FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES

8. REPORT BY LIBRARY ADVISORY COMMISSION (LAC)

9. COMMENTS BY BOARD MEMBERS

10. CONSENT CALENDAR

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

- A. Receive Minutes of September 1, 2016
RECOMMENDED ACTION: Approve Minutes. (PG.9-12)
- B. Receive Monthly Narrative Report for August and September 2016.
RECOMMENDED ACTION: Receive Report. (PG.13-21)
- C. Receive Monthly Performance Measures for August and September 2016
RECOMMENDED ACTION: Receive Performance Measures. (PG.22-25)
- D. Patron Written Comments.
RECOMMENDED ACTION: Receive Comments. (PG.26-27)
- E. Security Incidents Log from July 21st through August 20th and August 21th through September 20th, 2016
RECOMMENDED ACTION: Receive Security Incidents Log. (PG.28-37)
- F. Holiday Closure Schedule 2016 for the Library (PG.38)
RECOMMENDED ACTION: Approve Holiday Closure Schedule
- G. Board Meeting Schedule 2017 (PG.39)
RECOMMENDED ACTION: Approve Board Meeting Schedule
- H. FY17 Budget Adjustment Adding Comcast and AT &T Operating Costs (PG.40-41)
RECOMMENDED ACTION: Approve Budget Adjustment

11. GENERAL BUSINESS

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

- A. Approve a contract for library and administrative services with the City of Santa Cruz.
(Continued from last meeting).
RECOMMENDED ACTION: Approve contract (PG.42-47)

- B. Board Packet Discussion (PG.48)
RECOMMENDED ACTION: None
- C. Board Policies (PG.49-50)
RECOMMENDED ACTION: None
- D. December 1, 2016 Board Meeting – change of scheduled time and location from 6:00 pm Boulder Creek to 9:00 am Downtown Branch.
RECOMMENDED ACTION: Approve change

12. ADJOURNMENT

Adjourned to a Regular Meeting of the Library Joint Powers Authority Board to be held on Thursday, December 1, 2016 at 9:00 a.m. [immediately following the LFFA meeting] at the Downtown Branch Meeting Room located at 224 Church St. Santa Cruz, CA 95060.

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 (831)427-7706 at least five days in advance so that we can arrange for such special assistance, or email library_admin@santacruzpl.org.



Library Director's Report – November 2016

Library Accounting

The Library, County and City met to discuss the Library's desire to move to:

- A new chart of accounts format that uses branches and not operations as departmental reference points;
- A consolidation of funds; and
- Development of a new budget format.

The new chart of accounts will be ready by January 2017 in preparation of the FY2018 budget development.

The Library currently uses Funds 951 through 961. The current proposal moves to two funds; one for operations and a second for restricted funds (e.g. gifts, donations, bequests, and reserves). In order to keep a history of prior transactions and to reduce the quantity of old legacy accounts within Fund 951, the Library will use new fund numbers. Moving to a consolidated fund perspective will allow for readily accessible financial data through EZ Eden and the ability to print revenue/expenditure reports that present the entire financial picture.

The group will present a rough mock-up of this budget format at the February 2017 board meeting. The budget form will include:

- An organization chart
- A director's budget message
- Data on financial trends, budgetary changes and forecast assumptions
- Position listings
- Operational metrics
- Proposed budget with Actual, current year adopted, current year estimated actuals and proposed budget
- Budgetary narrative of each Library department
- Budgetary policies
- Facility projects, debt service and tax lien
- Capital/Equipment purchases

Sales Tax

Receipts from the Library Sales Tax were .8% less than projected.

Fund Balance

The 2016 Library Fund balance will be available in December 2016. The level is expected to be quite large due to the following:

- The LJPB approved a reduction in the Reserve Fund Plan from 16.7% to 15% of revenues.
- The LFFA voted to reimburse the library for the elections costs associated with Measure S.
- The FY16 professional services contract between the Library and the City was reduced.
- Two senior manager positions were vacant for over a year.
- FY16 Expenses came in less than expected

The Library will bring a spending plan to the JPA in January for your approval.

Strategic Planning

Strategic Planning processes continue. The Library Advisory Commission along with staff members on the strategic planning committee are attempting to interview over one-hundred residents of Santa Cruz County using a methodology that focuses on communities recommended by the American Library Association. Preliminary findings have been positive. Many of the City Council and Board of Supervisors members have been interviewed.

Activity	Assessment	Input	Analysis	Recommendations
Timeline	September – November 15	October 15 – November 15	November 15 - December 15	January
Outputs	<ul style="list-style-type: none">• Trends• Demographics• Resources• Use	<ul style="list-style-type: none">• Community Conversations• Community Meetings<ul style="list-style-type: none">○ 10/19 B40○ 10/20 GP○ 10/25 LSB○ 10/26 BC○ 10/27 Aptos○ 11/1 Capitola○ 11/5 DT○ 11/6 LO○ 11/9 Felton○ 11/10 SV	<ul style="list-style-type: none">• SP Long• Staff Review• Mission/Vision	<ul style="list-style-type: none">• SP Short
Milestones	<ul style="list-style-type: none">• JPA 9/1• LAC 9/19	<ul style="list-style-type: none">• JPA 11/3• Staff Day 10/10• LAC 10/17	<ul style="list-style-type: none">• JPA 12/1• LAC 11/14• LAC 12/12	<ul style="list-style-type: none">• JPA 1/5• LAC 1/23

Staff are also meeting with community members at each of the ten libraries. At this writing, half of these meetings have taken place.

- Wed OCT 19 • 2:30pm Branciforte Library 230 Gault St. SC
- Thu OCT 20 • 4:00pm Garfield Park Library 705 Woodrow Ave. SC
- Tue OCT 25 • 7:00pm La Selva Beach Library 316 Estrella Ave. LSB
- Wed OCT 26 • 7:00pm Boulder Creek Library 13390 West Park Ave. BC
- Thu OCT 27 • 6:00pm Aptos Library 7695 Soquel Dr. Aptos
- Tue NOV 1 • 7:00pm Capitola Library 2005 Wharf Rd. CAP
- Sat NOV 5 • 10:00am Downtown Library 224 Church St. SC
- Sun NOV 6 • 2:00pm Live Oak Library 2380 Portola Ave. SC
- Wed NOV 9 • 7:00pm Felton Community Hall 6191 Hwy 9 FEL
- Thu NOV 10 • 7:00pm Scotts Valley Library 251 Kings Village Rd. SV

All library staff were invited to a professional development day on October 10 at the Happy Valley Conference Center. Martin Bernal and Jenny Haruyama greeted and thanked the staff for their hard work. Staff learned about the financial health of the organization, its use by the public and major trends in public libraries. They also discussed the strategic plan and new initiatives in the Library.

Reorganization

The Library is undergoing a major reorganization. Two of five senior leaders are retiring. Budget reductions have resulted in few middle management positions eliminating traditional career pathways. All Librarians and Information Specialists are currently housed downtown. They spend a great deal of time traveling between branches. A majority of the staff agree that the organization is too centralized and that the assignments of Librarians and Information Specialists are too narrow.

The Library is working with the City of Santa Cruz to reclassify four current positions, increasing responsibilities of two and decreasing the responsibilities of two. The Library would like to reinstate the Librarian III and Assistant Director positions.

A staffing study has been completed and employee interests have been reviewed. In the next several weeks, many staff people will move their offices to branches (depending upon the availability of office space). These staff will be assigned reference, programming and in some cases selection responsibilities. The administration is viewing this change as a three-month pilot project and it will be evaluated at the end of that time period.

Labor Management Committee

The library unions currently meet monthly with the City of Santa Cruz and quarterly with JPA representatives. Union representatives have agreed to begin meeting monthly with the Library Director to get out in front of organizational change issues.

Friends of the Library

The Friends of the Library office in the front of the Downtown Branch will be moving to the administrative office suite in December. The Library and Friends will create a Memo of Understanding memorializing expectations. Their current space will be allocated to a new grant-funded program aimed at Veterans.

STAFF REPORT

DATE: November 3, 2016
TO: Library Joint Powers Authority Board
FROM: SCPL Recognition Committee
CC: FSCPL
RE: Staff Recognition Monthly Report for October

SUMMARY

The Library has instituted a way to recognize staff formally and on an on-going basis. The committee will be recognizing these individuals monthly in a report to the LJPA.

Mission

Staff are our most valuable resource and as such, are deserving of ongoing recognition to feel connected and to keep morale high. The Staff Recognition Committee is charged with developing ways to accomplish this purpose.

NOMINATIONS

Paul Williams

Paul began his career at the library as a volunteer at Capitola. I suggested that he apply to work as an Aide at the library, since he spends so much time here. He did, and I'm thrilled that he was hired and has several regular shifts here at Capitola. He is extremely helpful and dedicated. No task is too small for Paul to take care of. He is always in a pleasant, upbeat mood. He is a joy to be around. (D. Barber)

Rene Belling

Rene is one of the most proficient multitasking staff members at SCPL. In addition to cataloging and processing new DVDs and CDs, she is our CMS media specialist, giving a second life to numerous damaged or incomplete audiovisual items through her repairing, refurbishing and replacing. In the last two weeks, she has been particularly impacted with projects, union and other obligations. In the midst of it all, she keeps the needs of public

in mind by prioritizing her heavy workload and managing to send out cartfuls of highly desired media titles to our anxious patrons and staff members. She has touched many lives with her great work ethic and joyful team spirit. (H. Titangos)

**SANTA CRUZ PUBLIC LIBRARIES
A CITY-COUNTY SYSTEM
LIBRARY JOINT POWERS AUTHORITY BOARD
(LJPA)**

**REGULAR MEETING MINUTES
THURSDAY, SEPTEMBER 1, 2016
9:00 A.M.**

1. ROLL CALL

PRESENT: Chair Jamie Goldstein; Vice Chair Martin Bernal; Susan Mauriello (Board Member); Jenny Haruyama (Board Member)
STAFF: Library Director Susan Nemitz

2. PRESENTATIONS

None

3. ADDITIONAL MATERIALS

1. Updated Financial Spreadsheet
2. Strategic Plan 2017-2020: Premise and Process

4. ADDITIONS AND DELETIONS TO AGENDA

The Agenda of September 1, 2016 was approved by consensus.

5. ORAL COMMUNICATIONS

None

6. REPORT BY LIBRARY DIRECTOR

Staff Recognition

7. FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES REPORT

Phil Rodriguez, Friends of the Libraries, reported on the Friends of the Libraries activities.

8. REPORT BY LIBRARY ADVISORY COMMISSION (LAC)

Martha Dexter reported on the Commission's last meeting on August 22, 2016.

9. COMMENTS BY BOARD MEMBERS

Jamie Goldstein, Chair, reported that the Board received a request to endorse an item associated with the School Bond and he stated that the Board does not take any political position outside Library issues. A policy may need to be established to address this issue in general. Secondly, the Capitola Library Committee is planning a tour of several libraries including the Scotts Valley Branch Library, the Los Gatos Library as well as two libraries in the San Jose area.

10. CONSENT CALENDAR

- A. Approve Minutes of June 2, and July 28, 2016 meeting.
ACTION: Approved Minutes
- B. Receive Monthly Narrative Report for June and July 2016.
ACTION: Received Report.
- C. Receive Monthly Performance Measures for May, June, July and Year End 2016.
ACTION: Received Report.
- D. Articles about Santa Cruz Public Libraries.
ACTION: Received Articles.
- E. Security Incidents Log from May 21st through June 20th and June 21st through July 20th.
ACTION: Received Security Incidents Log.

RESULT:	APPROVED CONSENT ITEMS <u>10.A., 10.B., 10.C., 10.D., and 10.E.</u>
	[UNANIMOUS]
MOVER:	Martin Bernal (Vice Chair)
SECONDER:	Jenny Haruyama (Board Member)
AYES:	Goldstein, Bernal, Mauriello, Haruyama

11. GENERAL BUSINESS

- A. 2016-2017 FY Budget
 - i. Approve Administrative Reimbursement Proposal
 - ii. Approve a contract for library and administrative services with the City of Santa Cruz

Items 10 A. i and ii were discussed as one item.

RESULT:	CONTINUE ITEM 10.A.II, THE ADMINISTRATIVE AGREEMENT, TO THE NEXT MEETING
MOVER:	Susan Mauriello (Board Member)
SECONDER:	Martin Bernal (Vice Chair)
AYES:	Bernal, Goldstein, Mauriello, Haruyama

iii. Approve 2016-2017 Reserve Fund Plan

RESULT: APPROVED THE CREATION OF A NEW CAPITAL STABILIZATION ARRANGEMENT (I.E. CAPITAL RESERVE) FOR FY 2016-2017 AND REDUCE FROM TWO-MONTHS TO 15% THE SYSTEM WIDE STABILIZATION ARRANGEMENT (I.E. RESERVE) WITH THE ADDED LANGUAGE THAT IN ORDER TO SPEND THE RESERVES THE TRANSFER FROM THE RESERVE FUND TO THE OPERATING BUDGET IS REQUIRED.

[UNANIMOUS]

MOVER: Susan Mauriello (Board Member)

SECONDER: Jenny Haruyama (Board Member)

AYES: Bernal, Goldstein, Mauriello, Haruyama

iv. Approve 2016-2017 Fund Balance Plan

The Board decided to postpone allocating FY 2015-2016 (Surplus) Fund Balance funds until January 2017 after the library system has completed its strategic plan. No motion was made.

v. Approve 2016-2017 FY SCPL Budget

RESULT: ADOPTED PROPOSED 2016-2017 FY BUDGET ADJUSTING THE ONE TIME REVENUE LINE ITEM FOR THE LFFA REIMBURSEMENT TO REFLECT THE EXACT NUMBERS FOR THE REIMBURSEMENT OF THE ELECTION MOVING THAT REVENUE TO THE FY 15/16 BUDGET IN THE AMOUNT OF \$229,020 WITH THE RESIDUAL AMOUNT \$94,000 WOULD REMAIN IN THE ADOPTED BUDGET AND THE TOTALS WOULD BE ADJUSTED ACCORDINGLY. **[UNANIMOUS]**

MOVER: Susan Mauriello (Board Member)

SECONDER: Martin Bernal (Vice Chair)

AYES: Bernal, Goldstein, Mauriello, Haruyama

B. Strategic Planning Discussion

Janis O'Driscoll presented the SCPL Strategic Plan 2017-2020: Premise and Process.

**LJPA Meeting
September 1, 2016**

RESULT: ACCEPTED THE STRATEGIC PLAN REPORT 2017-2020. [UNANIMOUS]

MOVER: Susan Mauriello (Board Member)

SECONDER: Jenny Haruyama (Board Member)

AYES: Bernal, Goldstein, Mauriello, Haruyama

12. ADJOURNMENT

The Library Joint Powers Authority Board adjourned at 11:28 a.m. to the next Regular Meeting Thursday, October 6, 2016 at 6:00 p.m. immediately following the LFFA meeting, at the Scotts Valley Library Branch, located at 251 Kings Village Road, Scotts Valley, CA 95066.

ATTEST: _____
 Helga Smith, Clerk of the Board

All documents referred to in these minutes are available in the Santa Cruz Public Libraries – Library Headquarters Office, 117 Union Street, Santa Cruz.

MONTHLY REPORT FOR AUGUST 2016

1. READING, LISTENING AND VIEWING FOR PLEASURE

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

The Program Team took a break in August so there were no Early Literacy Programs. Storytimes and Toddler Times will resume the week of September 12.

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.

Capitola had a display for adults on the subject of diversity. There were books reflecting a variety of lifestyles, experiences, and perspectives. Our children's display was on the subject of back to school and the Olympics.

A new program at Scotts Valley was offered to teens during the month of August. Teen Chess instruction classes directed by Gjon Feinstein were held every Wednesday afternoon from 3:30-5:00.

3D printing workshops were held during July for teens and a few adults as part of the Summer Reading program. After completing the training sessions, participants were certified to use the 3D printer to print the items created during the workshop.

Afternoon programs will resume in October. Live Oak will be added to the Tales to Tales sites with programs on the first and third Wednesday afternoons from 3:30-4:30.

On August 4th the participants of the Armchair Travel program "visited" Italy and Greece. LSB's Library Aide Eli Dennis-Benford talked about his adventures in these countries. His presentation was accompanied by photos, books, cultural crafts, music and food!

On August 20th La Selva Beach author Colleen Meagher came to the LSB library to talk about her new book, "Comin' Thru: The Golden Age of Women's Polo 1934-1941". Her book chronicles the beginning of women's polo and the obstacles they faced to earn a place on the polo field. This event was sponsored by the Friends of the La Selva Beach Library.

Back to School is the theme for the new display created by Lois Meyer in B40's children's room.

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

2. LIFELONG LEARNING

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

The new Sheet Music database went live in July thanks to the generosity & skill of Patrick Landis & Ann Young of LIT. Leslie Auerbach & Patty Webster of the Reference Team are refining the new format & will be posting a draft cheat sheet for staff before adding some “how to” notes for the public.

- 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 2016 Summer Reading Program was a great success. Final numbers are now in. 3762 kids and teens signed up for summer reading. 1917 (50.9%) signed out. They earned 35,875 Book Bucks (average 18.7 per reader) that they can spend with local merchants until September 30. The new adult Summer Reading Bingo game was very well received with 743 adults signed up and 198 (26.6%) signed out. Many adults commented that it was just plain fun.

The Festival of the Book at Harvey West Park was a great way to end Summer Reading. About 850 people attended. Children received a free lunch, played dress-up, made crafts, read to a dog, and blew bubbles. Everyone was excited to see the new Bookmobile and come on board. The Kids’ Only Book Sale was a successful fund raiser for the Friends and all were entertained by the circus antics of Circus of Smiles at the end of the party.

Drawings were held for kids and teens who entered any or all of their Book Bucks and for adults who turned in tickets for up to 5 Bingos. Everyone was very pleased with their prizes and thanks to Branch staff for distributing those prizes.

Reference’s Leslie Auerbach & the MAH’s director, Nina Simon have agreed to work on a joint series of programs on public spaces that will focus on SCPL’s facilities renovations & the MAH’s Abbott Square project.

- 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.**

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 Book to Action series (overseen by Programs' Brenda McIlroy & Reference's Leslie Auerbach) that this past spring focused on the environment via Paul Fleischman's Eyes Wide Open continues to have an afterlife, most recently in the form of an art display DTN that was featured at the August First Friday. The display comprises "matchbox diaries" created by the Coastal Watershed Council's Branciforte Middle School Watershed Rangers, who were inspired to make these visual records of their adventures in learning about the environment by Paul Fleischman's visit to their afterschool program, at which he displayed his own first matchbox diary & his book, Matchbox Diary, which explains how & why he made it.

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

Capitola's Book Discussion Group met on the first Wed. of the month to discuss the book Loving Frank. Participants were so interested in the topic and enjoyed the discussion so much, they chose The Women by T. C. Boyle (looks at Frank Lloyd Wright's life from the viewpoint of women who been romantically involved with him) as their next read.

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

C. Volunteers will be used effectively.

August was a busy time for many volunteers and, consequently, for the volunteer office as we worked to cover shifts for volunteers who returned to school or took vacation. Despite all the comings and goings, volunteers donated 1046 hours to the Library in August which represents a 16% increase over the same period last year.

We welcomed seven new volunteers in August, and six longtime volunteers received bookplate awards.

We anticipate a very active September as we help the Programs Department gear up for the school year. We're looking forward to recruiting volunteers to assist the Homework Help program, National Voter Registration Day, and the new Tales to Tails program at Live Oak.

4. WELCOMING PLACE

- A. Identify the physical changes and funding required to provide 21st-century library facilities.**
- B. The virtual branch meets the definition of a welcoming place.**
- C. People receive service at the level they need and want.**

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.**

Ten staff completed the City's mandatory two-year cycle of *Harassment Prevention Training*.

Four staff completed the City's *Professional Writing and E-mail Etiquette* class.

Three staff participated in the month-long, online class *Communication is More Than Words* provided by Infopeople.

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

Members of the senior management team, in addition to other Library managers and supervisors, attended the City's Succession Planning workshop presented by former Palo Alto City Manager Frank Benest, who is now the Next Generation Initiatives Liaison for the International City/County Management Association.

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

Jeanne O'Grady, Brenda McIlroy, and Laura Whaley and nearly all of the Scotts Valley branch staff attended the Bystander CPR training at Scotts Valley Library.

Lois Meyer and Cathy Landis of the B40 branch, attended Bystander CPR training.

B40 said good-bye to longtime aide, Jordan Mitchell as he goes back to school. Former B40 aide, Jessica Jimenez, has returned to work his shifts.

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

Sarah Harbison was selected to participate in the California State Library's LSTA (Library Services and Technology Act) Mental Health Initiative project, and will complete the *Mental Health First Aide Instructor Certification Program*. Sarah will then train Library and City staff in how to work effectively with mentally ill citizens in the Library and City government settings.

Thirty-six staff completed *Bystander CPR* training and are now certified for two years. This training took place at the Downtown and Scotts Valley branches, and was provided by the Fire Departments for the City of Santa Cruz and the City of Scotts Valley. The Library extends a thank you to these two Fire Departments for making this training available to us and meeting this staff request.

Fourteen staff participated in face-to-face trainings on the *Brainfuse* and the *Reference USA* databases provided by the vendors of these primary Reference Services tools.

Two staff completed the webinar *Know and Go: Cons in the Library – Attracting Teens and New Adults with Comic Conventions* provided by Amigos Library Services.

MONTHLY REPORT FOR SEPTEMBER 2016

1. READING, LISTENING AND VIEWING FOR PLEASURE

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

Early Literacy Programs – Toddler Times and Preschool Storytimes – resumed the week of September 12 after a break for all of August. Kids, parents, and caregivers were happy to come back to the library to read and play together. Branch staff also welcomed the energy brought to the branches by many little people playing and reading together.

Capitola's Family Craft resumed on Sept. 16th along with our Storytime. Families were very appreciative to have the programs return.

B40's Storytime with Jeanne O'Grady is back after the August hiatus. This is a very popular program at B40- though, unfortunately, we have had to turn some people away as the room fills up very fast.

Garfield Park's preschool storytime started up again on September 12th with some familiar faces and many new ones as well. It's great to see everyone again! The DIY craft time has been well attended and our young adult volunteer is excellent with the families.

"A is for Adobe" story time for preschool age children is scheduled for September 27th. California State Park representative Joseph Ritchie will make adobe bricks with children and their parents.

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.

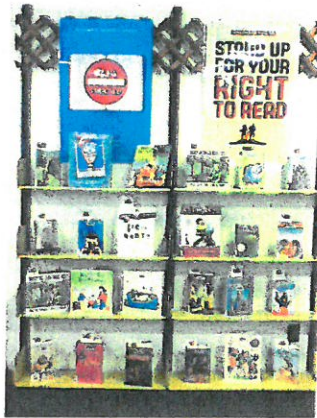
At the suggestion of Gault teacher Katy Scowcroft, the time for B40's Tales to Tails program has been changed to 1:00-2:00 to take advantage of Gault School's early out day (Wednesdays). Katy has seen, firsthand, the positive effect T2T has on her students and their confidence in reading, especially reading aloud. We are happily expecting many more children to sign up to read to B40's T2T dog, Maxine, because of this change.

B40's Banned Books display for children and teens is a cooperative effort by Lois Meyer and Cathy Landis with special effects by Alex Glass.

The Live Oak Branch had several book displays in September. On the children's side, Lorena Lopez put together a book display on Mexican History for Mexican Independence Day which was celebrated on September 16th. She also produced a display of titles which have been banned or challenged for Banned Books Week: Celebrate the Freedom to Read held Sept. 25th – Oct 1st this year.

On the adult side, the library promoted National Preparedness Month with a book and informational display by Patty Carroll. It included books and printed information on making a family communication plan, a meeting place plan, and a take away sheet to record important family information and phone numbers in case of emergency.

Downtown Young People's room is promoting Banned Books week with two displays: one for children 13 and younger and a display located in the teen area.



On the adult side, the library promoted National Preparedness Month with a book and informational display by Patty Carroll. It included books and printed information on making a family communication plan, a meeting place plan, and a take away sheet to record important family information and phone numbers in case of emergency.

Garfield Park had a Back to School display that got a lot of attention and items checked out put together by Anna Auguson. She also put together a Pokemon Go display, since the branch was a Poke Gym, and a Banned Book display.

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

2. LIFELONG LEARNING

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

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 Summer Reading Program was offered to kids at Juvenile Hall. Kids who were not released in time to spend their Book Bucks were asked what books/comics they wanted and we spent the Book Bucks for them and delivered the books/comics to them.

The population at Juvenile Hall fluctuates often but about half of them signed up (~13 or 14) and out of those, five completed the program with us. We don't know how many completed the program once they were released from detention.

On September 24th, "Printing on Canvas Bags" workshop will take place at the La Selva Beach library.

The participants of this workshop will learn block printing techniques from local artist, Suzie Blackburn. They will use everyday household objects such as potato mashers and apple corers to create beautiful printed patterns on a canvas tote bags. This event is sponsored by The Friends of the La Selva Beach Library.

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.

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.

Many thanks to Capitola Orchard Hardware for donating paint stirrer sticks for a noise maker craft for Live Oak and Branciforte Drop-in Family Craft programs. They went out of their way to find as many sticks as asked for and even offered an alternative.

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

Capitola's Friends met on Sat., Sept 17th. They were joined by our Library Director, Susan Nemitz, and the Library Division Manager, Gale Farthing. The Friends had an opportunity to meet them both and hear about Susan's vision for the library system and for Capitola in particular. A discussion about the Sept. 7th tour of libraries was also held. Gale and Susan shared information about the development of the new Strategic Plan.

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.

Welcome back to our trusty storytime and toddler time volunteers. You make the programs easier (set-up and clean-up) and more fun.

4. WELCOMING PLACE

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

A tour of 4 libraries was arranged by the City of Capitola and the Capitola Friends. Representatives of the Capitola Library Advisory Board, members of the Friends, Capitola Volunteers, the Library Director, the Library IT Manager, and the Capitola Branch Manager toured the Scotts Valley Branch, the Santa Clara Northside Branch Library, Pearl Avenue Library, and the Los Gatos Library. At each branch, we were met by the architects who designed the branch as well as a manager or staff representative. They answered our questions, discussed their vision for and usage of the branch, including what has been successful and what they would do differently. The tour was extremely informative and will be helpful in creating the new Capitola Branch.

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

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

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.

B40's Lois Meyer attended a webinar: Effective Library Responses to Homelessness.

Laura Dutra of Monterey Bay Solutions came to B40 for refresher training on our multi-functional printer. We learned a lot and will be able to assist our patrons even better than before.

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

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

MONTHLY PERFORMANCE MEASURES AUGUST 2016

ON-SITE USAGE

SELF CHECK	Aug-15	Aug-16	% Change
Aptos	79%	81%	3%
Boulder Creek	82%	77%	-6%
Branciforte	86%	83%	-4%
Capitola	72%	73%	2%
Downtown	73%	69%	-5%
Felton	70%	74%	7%
Garfield Park	60%	60%	-1%
La Selva Beach	65%	60%	-7%
Live Oak	79%	78%	-2%
Scotts Valley	80%	78%	-3%
OVERALL- % Circ that is self check	74%	73%	-2%

(Does not include online renewals)

VISITORS PER OPEN HOUR	Aug-15	Aug-16	% Change
Aptos	55	62	11%
Boulder Creek	21	22	5%
Branciforte	57	56	-1%
Capitola	34	33	-4%
Downtown	134	134	0%
Felton	15	18	14%
Garfield Park	29	32	13%
La Selva Beach	22	22	1%
Live Oak	57	54	-5%
Scotts Valley	70	73	4%
OVERALL	494	506	2%

Measures number of visitors to the branch per open hour.

STAFF WORKLOAD

BUSYNESS	Aug-15	Aug-16	% Change
Aptos	6,367	7,426	17%
Boulder Creek	3,413	3,374	1%
Branciforte	2,904	3,111	-7%
Capitola	6,659	6,206	7%
Downtown	4,106	3,573	15%
Felton	4,476	3,545	26%
Garfield Park	5,069	4,009	26%
La Selva Beach	2,585	2,711	-5%
Live Oak	3,831	3,345	15%
Scotts Valley	4,720	4,678	1%
OVERALL	4,413	4,198	-5%

Measures (number of physical checkouts + number of received items+ number holds handled + number of questions answered)/FTE

Note: not included: online transactions or self checks and questions answered are based on one typical week per quarter

NOTE: Statistics for July 2014-October 2015 have been updated with typical weeks numbers.

MONTHLY PERFORMANCE MEASURES AUGUST 2016

SYSTEM MEASUREMENTS

FINES & FEES	Aug-15	Aug-16	% Change
Paid at Desk	\$ 10,427	\$ 10,218	-2%
Paid at Kiosk	\$ 6,161	\$ 7,316	19%
Paid online	\$ -	\$ -	0%
TOTAL	\$ 16,588	\$ 17,534	6%
% Paid at Desk	63%	58%	-7%
% Paid at Kiosk	37%	42%	12%
%Paid online	0%	0%	0%
% Paid by credit/debit card	34%	37%	9%

PROGRAMMING	Aug-15	Aug-16	% Change
Number of programs held	93	117	26%
Number of attendees	1,230	1,733	41%
Average # attendees/program	13	15	15%

USE OF SYSTEM RESOURCES			
VIRTUAL ACCESS	Aug-15	Aug-16	% Change
E-books & magazines	7,754	6,558	-15%
Downloadable audio & music	4,353	5,109	17%
Downloadable & Streaming Video*	853	929	9%
Pageviews	511,287	505,192	-1%
Online renewals	40,865	43,600	7%
Total virtual access	565,112	561,388	-1%
INTERLIBRARY LOAN	Aug-15	Aug-16	%Change
ILL to Patrons	13	16	23%
ILL to other libraries	136	121	-11%
PHYSICAL CHECKOUTS	Aug-15	Aug-16	%Change
Staff assisted + self check	103,100	108,319	5%
CHECKOUTS	Aug-15	Aug-16	%Change
% Physical checkouts	66%	66%	1%
% Virtual checkouts	34%	34%	1%
Circulation per capita	0.70	0.80	14%

Virtual access: Does not include database usage which will be reported quarterly due to availability of data.

E-materials do not include Soundswell, or the Gale Virtual Travel collection as download data is not currently available. (online renewals is an estimate based on past experience). Includes Boopsie .

Physical Checkouts : physical items checked out at desk or at self check, includes in-house renewals.

Virtual checkout : virtual access not including total pageviews.

* **Access Video** recently overhauled their reporting website, and in doing so a rather major bug in their number reporting came to light. Our numbers beginning in December, 2015 are thought to be accurate, at a much lower level than previous reporting. **Capita :** based on State Library data.

MONTHLY PERFORMANCE MEASURES SEPTEMBER 2016

ON-SITE USAGE			
SELF CHECK	Sep-15	Sep-16	% Change
Aptos	79%	80%	1%
Boulder Creek	83%	75%	-9%
Branciforte	87%	82%	-6%
Capitola	73%	73%	-1%
Downtown	70%	68%	-3%
Felton	71%	67%	-5%
Garfield Park	61%	65%	5%
La Selva Beach	58%	58%	1%
Live Oak	78%	80%	-1%
Scotts Valley	80%	78%	-3%
OVERALL- % Circ that is self check (does not include online renewals)	74%	73%	-2%
VISITORS PER OPEN HOUR	Sep-15	Sep-16	% Change
Aptos	58	61	5%
Boulder Creek	23	16	-29%
Branciforte	62	58	-7%
Capitola	31	34	9%
Downtown	131	133	2%
Felton	16	17	7%
Garfield Park	31	34	9%
La Selva Beach	21	21	-2%
Live Oak	60	61	2%
Scotts Valley	80	84	5%
OVERALL	513	519	1%
<i>Measures number of visitors to the branch per open hour.</i>			

STAFF WORKLOAD

BUSYNESS	Sep-15	Sep-16	% Change
Aptos	6,124	6,905	13%
Boulder Creek	3,525	3,224	-9%
Branciforte	3,206	3,061	-5%
Capitola	6,000	6,596	10%
Downtown	3,360	3,708	10%
Felton	4,160	4,260	2%
Garfield Park	4,040	4,393	9%
La Selva Beach	2,761	2,482	-10%
Live Oak	3,058	3,469	13%
Scotts Valley	4,420	4,251	-4%
OVERALL	4,065	4,235	4%
<i>Measures (number of physical checkouts + number of received items+ number holds handled + number of questions answered)/FTE</i> <i>Note: not included: online transactions or self checks and questions answered are based on one typical week per quarter</i> <i>NOTE: Statistics for July 2014-October 2015 have been updated with typical weeks numbers.</i>			

MONTHLY PERFORMANCE MEASURES SEPTEMBER 2016

SYSTEM MEASUREMENTS			
FINES & FEES	Sep-15	Sep-16	% Change
Paid at Desk	\$ 10,808	\$ 10,049	-7%
Paid at Kiosk	\$ 6,687	\$ 6,409	-4%
Paid online	\$ -	\$ -	0%
TOTAL	\$ 17,495	\$ 16,458	-6%
% Paid at Desk	62%	61%	-1%
% Paid at Kiosk	38%	39%	2%
%Paid online	0%	0%	0%
% Paid by credit/debit card	35%	34%	-1%
PROGRAMMING	Sep-15	Sep-16	% Change
Number of programs held	169	180	7%
Number of attendees	3,161	3,502	11%
Average # attendees/program	19	19	0%
USE OF SYSTEM RESOURCES			
VIRTUAL ACCESS	Sep-15	Sep-16	%Change
E-books & magazines	6,961	6,894	-1%
Downloadable audio & music	4,819	5,196	8%
Downloadable & Streaming Video*	668	847	27%
Pageviews	493,075	470,468	-5%
Online renewals	39,614	40,378	2%
Total virtual access	545,137	523,783	-4%
INTERLIBRARY LOAN	Sep-15	Sep-16	%Change
ILL to Patrons	16	18	13%
ILL to other libraries	151	105	-30%
PHYSICAL CHECKOUTS	Sep-15	Sep-16	
Staff assisted + self check	103,973	98,973	-5%
CHECKOUTS	Sep-15	Sep-16	
% Physical checkouts	67%	65%	-2%
% Virtual checkouts	33%	35%	5%
Circulation per capita	0.70	0.70	0%
<p>Virtual access: Does not include database usage which will be reported quarterly due to availability of data. E-materials do not include Soundswell, or the Gale Virtual Travel collection as download data is not currently available. (Online renewals is an estimate based on past experience). Includes Boopsie.</p> <p>Physical Checkouts : physical items checked out at desk or at self check, includes in-house renewals.</p> <p>Virtual checkout : virtual access not including total pageviews.</p> <p>* Access Video recently overhauled their reporting website, and in doing so a rather major bug in their number reporting came to light. Our numbers beginning in December, 2015 are thought to be accurate, at a much lower level than previous reporting. Capita : based on State Library data.</p>			

Sept 9, 2016

Dear SCPL Librarians,

Thank you for once again coming to orient our freshmen to your incredible research resources!

I love the website's new look and how accessible it makes things for our students.

You always do such a great job, and the Health teachers and students appreciate it.

More importantly, I see better research practices and use of best resources among our students due to your good instruction.

Veronica Daley Zaleha

Teacher Librarian

Santa Cruz High School

Dear Paula + SC Friends

Thank you for creating

a wonderful reading

program for myself

(anadult) and my to

little boys. We really

enjoyed discovering

new books. The raffle

is a great incentive

Cheers Blake + Walker

too !!!

Becca, Alley

SCPL Banned Patron Tracking

Violence Patron Tracking																	
Date	Location	Time	Patron's Name	Ref. #	Brief Description In some instances a patron may receive more than 1 ban in a single day.	Days											
						1 Day	2 Day	3 Day	7 Day	14 Day	30 Day	42 Day	60 Day	90 Day	3 Mo.	6 Mo.	1 Yr.
07/28/16	SV	12:01pm	Mr. Roger Schlafly	SV 05	Mr. Schlafly repeatedly brings his toddler age boys to the Scotts Valley branch and fails to keep them in his sight. Mr. Schlafly left his boys unsupervised for seven minutes and upon his return to the building he was banned for 7 days.			1									
07/30/16	DTN	3:00pm	Charmaine Ann Dickerson	DTN 011	Elderly patron advised that her cell phone was stolen on 7/25 by a female patron who was in the branch. The patron requested 911. The thief could not be found however, later in that day the victim spotted the suspect and 911 was called back. The suspect admitted to taking the phone. A 7 day ban was issued.			1									
08/01/16	DTN	6:33am	Michael	DTN 014	Security found a man camped out in the outside Staff Only area by the Locust St. side staff door. He had vomitted on the bench and ground. This man had been previously advised not to loiter in the staff only area. Building Maintenance was called to clean the area and a 3 day ban was imposed.			1									
08/01/16	DTN	3:15PM	Male	DTN 131	Repeat offender of the Library's No Sleeping Policy was verbally warned multiple times. The patron was served a 3 day ban package by James Lee			1									
08/03/16	DTN	8:20am	Male	DTN 157	Staff notified security of a man who urinated on Library property. A seven day ban was issued.			1									

Date		Location	Time	Patron's Name	Ref.#	Brief Description In some instances a patron may receive more than 1 ban in a single day.												1 Day	2 Day	3 Day	7 Day	14 Day	30 Day	42 Day	60 Day	90 Day	3 Mo.	6 Mo.	1 Yr.
08/11/16	DTN	3:28pm	Timothy Banuelos	DTN 157		Patron was observed raising his voice to staff and making death threats towards the Branch Manager stating "I'm going to stab you with a knife and kill you". When his photo was taken, he threw down his belongings and ran out of the library. 911 was called and the Branch Manager filed charges with the Police Dept. 911. About twenty minutes later the patron returned and continued to reinforce his threats. He also stated that he would "break all the windows in the lobby". A 1 year ban was imposed. The officer served the ban package. Staff cleaned up the debris left behind.																							1
08/19/16	DTN	1:40PM	Kyle Henderson	DTN 119		Patron who is currently serving a ban until October 7, was spotted by staff entering the bathroom. When confronted, he claimed that he didn't know he was on a ban. He was escorted out of the Library and his current ban was extended another 90 days ending on 1-7-17. 8/30/16-Patron served ban package by FA-Chirs Murdock and James Lee.																			1				
08/19/16	DTN	??	Male-Jamal	DTN 158		Staff observed Jamal distributing envelopes that contained what smelled to be marijuana. Another patron who was given one of the envelopes, gave it to staff. Security obtained the patron's license plate number and called 911. A 30 day ban was imposed.																1							

2016 Fiscal - SCPL INCIDENT LOG - 2016

(Dates from the 21st to the 20th. for LJPB Packet & Copy to DA Office sohara@cityofsantacruz.com)

Date	Location	Time	Patron's Name	Ref.#	Brief Description 2016 Fiscal Year		Staff Involved	Steps Taken	Safety Action	Roving Guard Called	911 Called	Bld. Mtc. Called
07/21/16	B40	3:45pm	Geoff Rathert	-	Patron reported that a man was sleeping or passed out on the front lawn.	-	Cathy Landis, Lois Meyer	Staff was unable to get a response from the man on the lawn and called 911. When they arrived the man woke up but refused help.	NA	No	Yes	No
07/23/16	DTN	3:25pm	NA	-	A patron reported that there was a needle on the floor of the library.	-	Brandon Hunter, Sarah Harbison	Staff disposed of the needle in a Sharps container.	NA	No	No	No
07/28/16	SV	12:01pm	Mr. Roger Schlafly	SV 05	Mr. Schlafly repeatedly brings his toddler age boys to the Scotts Valley branch and fails to keep them in his sight.	Y	Paula Jansen, Chase McLelan	Mr. Schlafly left his boys unsupervised for seven minutes and upon his return to the building he was banned for 7 days.	NA	No	No	No
07/30/16	DTN	4:45pm	NA	-	FA-Security found a razor blade under a table in the Reference area.	-	FA-Richard Gallegos	The razor blade was disposed of in a sharps container.	NA	Yes	No	No
07/30/16	DTN	3:00pm	Charmaine Ann Dickerson	DTN 011	Elderly patron advised that her cell phone was stolen on 7/25 by a female patron who was in the branch.	N	FA-Richard Gallegos, Sara Harbison	The patron requested 911. The thief could not be found however, later in that day the victim spotted the suspect and 911 was called back. The suspect admitted to taking the phone. A 7 day ban was issued.	NA	Yes	No	No
08/01/16	DTN	6:33am	Michael	DTN 014	Security found a man camped out in the outside "Staff Only" area by the Locust St. side staff door. He had vomited on the bench and ground.	Y	FA-Chris Murdock	This man had been previously advised not to loiter in the staff only area. Building Maintenance was called to clean the area and a 3 day ban was imposed.	NA	Yes	No	Yes
08/01/16	DTN	3:15PM	Male	DTN 131	Repeat offender of the Library's No Sleeping Policy was verbally warned multiple times.	N	FA-Chris Murdock	The patron was issued a 3 day ban. Package served by James Lee	NA	Yes	No	No
08/03/16	DTN	8:20am	Male	DTN 157	Staff notified security of a man who urinated on Library property.	N	FA-Chris Murdock	A 7 day ban was issued.	NA	Yes	No	No

Date	Location	Time	Patron's Name	Ref. #	Brief Description 2016 Fiscal Year	Served		Steps Taken	Safety Action	Roving Guard Called	911 Called	Bld. Mtc. Called
						Staff Involved	Patron					
08/06/16	BC	9:30am	Steve Walsy	-	A man in the branch parking lot was approached by a male who was persistent with his request to be let into the branch before open hours.	-	Kevin Hildreth, Zachariah Buck	The man had been working on 2 cars that were parked in the branch parking lot. 911 was called. The officer was familiar with the man who they claimed was harmless. This man is known to the branch.	NA	No	Yes	No
08/11/16	CAP	5pm	Male	-	Staff observed a man about 60 years old attempted to enter a bathroom behind a young girl (appx. 9 years old), when another bathroom was available.	N	Melanee Barash, Riley Garduno, Donna Barber	The man did not attempt to enter the other available bathroom so it raised concern by staff. When the man realized that staff was watching he quickly left the building.	NA	No	No	No
08/11/16	B40	4:45pm	NA	-	A patron reported blood spatters on the wall of Bathroom-B next to the baby changing table.	-	Cathy Landis	Staff put an out of order sign on the door and submitted a building maintenance work order for clean up.	NA	No	No	Yes
08/11/16	DTN	3:28pm	Timothy Banuelos	DTN 157	Patron was observed raising his voice to staff and making death threats towards the Branch Manager. Patron stated "I'm going to stab you with a knife and kill you". When his photo was taken, he threw down his belongings and ran out of the library. 911 was called and the Branch Manager filed charges with the Police Dept. 911.	Y	James Lee, David Sidle, FA-George Trevino.	About twenty minutes later the patron returned and continued to reinforce his threats. He also stated that he would "break all the windows in the library". A 1 year ban was imposed. The officer served the ban package. Staff cleaned up the debris left behind.	NA	Yes	Yes	No
08/19/16	HQ	3:55pm	Female	-	Building Maintenance Staff observed a half dressed woman behind the bike lockers with a lot of debris around her.	-	Helga Smith, Cesar Gallardo	Staff called security.	NA	Yes	No	Yes

Date		Location	Time	Patron's Name	Ref. #	Brief Description 2016 Fiscal Year	Served	Staff Involved	Steps Taken	Safety Action	Roving Guard Called	911 Called	Bld. Mtc. Called
08/19/16	DTN	1:40PM	Kyle Henderson	DTN 119		Patron who is currently serving a ban until October 7, was spotted by staff entering the bathroom.	Y	Briana Garcia, FA-Richard Gallegos	When confronted, he claimed that he didn't know he was on a ban. He was escorted out of the Library and his ban was extended another 90 days ending on 1-7-17 ... 8/30/16 Patron served by FA-Chris Murdock and James Lee.	NA	Yes	No	No
08/19/16	DTN	??	Male-Jamal	DTN 158		Staff observed Jamal distributing envelopes that contained what smelled to be marijuana. Another patron who was given one of the envelopes, gave it to staff.	Y	Brandon Hunter, James Lee, FA-Richard Gallegos	Security obtained the patron's license plate number and called 911. A 30 day ban was imposed.	NA	Yes	Yes	No

SCPL Banned Patron Tracking

Date	Location	Time	Patron's Name	Ref.#	Brief Description In some instances a patron may receive more than 1 ban in a single day.	1 Yr.										
						1 Day	2 Day	3 Day	7 Day	14 Day	30 Day	42 Day	60 Day	90 Day	3 Mo.	6 Mo.
08/23/16	GP	5:55pm	Rigel Flaherty	GP 003	While using a computer, the patron was talking loudly on her cell phone and was asked by another patron to take the call outside. While outside she began cursing in a loud tone at another patron. When asked by staff to tone it down she became argumentative. She was ejected for the day. 911 had to be called but she left before they arrived.	1										
08/27/16	LO	3:18pm	Wesley Lewis	LO 02	The window to the left of the front door was shattered sometime in the morning setting off the alarm. Police arrived and spotted the man exiting the back door. After a short chase the man was arrested. Building Maintenance secured the window and cleaned up the area along with other staff. It did not appear that anything but scissors were taken. Case #1606780. A 1 year ban will be imposed.											1
08/29/16	DTN	7:15AM	Jeremy Ochoa	DTN 159	Security found a man sleeping on a portable sofa outside near the bike lockers. The man refused to move claiming that his leg didn't "work". Medical help was offered and he declined. Earlier he was observed moving around. A 3 day ban was issued and served.			1								
09/07/16	DTN	4:20pm	Robert Brunette	DTN 161	Patron was disrespectful towards staff after being asked to refrain from making loud key strokes on the computer keyboard. The patron became argumentative and refused to leave. A 7 day ban was issued.				1							

2016 Fiscal - SCPL INCIDENT LOG - 2016

(Dates from the 21st to the 20th. for LJPB Packet & Copy to DA Office sohara@cityofsantacruz.com)

Date		Location		Time		Patron's Name		Ref. #		Brief Description 2016 Fiscal Year		Served		Staff Involved		Steps Taken		Safety Action		Roving Guard Called		911 Called		Bld. Mtc. Called	
08/21/16	DTN	2:20pm	Male	-	-	SCPD arrived looking for a suspect who had assaulted a person at San Lorenzo Park.	-	Richard Gallegos, Ian Crosby, Margaret Dawson								The person was not found however, SCPD recognized another male who had a felony bench warrant. Police removed the individual.	NA	Yes	No			Yes	No	Yes	
08/23/16	B40	10:45am	Female	-	-	While opening the branch, staff observed a female yelling at another. She claimed to have witnessed the other female defecating near the pedestrian gate.	-	Cathy Landis								The woman claimed that the bathrooms were full and said she "had to go". A work order was placed for clean up.	NA	No	No			Yes	No	Yes	
08/23/16	GP	5:55pm	Rigel Flaherty	GP 003	-	While using a computer, the patron was talking loudly on her cell phone and was asked by another patron to take the call outside. While outside she began cursing in a loud tone at antother patron.	-	Sarah Welch, Catherine Workman								Whan asked by staff to tone it down she became argumentative. She was ejected for the day. 911 had to be called but she left before they arrived.	NA	No	Yes			No	Yes	No	
08/24/16	B40	5:35pm	Male	-	-	A patron reported seeing a man spray painting a bicycle at the Hanover end to the alley between Gault St. and Hanover St.	-	Cathy Landis, Peggy Meserth								911 was called but the man had left the scene before they arrived.	NA	No	Yes			No	Yes	No	
08/27/16	LO	3:18pm	Wesley Lewis	-	-	The window to the left of the front door was shattered sometime in the morning setting off the alarm. Police arrived and spotted the man exiting the back door.	N	Laura VanDerslice, Ken Madonis, Cesar Gallardo								After a short chase the man was arrested. Building Maintenance secured the window and cleaned up the area along with other staff. It did not appear that anything but scissors were taken. Case #1606780. A 1 year ban will be imposed.	NA	No	Yes			Yes	Yes	Yes	

Date	Location	Time	Patron's Name	Ref.#	Brief Description 2016 Fiscal Year	Served	Staff Involved	Steps Taken	Safety Action	Roving Guard Called	911 Called	Bld. Mtc. Called
08/29/16	DTN	7:15AM	Jeremy Ochoa	DTN 159	Security found a man sleeping on a portable sofa outside near the bike lockers.	Y	FA-Chris Murdock	The man refused to move claiming that his leg didn't "work". Medical help was offered and he declined. Earlier he was observed moving around. A 3 day ban was issued and served.	NA	Yes	No	No
09/07/16	DTN	4:20pm	Robert Brunette	DTN 161	Patron was disrespectful towards staff after being asked to refrain from making loud key strokes on the computer keyboard.	N	James Lee, FA-Chris Murdock	The patron became argumentative and refused to leave. A 7 day ban was issued.	NA	Yes	No	No
09/09/16	B40	1:20pm	Casey	-	A patron reported that there was a man passed out on the sidewalk.	-	Peggy Meserth, Cathy Landis	Staff found the man unresponsive. 911 was called against the wishes of his comrades. He was taken to the hospital.	NA	No	Yes	No
09/12/16	LO	9:15am	Female Driver	-	Staff noticed that a car had run off the road and knocked down a portion of the fence and in to the lagoon.	-	Laura VanDerslice	The Fire and Highway Patron were dispatched and the drive was taken to the hospital. The report is available at the police dept. NCIC: 9720, Badge: 14653, Officer Courtney.	NA	No	Yes	No
09/13/16	DTN	3:30pm	Robert Brunette	DTN 122	Patron entered the library prior to the expiration of his 7 day ban. Security attempted to serve him his Ban paper work.	Y	FA-Chris Murdock, James Lee	The patron refused to take the Ban package and became argumentative using foul language. A 7 day extension of his current ban was imposed.	NA	Yes	No	No

Date	Location	Time	Patron's Name	Ref.#	Brief Description 2016 Fiscal Year	Served	Staff Involved	Steps Taken	Safety Action	Roving Guard Called	911 Called	Bld. Mtc. Called
09/17/16	SV	2pm	Victor Meras	SV 006	Patron was denied his request to extend his internet use time due to others waiting to use the computer. The patron became confrontational with female staff members using foul language, claiming that staff was racist for not extending his computer use time.	Y	Tia Del Rio, Austin Frey, Jennifer Hooker	The patron was ejected for the day due to his behavior and staff called 911 as did another patron bystander. Later the man re-entered the branch at which time another patron advised him to leave. The man was arrested Case No. 16V-01169-Officer Nick Vlahandreas. A 30 day Ban was imposed. 9-19-16, 12:00, patron served by Linda Gault.	NA	No	Yes	No
09/19/16	DTN	3pm	Male	DTN 161	Patron wearing a red bandana, an Hawaiian shirt and shorts, was disrespectful towards a group of menatly challenged patrons. When approached about his behavior the patron became increasingly irate and confrontational.	N	James Lee, Angel May, Ian Crosby, FA-Chris Murdock	Once outside the patron continued to escalate with swearing and threatening staff. A 30 day ban was imposed.	NA	Yes	No	No
09/20/16	DTN	10:01am	Michael Thomas Fox	DTN 162	Staff observed patron making loud derogatory comments to another patron (Gabriel).	Y	James Lee, clifford Bodamer, Cathy Bond	When approached about his behavior, the patron became increasingly aggressive and threatening. After being ejected for the day the patron confronted another patron. A 30 day ban was imposed.	NA	No	No	No

STAFF REPORT

DATE: October 6, 2016
TO: Library Joint Powers Authority Board
FROM: Susan Nemitz, Library Director
RE: 2016 HOLIDAY CLOSURE SCHEDULE

RECOMMENDATION: The LJPA adopt the following system wide 2016 holiday closure schedule.

DISCUSSION

Please review the following proposed holiday closure schedule for all 10-library branches and the HDQ Administration offices.

SYSTEM WIDE HOLIDAY CLOSURE

Thursday, November 24, 2016 (Thanksgiving Holiday)

Friday, November 25, 2016 (Day After Thanksgiving Holiday)

Saturday, December 24, 2016 (Christmas Eve) Close at 2pm

Sunday, December 25, 2016 (Christmas Holiday)

Monday, December 26, 2015 (Christmas Holiday Observed)

Saturday, December 31, 2016 (New Year's Eve Holiday) Close at 2pm

Sunday, January 1, 2017 (New Year's Holiday)

Monday, January 2, 2017 (New Year's Holiday Observed)

The City holiday schedule dictates a half-day holiday for staff on the "Eve" holidays so we are requesting the branches close early on these days.

Also, we are requesting that the Branciforte Branch and the La Selva Beach Branch Libraries be closed on the "Eve" holidays since they open at 1pm on those Saturdays. The other branches will maintain their regularly scheduled hours, opening either at 10am or 11am.

2017 Meeting Dates

LFFA (Libraries Facilities Financing Authority)

Immediately followed by the LJPB (Library Joint Powers Board) meetings:

All are Thursdays

Meeting Date	Location	Time
<u>January 12</u>	<u>Downtown</u>	<u>9:00 am</u>
<u>February 2</u>	<u>Downtown</u>	<u>9:00 am</u>
<u>March 2</u>	<u>Aptos</u>	<u>6:00 PM</u>
<u>April 6</u>	<u>Downtown</u>	<u>9:00 am</u>
<u>May 4</u>	<u>Downtown</u>	<u>9:00 am</u>
<u>June 1</u>	<u>Boulder Creek</u>	<u>6:00 PM</u>
<u>July 6</u>	<u>Downtown</u>	<u>9:00 am</u>
<u>August 3</u>	<u>Downtown</u>	<u>9:00 am</u>
<u>September 7</u>	<u>Scotts Valley</u>	<u>6:00 PM</u>
<u>October 5</u>	<u>Downtown</u>	<u>9:00 am</u>
<u>November 2</u>	<u>Downtown</u>	<u>9:00 am</u>
<u>December 7</u>	<u>Downtown</u>	<u>9:00 am</u>



**SANTA CRUZ
PUBLIC LIBRARIES**

STAFF REPORT

DATE: November 3, 2016
TO: Library Joint Powers Authority Board
FROM: Susan Nemitz, Library Director
RE: FY17 Budget Adjustment- Telecommunications Expenses

RECOMMENDATION

The LJPA to approve the following budget adjustment for FY 17 to include additional telecommunication costs.

DISCUSSION

During the FY 17 Budget planning process, a few telecommunication expenses were inadvertently left out due to changes that were happening with the CENIC project status.

These expenses included Comcast (\$12,744) and Charter (\$1,125).

These need to be added back into the FY17 Budget so internet connectivity can be maintained at all our branches.

**City of Santa Cruz
BUDGET ADJUSTMENT REQUEST**

PAGE 1 OF 1

<input type="radio"/> Council Approval	Resolution No. _____
<input type="radio"/> Successor Agency	Resolution No. _____
<input checked="" type="radio"/> Administrative Approval	

<input checked="" type="radio"/> Current Fiscal Year
<input type="radio"/> Prior Fiscal Year

TO: FINANCE DIRECTOR
FROM: KIRA HENIFIN

DATE: 11/04/2016

<u>ACCOUNT</u>	REVENUE EDEN ACCOUNT TITLE	
TOTAL REVENUE		0

<u>ACCOUNT</u>	EXPENDITURE EDEN ACCOUNT TITLE	
951-36-54-3550-52403	Telecommunications	12,744
p361604-100-2020-676	Comcast	
951-36-54-3550-52403	Telecommunications	1,125
p361604-100-2020-675	Charter	
TOTAL EXPENDITURE		13,869

NET: \$ (13,869)

Purpose:

Telecommunications expenses that were inadvertently left out in the budget planning process for FY17.

REQUESTED BY	DEPARTMENT HEAD APPROVAL	ACCOUNTING APPROVAL	FINANCE DIRECTOR APPROVAL	CITY MANAGER APPROVAL
Kira Henifin <small>Digitally signed by Kira Henifin Date: 2016.10.22 07:30:24 -07'00'</small> 10/22/16				

Revised September 2012



STAFF REPORT

DATE: November 3, 2016
TO: Library Joint Powers Authority Board
FROM: Susan Nemitz, Library Director
RE: Administrative Reimbursement Proposal

RECOMMENDATION

The LJPA approve the agreement between the Library Joint Powers Authority and the City of Santa Cruz for support services retroactively effective December 16, 2015.

SUMMARY

The contractual service agreement between the Santa Cruz Public Library and the City of Santa Cruz was terminated upon execution on December 16, 2015 of the Fourth Amendment to the Joint Powers Agreement between the City of Santa Cruz, City of Scotts Valley, City of Capitola and Santa Cruz County. The City has continued to provide administrative support without compensation.

DISCUSSION

Library, County and City staff met several times to review options. The City's recommendation for determining administrative costs is outlined in the attached agreement proposal.

AGREEMENT BETWEEN THE LIBRARY JOINT POWERS AUTHORITY AND CITY OF
SANTA CRUZ FOR SUPPORT SERVICES
("SUPPORT SERVICES AGREEMENT")

This Support Services Agreement between the Library Joint Powers Authority ("LJPA") and the City of Santa Cruz ("City") is made and entered into on the date by which it has been approved and executed by the parties, with an effective date of _____.

I. RECITALS

Whereas, the LJPA was established effective June 24, 1996 by the County of Santa Cruz, the City of Santa Cruz, City of Capitola and City of Scotts Valley to provide joint library services within these jurisdictions (collectively, "the Parties");

Whereas, the Parties entered into a Fourth Amendment to the Joint Powers Agreement ("Fourth Amendment") effective December 16, 2015, which superceded and replaced the original June 24, 1996 Joint Powers Agreement and all amendments thereto;

Whereas, the LJPA has the authority to obtain support services, including legal counsel, accounting, purchasing, treasury, human resources, payroll and other services at cost by the most effective and service efficient model available, as determined by the LJPA Governing Board pursuant to Paragraph 7 of the Fourth Amendment;

Whereas, the LJPA seeks to continue the City of Santa Cruz's current provision of support services by entering into an agreement for those services, including financial and risk management, human resource, and limited support for management, public works and information technology services in support of the Santa Cruz Public Libraries' operations by entering into this contract, which will be effective upon the approval of the City and LJPA's Governing Board of Directors and will extend retroactively to December 16, 2015; and

Whereas, pursuant to the joint exercise of powers provisions set forth in chapter 5, Division 7 of Title 1 of the Government Code (sections 6500 et seq.) the Parties may contract for the exercise jointly of any power common to all.

II. AGREEMENT PROVISIONS

Now, therefore, in consideration of the mutual promises and covenants contained herein, the parties to this Support Services Agreement agree as follows:

1. Services.

The City will provide the following services to the LJPA:

- a. Financial Services – The City Finance Department shall provide services for the role of the LJPA's Chief Financial Officer and fiscal guidance and policy development with specific high level professional duties including: general ledger accounting; annual financial audit; budgeting; cash management; debt issuance and management; financial reporting; fixed asset reporting; forecasting; portfolio management; and normal, recurring duties related to accounts payable processing and compliance, payroll processing and compliance, and purchasing compliance.
- b. Human Resource Services – The City Human Resources Department shall provide services for the role of the LJPA's Chief Human Resources officer and provide personnel guidance and policy development with specific, high level duties including employee benefits management, employee staffing services related to recruitment, hiring, disciplinary, and counseling (as needed), union and bargaining unit coordination and negotiations, and inclusion in the City's training services programs and classes.
- c. Risk Management Services – The City Risk Division shall provide services for the role of the LJPA's Chief Risk Manager as it relates specifically to general liability claims and management; contractual risk transfer; and employee safety program.
- d. Information Technology Services – The City Information Technology Department shall provide services related to supporting enterprise level data applications and systems that reside on the City's infrastructure (such as payroll and timekeeping), supporting video surveillance and related DVR video storage, limited support of Outlook email components, and as requested Geographic Information Systems and general Information Technology consultation.
- e. Public Works Administration – The City Public Works Department shall provide minor facility and pool car management services to LJPA staff and any coordination related to emergency events.
- f. LJPA Meetings Support Staffing – City staff will attend up to 12 LJPA meetings per year.
- g. Excluded Services – The City may, upon request, advise on, but does not

oversee, LJPA functions related to accounts receivable billing; cash receipting; development of capital investment/maintenance program; emergency operations; grant application; grant compliance; grant financial reporting; general information technology services; routine purchasing tasks; staffing and operational service level needs; volunteer coordination or related services. Any services within these areas can be procured through a supplemental agreement.

- h. Optional Services – The City may, upon request of the Director of Libraries, provide other additional as needed services, such as sales of fleet fuel, fleet vehicle maintenance, fleet storage, facility maintenance, specialty IT supplemental services, and/or any other City administrative management services, as approved by the LJPA Governing Board of Directors.

2. Compensation.

The City shall receive as compensation for these support services a monthly amount of \$35,607 retroactively for the period January 1, 2016 through June 30, 2016; a monthly amount of \$36,675 for the period July 1, 2016 through June 30, 2017; and, for the period July 1, 2017 through June 30, 2018 the monthly amount will be calculated using the same City cost allocation methodology used for the prior year's with updated inputs into the City's cost allocation plan based on the last complete audit results. This amount will be presented to the Board no later than March 1, 2017. If there is an increase in the amount, and if that monthly increase is greater than \$1,700, then a LJPA designated subcommittee will review the City's cost drivers and may evaluate or recommend other service provider options.

The first payment will cover the period of January 1, 2016 through September 30, 2016. Each subsequent monthly payment shall be for the prior month's service and be made by the end of the subsequent month.

In addition to the compensation outlined above, additional costs for services outside of the scope of this contract shall be billed with payment due in 30 days in accordance with Section 1.h.-Optional Services.

3. Effective Date and Term.

This Support Services Agreement shall be effective upon the execution of this Agreement by the Parties hereto and shall extend retroactively to December 16, 2015. The Agreement shall continue and remain in effect through June 30, 2018 with an annual review no later than June 30, 2017. Should the LJPA terminate pursuant to the Fourth Amendment, this contract shall become void.

4. Termination.

The City or LJPA may withdraw from this Support Services Agreement by giving of one year written notice to the LJPA Board Chair no later than July 1 of any given year of its intent to withdraw from this Agreement effective on July 1 of the

next year. However, if the Section 2 compensation increase for the period July 1, 2017 through June 30, 2018 is greater than the amount specified in Section 2 for that year, the City or LJPA may withdraw from this Support Services Agreement by giving 75 days' written notice to the LJPA Board Chair of its intent to withdraw from this Agreement. Upon the date of withdrawal, due to the time lag of the cost allocation plan basis, the City shall be compensated for a true-up calculation between the cost allocation basis used to set the current fee against the cost allocation basis changes for the prior and current year through the withdrawal date.

5. Hold Harmless and Indemnification.

The City shall defend, indemnify and hold harmless the LJPA, its respective officials, officers, employees and agents who are not subject to the day to day supervision of the LJPA, against any and all claims, actions, loss, liability or expense (including attorney fees and costs) arising out of, based upon, or in any way resulting from the performance of this Support Services Agreement, and in any way related to the negligent acts and omissions of the Director of Libraries and/or employees of Santa Cruz Public Libraries, who are subject to day to day supervision by the LJPA.

6. Amendments

This Support Services Agreement may only be amended in writing with the agreement of the City and LJPA. Unless otherwise agreed, any party proposing to amend this Agreement shall give notice of its intent to propose an amendment at any meeting of the LJPA Governing Board at least 60 days prior to the date upon which the proposed amendment, if adopted by the LJPA Governing Board, would take effect.

Authorization and Execution.

By the execution of this Agreement, the parties hereby certify that they are authorized by their respective governing body to execute this agreement and to carry out the terms of this Agreement.

This Agreement may be signed in counterparts, each of which shall be deemed an original, and all of which shall constitute one and the same agreement.

CITY OF SANTA CRUZ

Martin Bernal, City Manager

Dated: _____

**SANTA CRUZ CITY/COUNTY LIBRARY
JOINT POWERS AUTHORITY**

Jamie Goldstein, Board Chair

Dated: _____



STAFF REPORT

DATE: October 6, 2016
TO: Library Joint Powers Authority Board
FROM: Susan Nemitz, Library Director
RE: Board Packet Discussion

RECOMMENDATION

To present general reports on a quarterly basis (January, April, July and October) as part of the General Business Section of the agenda effective January 2017.

SUMMARY

The Library Director is recommending that

- the Monthly Narrative Report,
- the Monthly Performance Measures,
- the Incident Logs and
- a Financial Report be presented Quarterly as part of the General Business Section
- and that a one page summary of the report be included.

DISCUSSION

Please evaluate this Board packet prior to the LJPA meeting on November 3, 2016. Please come with recommendations for change. Staff recommend that the current monthly reports be presented in a condensed format on a quarterly basis in order to be more useful to the members of the LJPA Board. The quarterly schedule could be implemented on January 1, 2017.



STAFF REPORT

DATE: October 6, 2016
TO: Library Joint Powers Authority Board
FROM: Susan Nemitz, Library Director
RE: Board Policies

RECOMMENDATION

Begin a review process to clarify and update present policies, specifically the Gift Policies, Meeting Room Policy and any Naming Rights discussion as they pertain to the building process.

SUMMARY

Enclosed is a copy of policies that have carried forward from the former JPA to the current JPA.

DISCUSSION

Begin a review process to clarify and update current policies. Several policies may be missing and staff are exploring common practices throughout the United States.

	By date	
LJPB Policy Renewal Schedule every 3 years except where otherwise noted		
**All policies need to be placed in LJPB Handbook Under Library System Policies		
		Last Approved
Policy #		
101	Alcoholic Beverages Policy	Feb-15
102	Guidelines for Board Members	Sep-13
103	Conflict of Interest Code (Bi-annually)	Mar-14
103	Conflict of Interest Code Policy	Jan-15
106	Volunteer Policy	Apr-13
302	Collection Development Policy	Feb-16
303	Confidentiality of Library (Patron) Records	Jan-14
305	Display Policy: Bulletin Boards, Display Cases and Wall-Mounted Exhibits	Sep-14
306	Circulation Policy	Oct-13
307	Freedom to View	Jul-97
309	Gift Policy: Financial Donations	Sep-13
310	Gift Policy: Works of Art for Public Display	Sep-14
311	Library Bill of Rights	Jul-97
313	Library Services and Use	May-15
315	Meeting Room Policy	Oct-13
317	Internet Access Policy	Jan-15
318	Library Code of Conduct	Mar-13
320	Interlibrary Loan Service Policy	Oct-14
401	Benefactor Recognition Policy	Mar-15
402	Donations and Contributions	na
405	Fund Balance Policy	Jun-11
601	Free Speech Rights of Citizens	Oct-10
701	Staff In-Service Training Activities for Professional Growth	Nov-88