



SANTA CRUZ • PUBLIC
LIBRARIES
A City County System

LIBRARY JOINT POWERS AUTHORITY BOARD

Monday, February 6, 2006 at 7:30 PM
Community Meeting Room
224 Church Street, Santa Cruz

7:30 PM PUBLIC MEETING

1. ROLL CALL
2. WELCOME CITIZEN MEMBER NANCY GERDT
3. APPROVE AGENDA
4. APPROVE MINUTES OF January 9, 2006
5. ELECT 2006 CHAIR AND VICE-CHAIR
6. ORAL COMMUNICATIONS
7. CONSENT AGENDA
 - A. Adopt Procedure for Director of Libraries Performance Appraisal
8. WRITTEN COMMUNICATIONS

None
9. REPORTS OF ADVISORY BODIES
10. MEMBER REPORTS
11. STAFF REPORTS
 - a. Director's Monthly Report (oral)

Financial Reports, 12/31/05

12. OTHER BUSINESS

- A. Continue Pitney-Bowes Postage Meter Lease
- B. Appropriate Additional FY 2005-06 Revenues
- C. Expand Confidentiality of Patron Records Policy
- D. Financial Planning Process

Adopt Revised Standards for Library Services and Facilities
Memo from Subcommittee Chair Leigh Poitinger
And Documents

Discuss Base Expenditure Projections
Projections Document from Citizen Barbara Gorson and
Director of Libraries

13. SCHEDULE NEXT MEETING

The next meeting is scheduled for Monday, March 6, 2006 at 7:30PM
in the Community Meeting Room of the Central Branch Library

14. ADJOURNMENT

The Santa Cruz City-County Library System does not discriminate against persons with disabilities. Out of consideration for people with chemical sensitivities, the Library requests that you attend fragrance free. The Central Branch Library is a fully accessible facility. If you wish to attend this public meeting, and you will require special assistance such as sign language or special devices in order to attend and participate, please call (831) 420-5600 of TDD; (821) 420-5733 seventy-two hours prior to the event to make arrangements for assistance. Upon request, agendas for public meetings can be provided in a format to accommodate special needs.

JAGENDA.JAN
01/03/06

SANTA CRUZ PUBLIC LIBRARIES
A CITY-COUNTY SYSTEM

LIBRARY JOINT POWERS BOARD

MINUTES

January 9, 2006

Central Branch Community Meeting Room
224 Church Street, Santa Cruz

7:00 PM CLOSED SESSION
Personnel Evaluation, Director of Libraries (Government Code §54957)

7:30 PM PUBLIC MEETING

I. ROLL CALL

Present: Citizen Richard Gaughan, Citizen Barbara Gorson, Councilmember Cynthia Mathews,
Citizen Leigh Poitinger, Supervisor Mark Stone, Supervisor Jan Beautz, Councilmember
Randy Johnson, Councilmember Mike Rotkin, Councilmember Michael Termini

Staff: Anne Turner, Director of Libraries
Susan Elgin, Assistant Director of Libraries

II. APPROVAL OF MEETING AGENDA OF JANUARY 9, 2006

The agenda of January 9, 2006 was unanimously approved. (Johnson/Rotkin)

III. APPROVE MINUTES OF DECEMBER 5, 2005

The minutes of December 5, 2005 were unanimously approved with the following
correction: Item II, Approval of meeting Agenda of December 5, 2005: the motion was made
by Citizen Poitinger. (Mathews/Gorson) (Abstained: Termini & Rotkin)

IV. ORAL COMMUNICATIONS

Supervisor Beautz asked the board to consider shortening the motion log kept in the meeting
binders.

**Councilmember Rotkin moved, seconded by Councilmember Mathews
that the Library Joint Powers Board recommend the director direct staff to retain
only the past 3 years of the motion log in the members meeting binders.**

UNAN

Supervisor Stone addressed a question asking for an update on the Felton Library Branch. The board is continuing to pursue partnerships that might enable changes.

V. CONSENT AGENDA

No items.

VI. APPOINT CITIZEN MEMBER FOR TERM COMMENCING FEBRUARY 2006 AND ENDING JANUARY 2010 FROM AMONG THREE APPLICANTS

A. Names entered into nomination:

Councilmember Mathews nominated Nancy Gerdt

Citizenmember Gaughan nominated Steve Monahan

B. The Board voted (8/1) to appoint Citizen Gerdt to the Library Joint Powers Board.

VII. WRITTEN COMMUNICATIONS

A. "ALA Joins Lawsuit to Block FCC's Wiretapping Rule." Library Journal, October 31, 2005

B. Memo and Report from State Librarian regarding Staying Connected Survey

VIII. REPORTS OF ADVISORY BODIES

Pat Sandidge, Managing Director of the Friends of the Santa Cruz City-County Library System reported the following Friends' activities:

- Book Fund Drive by Jack Farr
 - Took in over \$7,000 from mid-November through December 2005
- Children's Book Sale, February 4, 2006 from 10 a.m.- 1 p.m. at the Central Library (open to all)
- Annual Author Series (In coordination with the UCSC Friends of the Library)
 - Laura Crumb, local mystery writer, January 26, 2006 at 7 p.m. at the Central Library
- Working with the County Redevelopment Agency on the Grand Opening of Live Oak

IX. MEMBER REPORTS

A. Councilmember Johnson reported on the Library Financing Authority meeting, which addressed the preliminary revenue estimate for 2006-2007.

X. STAFF REPORTS

A. The Director made the following reports:

- Will present a revised budget in February, which will address proposals for allocations of additional revenues in hand and carried over from last year.
 - Live Oak Library Grand Opening is Saturday January 14, 2006 at 10 a.m.
 - Special Guests include Author Laurie King and Children's Book Author Joan LaMarsh
 - Announcement of Staff Changes:
 - Kira Henifin, Office Supervisor
 - Kari Gunn, Librarian I Youth Services at Scotts Valley
 - Day in the District
 - CA Library Association sponsors; encouraging library staff and library advocates to meet with their local representatives in the district. Will meet with Representative John Laird
- B. Staff Report on "We Have Stories to Tell" Project, Janis O'Driscoll, Youth Services Coordinator

XI. OTHER BUSINESS

- A. Financial Planning Process Update
- Subcommittee: Revise Library Standards and Facilities Document
 - More to come in February
 - Subcommittee: Projecting Expenses for 5 Years
 - Expense side of the projections will be done next month
 - Asst. County Administrator and the Director 5 Year Revenue Projections
 - February/March
- B. Adopt 2006 Legislative Program

Councilmember Mathews moved, seconded by Councilmember Termini

that the Board adopt the attached legislative program in 2006, numbers 1-6, and that it request the County Board of Supervisors and the Capitola, Santa Cruz, and Scotts Valley City Councils to also actively support these measures by including them in their own legislative programs.

UNAN

AMENDMENT: The board agreed to split up the Legislative items into 1-6 and 7. Number 7 was amended to add the wording "in a library setting" to the sentence about internet use.

UNAN

OPPOSE: Johnson

XII. SCHEDULE NEXT MEETING

February 6, 2006

XIII. ADJOURNMENT

The regular meeting adjourned at 8:45 p.m.

Respectfully submitted,


Kira Henifin, Clerk of the Board

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



SANTA CRUZ • PUBLIC
LIBRARIES
A City County System

January 17, 2006

TO: LIBRARY JOINT POWERS AUTHORITY BOARD
FR: DIRECTOR OF LIBRARIES 
RE: DIRECTOR OF LIBRARIES PERFORMANCE APPRAISAL

RECOMMENDATION: That by motion the Library Joint Powers Authority Board adopt the procedure outlined below for appraising the performance of the Director of Libraries.

BACKGROUND

At its meeting on January 9, 2006 that Board decided on a procedure for appraising the performance of the Director of Libraries, and agreed to take formal action at its February 6, 2006 meeting.

The procedure for appraising the performance of the Director of Libraries is as follows:

1. The formal appraisal process shall take place in October and November of each year.
2. The Director writes a self-appraisal that includes a description of duties, a summary of accomplishments over the past period, and objectives for the future. This self-appraisal is distributed in October as a Confidential Document to the Library Joint Powers Authority Board as well as the Santa Cruz City Manager.
3. The Library Joint Powers Authority Board meets in Closed Session in October to discuss the Appraisal and individual members' evaluation of the Director's performance.
4. In November the Board meets in Closed Session with the Director. The purpose of the meeting is to review past performance, clear up misunderstandings if they exist, and agree on mutual objectives for the future.

5. The Library Joint Powers Authority Board then meets in Closed Session without the Director of Libraries to develop final comments on the Director's performance. The Chair of the Board transmits these comments to the Santa Cruz City Manager via a letter no later than November 30.
6. The City Manager meets with the Director of Libraries to discuss the appraisal and the Board letter at his discretion.
7. In addition, the Board and the Director shall meet in Closed Session periodically, but at least once at mid-year in April, to discuss communication and other issues related to the Director and the Board's performance.

AMT:ETURNAPR.JPB

FY 2006 FUND 951

LIBRARY JPA - REVENUE & EXPENDITURES

AS OF 12/31/05

	(1) 2006 Adopted Budget	(2) Carryover Appropriations 2004	(3) Budget Adjustments	(4) = (1)+(2)+(3) 2006 Amended Budget	(5) 2006 Actual as of 12/31/05	(6) 2006 Encumbered as of 12/31/05	(7) = (4)-(5)-(6) 2006 Budget Balance	(5)/(4) Actual Percent
REVENUES:								
07/01/05 Estimated Beginning Fund Balance								
Sales and Use Tax	5,890,992	-	-	5,890,992	2,461,819	-	3,429,173	42%
Other Agencies	4,672,569	-	-	4,672,569	1,946,961	-	2,725,608	42%
County Interest	8,930	-	-	8,930	7,739	-	1,191	87%
Public Library Fund	82,431	-	-	82,431	-	-	82,431	0%
First Five Extension (Read to Me Grant)	-	-	210,000	210,000	54,425	-	155,575	26%
Other Income	305,055	-	9,131	314,186	144,414	-	169,772	46%
Total Revenues	10,959,977	-	219,131	11,179,108	4,961,616	-	6,563,751	44%
EXPENDITURES:								
Personnel Services	7,916,283	-	-	7,916,283	3,903,748	-	4,012,535	49%
Supplies and Services	2,429,429	1,783	99,381	2,530,593	1,146,207	542,514	841,872	45%
Debt Payments	226,895	-	-	226,895	137,334	89,561	(0)	61%
First Five (Read to Me Grant)	-	-	196,262	196,262	88,560	24,898	82,805	0%
City Charge	572,607	-	-	572,607	270,519	-	302,088	47%
Total Expenditures	11,145,214	1,783	295,643	11,442,640	5,546,368	656,973	5,239,300	48%
Revenues Over (Under) Expenditures	(185,237)			(263,532)	(584,752)			
Sales Tax, MOE, and County Interest received after month end					1,202,449			
Estimated Ending Fund Balance					617,698			
Estimated Cash Balance as of 12/31/05					(89,434)			

Revenue Status Report
CITY OF SANTA CRUZ
7/1/2005 through 12/31/2005

Account Number	Library Agency Funds	Adjusted Estimate	Revenues	Year-to-date Revenues	Balance	Prct Rcvd
00-00-0000-41211	Sales and use tax	5,890,992.00	2,461,818.59	2,461,818.59	3,429,173.41	41.79
00-00-0000-46110	Pooled cash and investment interest	0.00	-346.08	-346.08	346.08	0.00
00-00-0000-46190	Interest earnings - other	8,930.00	7,738.53	7,738.53	1,191.47	86.66
00-00-0000-49122	From Library Private Trust Fund	12,055.00	12,055.00	12,055.00	0.00	100.00
36-00-0000-43210	State operating grants and contributions	82,431.00	0.00	0.00	82,431.00	0.00
36-00-0000-43310	Local operating grants and contributions	4,738,569.00	1,946,961.10	1,946,961.10	2,791,607.90	41.09
36-00-0000-44613	Internet use fee	3,500.00	2,946.35	2,946.35	553.65	84.18
36-00-0000-44630	Room rentals-library JPA	8,000.00	2,300.00	2,300.00	5,700.00	28.75
36-00-0000-44680	Interlibrary loan reimbursement	6,000.00	1,767.20	1,767.20	4,232.80	29.45
36-00-0000-44901	Photocopy fee	7,200.00	3,780.80	3,780.80	3,419.20	52.51
36-00-0000-45131	Library fines	217,300.00	97,826.67	97,826.67	119,473.33	45.02
36-00-0000-45132	Lost library items	32,000.00	15,261.77	15,261.77	16,738.23	47.69
36-00-0000-46303	Donations - library	12,000.00	8,000.00	8,000.00	4,000.00	66.67
36-00-0000-46910	Miscellaneous operating revenue	7,000.00	746.21	746.21	6,253.79	10.66
36-00-0000-46916	Cash over/short	0.00	75.72	75.72	-75.72	0.00
36-50-3510-43190	Federal grants - other	9,131.00	0.00	0.00	9,131.00	0.00
36-52-3531-43210	State operating grants and contributions	210,000.00	54,425.22	54,425.22	155,574.78	25.92
Grand Total		11,245,108.00	4,615,357.08	4,615,357.08	6,629,750.92	41.04

Expenditure Status Report
CITY OF SANTA CRUZ
7/1/2005 through 12/31/2005

951 Library Joint Powers Authority

Account Number	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
00-00-0000						
Total	0.00	0.00	0.00	0.00	0.00	0.00

Account Number	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
36-50-3510	Library Administration					
36-50-3510-52131	Claims management services - outside	19,690.00	0.00	19,690.00	0.00	100.00
36-50-3510-52135	Financial services - outside	5,710.00	5,139.00	571.00	0.00	100.00
36-50-3510-52149	Interagency labor charges	1,237,185.00	608,995.58	0.00	628,189.42	49.22
36-50-3510-52199	Other professional & technical services	2,783.00	3,720.90	400.01	-1,337.91	148.07
36-50-3510-52201	Water, sewer and refuse	53,421.00	18,317.48	8,530.97	26,572.55	50.26
36-50-3510-52211	Janitorial services	33,531.00	6,189.12	27,282.13	59.75	99.82
36-50-3510-52223	Vehicle operation charges - internal	31,249.00	14,969.13	0.00	16,279.87	47.90
36-50-3510-52240	Office equipment operation/maint	4,850.00	2,036.63	750.00	2,063.37	57.46
36-50-3510-52246	Other equipment operation/maintenance	3,850.00	1,761.13	3,510.59	-1,421.72	136.93
36-50-3510-52247	Building and facility o & m - outside	136,964.00	39,360.95	60,706.99	36,896.06	73.06
36-50-3510-52261	Landscaping maintenance services	27,945.00	9,683.75	13,916.25	4,345.00	84.45
36-50-3510-52262	Equipment, building and land rentals	376,997.00	184,646.04	183,144.32	9,206.64	97.56
36-50-3510-52302	Travel and meetings	3,240.00	2,529.37	0.00	710.63	78.07
36-50-3510-52304	Training	14,141.00	3,068.31	5,826.00	5,246.69	62.90
36-50-3510-52306	LSTA Tuition Reimb grant training	8,301.00	645.00	0.00	7,656.00	7.77
36-50-3510-52402	Telecommunications service - internal	42,336.00	20,832.00	0.00	21,504.00	49.21
36-50-3510-52403	Telecommunications service - outside	26,784.00	7,907.68	3,943.72	14,932.60	44.25
36-50-3510-52932	Liability insurance/surety bonds-interna	12,302.00	10,452.00	0.00	1,850.00	84.96
36-50-3510-52933	Liability insurance/surety bonds-outside	56,490.00	50,939.00	0.00	5,551.00	90.17
36-50-3510-52960	Advertising	1,000.00	0.00	0.00	1,000.00	0.00
36-50-3510-52961	Dues and memberships	7,517.00	3,033.00	0.00	4,484.00	40.35
36-50-3510-52972	Printing and binding-outside	5,000.00	808.38	0.00	4,191.62	16.17
36-50-3510-53101	Postage charges	15,500.00	564.93	0.00	14,935.07	3.64
36-50-3510-53102	Office supplies	17,000.00	6,807.83	1,437.31	8,754.86	48.50

Expenditure Status Report

CITY OF SANTA CRUZ

7/1/2005 through 12/31/2005

951 Library Joint Powers Authority

Account Number	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
36-50-3510-53108	8,656.00	1,435.81	1,435.81	0.00	7,220.19	16.59
36-50-3510-53113	19,650.00	10,451.43	10,451.43	0.00	9,198.57	53.19
36-50-3510-53310	155,628.00	75,871.72	75,871.72	0.00	79,756.28	48.75
36-50-3510-54990	3,200.00	140.13	140.13	95.00	2,964.87	7.35
36-50-3510-57203	17,139.00	17,439.00	17,439.00	0.00	-300.00	101.75
36-50-3510-57309	10,000.00	0.00	0.00	12,880.00	-2,880.00	128.80
36-50-3510-57401	93,367.00	8,918.48	8,918.48	42,875.81	41,572.71	55.47
36-50-3510-57409	60,000.00	0.00	0.00	38,174.95	21,825.05	63.62
Total Library Administration	2,511,426.00	1,116,663.78	1,116,663.78	423,735.05	971,027.17	61.34
36-50-3540 Library Special Accounts						
36-50-3540-52135	572,607.00	270,518.76	270,518.76	0.00	302,088.24	47.24
36-50-3540-58130	167,901.00	82,862.77	82,862.77	85,037.92	0.31	100.00
36-50-3540-58190	40,293.00	40,293.07	40,293.07	0.00	-0.07	100.00
36-50-3540-58230	11,221.00	6,698.24	6,698.24	4,523.09	-0.33	100.00
36-50-3540-58290	7,480.00	7,480.00	7,480.00	0.00	0.00	100.00
Total Library Special Accounts	799,502.00	407,852.84	407,852.84	89,561.01	302,088.15	62.22
36-50-9510 Library Buildings						
Total Library Buildings	0.00	0.00	0.00	0.00	0.00	0.00
Total Library Administration	3,310,928.00	1,524,516.62	1,524,516.62	513,296.06	1,273,115.32	61.55
36-51-3520 Library Technical Services						
36-51-3520-52149	1,678,233.00	771,886.87	771,886.87	0.00	906,346.13	45.99
36-51-3520-52199	2,500.00	0.00	0.00	0.00	2,500.00	0.00
36-51-3520-52248	81,850.00	32,868.23	32,868.23	29,601.65	19,380.12	76.32
36-51-3520-52249	16,050.00	6,594.58	6,594.58	5,355.26	4,100.16	74.45
36-51-3520-52403	78,112.00	10,266.93	10,266.93	1,243.21	66,601.86	14.74
36-51-3520-52972	10,000.00	6,098.82	6,098.82	0.00	3,901.18	60.99
36-51-3520-53110	14,000.00	3,464.71	3,464.71	5,537.37	4,997.92	64.30
36-51-3520-53112	142,112.00	61,724.85	61,724.85	71,132.60	9,254.55	93.49
36-51-3520-54990	0.00	-14.40	-14.40	0.00	14.40	0.00
Total Library Technical Services	2,022,857.00	892,890.59	892,890.59	112,870.09	1,017,096.32	49.72

Expenditure Status Report
CITY OF SANTA CRUZ
7/1/2005 through 12/31/2005

951 Library Joint Powers Authority

Account Number	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
36-52-3530						
Library Public Services						
36-52-3530-52139	0.00	896.00	896.00	0.00	-896.00	0.00
Medical services						
36-52-3530-52149	5,000,865.00	2,167,533.27	2,167,533.27	0.00	2,833,331.73	43.34
Interagency labor charges						
36-52-3530-52961	0.00	110.00	110.00	0.00	-110.00	0.00
Dues and memberships						
36-52-3530-52972	1,000.00	0.00	0.00	800.00	200.00	80.00
Printing and binding-outside						
36-52-3530-53106	901,500.00	513,050.57	513,050.57	0.00	388,449.43	56.91
Books and periodicals						
36-52-3530-53109	6,948.00	2,603.40	2,603.40	4,890.85	-546.25	107.86
Copier supplies						
36-52-3530-54990	2,280.00	874.93	874.93	218.00	1,187.07	47.94
Miscellaneous supplies and services						
Total	5,912,593.00	2,685,068.17	2,685,068.17	5,908.85	3,221,615.98	45.51
36-52-3531						
Read-to Me Grant Program						
36-52-3531-52149	131,972.00	69,191.10	69,191.10	0.00	62,780.90	52.43
Interagency labor charges						
36-52-3531-52199	0.00	311.53	311.53	222.50	-534.03	0.00
Other professional & technical services						
36-52-3531-52223	0.00	474.98	474.98	0.00	-474.98	0.00
Vehicle operation charges - internal						
36-52-3531-52302	0.00	291.09	291.09	0.00	-291.09	0.00
Travel and meetings						
36-52-3531-52402	0.00	276.00	276.00	0.00	-276.00	0.00
Telecommunications service - internal						
36-52-3531-54990	64,290.00	18,015.00	18,015.00	24,675.00	21,600.00	66.40
Miscellaneous supplies and services						
Total	196,262.00	88,559.70	88,559.70	24,897.50	82,804.80	57.81
Read-to Me Grant Program						
Total	6,108,855.00	2,773,627.87	2,773,627.87	30,806.35	3,304,420.78	45.91
Library Public Services						
Total	11,442,640.00	5,191,035.08	5,191,035.08	656,972.50	5,594,632.42	51.11
Library Joint Powers Authority						
Grand Total	11,442,640.00	5,191,035.08	5,191,035.08	656,972.50	5,594,632.42	51.11

Expenditure Status Report
CITY OF SANTA CRUZ
7/1/2005 through 12/31/2005

101 General Fund

Account Number	Library Administration (City)	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
35-50-3410	Library Administration (City)						
35-50-3410-51110	Regular full time	863,086.00	455,620.23	455,620.23	0.00	407,465.77	52.79
35-50-3410-51111	Regular part time	78,155.00	39,189.61	39,189.61	0.00	38,965.39	50.14
35-50-3410-51114	Overtime	0.00	190.74	190.74	0.00	-190.74	0.00
35-50-3410-51130	Other pay	0.00	5.68	5.68	0.00	-5.68	0.00
35-50-3410-51132	Special vacation pay	0.00	5,448.58	5,448.58	0.00	-5,448.58	0.00
35-50-3410-51150	Vehicle allowance	5,760.00	2,913.60	2,913.60	0.00	2,846.40	50.58
35-50-3410-51201	Retirement contribution	59,806.00	31,277.96	31,277.96	0.00	28,528.04	52.30
35-50-3410-51210	Group health insurance	131,995.00	73,572.17	73,572.17	0.00	58,422.83	55.74
35-50-3410-51212	Group dental insurance	18,790.00	9,474.92	9,474.92	0.00	9,315.08	50.43
35-50-3410-51213	Vision insurance	3,462.00	1,748.30	1,748.30	0.00	1,713.70	50.50
35-50-3410-51214	Medicare insurance	7,685.00	4,167.05	4,167.05	0.00	3,517.95	54.22
35-50-3410-51220	Group life insurance	491.00	248.53	248.53	0.00	242.47	50.62
35-50-3410-51221	Disability insurance	4,686.00	2,450.52	2,450.52	0.00	2,235.48	52.29
35-50-3410-51230	Unemployment insurance	2,353.00	1,251.08	1,251.08	0.00	1,101.92	53.17
35-50-3410-51240	Workers' compensation	60,916.00	32,179.84	32,179.84	0.00	28,736.16	52.83
Total	General Fund	1,237,185.00	659,738.81	659,738.81	0.00	577,446.19	53.33
Grand Total		1,237,185.00	659,738.81	659,738.81	0.00	577,446.19	53.33

Expenditure Status Report
CITY OF SANTA CRUZ
7/1/2005 through 12/31/2005

101

General Fund

Account Number	Library Technical Services (City)	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
35-51-3411	Library Technical Services (City)						
35-51-3411-51110	Regular full time	1,238,011.00	604,261.40	604,261.40	0.00	633,749.60	48.81
35-51-3411-51111	Regular part time	15,661.00	6,569.98	6,569.98	0.00	9,091.02	41.95
35-51-3411-51114	Overtime	0.00	175.29	175.29	0.00	-175.29	0.00
35-51-3411-51115	Termination pay	0.00	2,199.57	2,199.57	0.00	-2,199.57	0.00
35-51-3411-51122	Temporary	11,418.00	7,210.57	7,210.57	0.00	4,207.43	63.15
35-51-3411-51130	Other pay	0.00	33.58	33.58	0.00	-33.58	0.00
35-51-3411-51132	Special vacation pay	0.00	2,327.19	2,327.19	0.00	-2,327.19	0.00
35-51-3411-51133	Special sick leave pay	0.00	481.51	481.51	0.00	-481.51	0.00
35-51-3411-51201	Retirement contribution	79,659.00	38,696.79	38,696.79	0.00	40,962.21	48.58
35-51-3411-51202	F.I.C.A.	708.00	269.81	269.81	0.00	438.19	38.11
35-51-3411-51210	Group health insurance	194,915.00	101,826.57	101,826.57	0.00	93,088.43	52.24
35-51-3411-51212	Group dental insurance	23,289.00	11,001.41	11,001.41	0.00	12,287.59	47.24
35-51-3411-51213	Vision insurance	4,486.00	2,159.00	2,159.00	0.00	2,327.00	48.13
35-51-3411-51214	Medicare insurance	13,762.00	6,702.56	6,702.56	0.00	7,059.44	48.70
35-51-3411-51220	Group life insurance	713.00	353.28	353.28	0.00	359.72	49.55
35-51-3411-51221	Disability insurance	5,190.00	2,558.28	2,558.28	0.00	2,631.72	49.29
35-51-3411-51230	Unemployment insurance	3,162.00	1,557.90	1,557.90	0.00	1,604.10	49.27
35-51-3411-51240	Workers' compensation	87,259.00	42,481.45	42,481.45	0.00	44,777.55	48.68
Total	General Fund	1,678,233.00	830,866.14	830,866.14	0.00	847,366.86	49.51
Grand Total		1,678,233.00	830,866.14	830,866.14	0.00	847,366.86	49.51

Expenditure Status Report
CITY OF SANTA CRUZ
7/1/2005 through 12/31/2005

101 General Fund

Account Number	Library Public Services (City)	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
35-52-3412	Library Public Services (City)						
35-52-3412-51110	Regular full time	2,719,106.00	1,314,843.53	1,314,843.53	0.00	1,404,262.47	48.36
35-52-3412-51111	Regular part time	664,049.00	276,863.54	276,863.54	0.00	387,185.46	41.69
35-52-3412-51114	Overtime	0.00	80.35	80.35	0.00	-80.35	0.00
35-52-3412-51115	Termination pay	0.00	8,568.27	8,568.27	0.00	-8,568.27	0.00
35-52-3412-51122	Temporary	552,009.00	243,122.74	243,122.74	0.00	308,886.26	44.04
35-52-3412-51130	Other pay	0.00	32.16	32.16	0.00	-32.16	0.00
35-52-3412-51132	Special vacation pay	0.00	3,267.11	3,267.11	0.00	-3,267.11	0.00
35-52-3412-51133	Special sick leave pay	0.00	2,055.14	2,055.14	0.00	-2,055.14	0.00
35-52-3412-51201	Retirement contribution	216,147.00	101,095.69	101,095.69	0.00	115,051.31	46.77
35-52-3412-51202	F.I.C.A.	34,224.00	13,745.84	13,745.84	0.00	20,478.16	40.16
35-52-3412-51210	Group health insurance	511,091.00	250,186.54	250,186.54	0.00	260,904.46	48.95
35-52-3412-51212	Group dental insurance	65,850.00	28,693.63	28,693.63	0.00	37,156.37	43.57
35-52-3412-51213	Vision insurance	12,873.00	5,741.55	5,741.55	0.00	7,131.45	44.60
35-52-3412-51214	Medicare insurance	48,426.00	22,746.23	22,746.23	0.00	25,679.77	46.97
35-52-3412-51220	Group life insurance	1,905.00	879.25	879.25	0.00	1,025.75	46.15
35-52-3412-51221	Disability insurance	16,608.00	7,146.38	7,146.38	0.00	9,461.62	43.03
35-52-3412-51230	Unemployment insurance	9,884.00	4,622.71	4,622.71	0.00	5,261.29	46.77
35-52-3412-51240	Workers' compensation	279,705.00	129,452.87	129,452.87	0.00	150,252.13	46.28
Total	General Fund	5,131,877.00	2,413,143.53	2,413,143.53	0.00	2,718,733.47	47.02
Grand Total		5,131,877.00	2,413,143.53	2,413,143.53	0.00	2,718,733.47	47.02

Personnel Reconciliation

December-05

Fund 951		
Administration	608,995.58	
Technical Services	771,886.87	
Public Services	2,167,533.27	
Total Posted		3,548,415.72
Unposted Correction		(326.41)
Administration	50,743.23	
Technical Services	58,979.27	
Public Services	176,745.57	
Total Unposted		286,141.66
Total Fund 951		3,834,557.38


Fund 101		
Administration	659,738.81	
Technical Services	830,866.14	
Public Services	2,413,143.53	
Total Posted		3,903,748.48
First Five	(69,191.10)	
Total Adjustments**		(69,191.10)
Total Fund 101		3,834,557.38

**First Five Personnel Charges are included in the Fund 101 Public Services amount.



SANTA CRUZ • PUBLIC
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January 18, 2006

TO: LIBRARY JOINT POWERS AUTHORITY BOARD
FR: DIRECTOR OF LIBRARIES 
RE: PITNEY BOWES POSTAGE METER CONTRACT

RECOMMENDATION: That the Library Joint Powers Authority Board appropriate sufficient funds to continue to contract with Pitney Bowes for lease of a postage meter to process Library mail.

BACKGROUND

In December 2005 the City of Santa Cruz, which contractually provides administrative support to the Library System, notified the Library that it is contracting out its mailing support service. It will no longer be metering or processing its own mail. The City is intent on handling all mail for which it is administratively responsible in a uniform fashion. It has therefore notified the Library of this change and its intent to process Library mail in this fashion.

Accordingly, our existing contract with Pitney Bowes, which expires in April 2007, will need to be re-funded with a new appropriation.

The amount in question is \$6,000 to continue the lease from April 1, 2006 to March 31, 2007.

It should be noted that in December 2006, when the United States Postal Service switches to digital technology, the Pitney Bowes machine will no longer be operable. However, the company has made no plans to upgrade the equipment, since the existing lease agreement does not require it to do so.

The company will release us from the lease without penalty if the Board will certify that insufficient funds exist to re-fund the contract under its current terms.

AMT:JPITNEYBOWES.



SANTA CRUZ • PUBLIC
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January 26, 2006

TO: LIBRARY JOINT POWERS AUTHORITY BOARD
FR: DIRECTOR OF LIBRARIES *[Signature]*
RE: APPROPRIATE ADDITIONAL FY 2005-06 REVENUES

RECOMMENDATION: That the Library Joint Powers Authority Board adopt a resolution appropriating additional available FY 2005-06 revenues, and amending the FY 2005-06 budget as per the appropriations.

BACKGROUND

Final numbers for the 2004-05 fiscal year have been produced by the auditors, and we ended the year with a surplus of \$245,154. This money comes from unanticipated revenue, primarily the property tax, as well as budget savings. In addition, the Assistant County Administrator is now projecting \$417,861 in additional revenue for FY 2005-06, due to unanticipated increases in both the property tax and the sales tax. **A total of \$663,015 is therefore available for appropriation.**

The staff proposes that a substantial portion of this money be put aside for reserves and future projects such as replacement of the Felton Branch Library. The balance should be used for various one-time expenditures. The proposals

Personnel in FY2006-07	\$ 100,000
Reserve Fund Felton	\$ 50,000
Reserve Fund Contingenices	\$ 50,000
Reserve Fund Automation	\$ 100,000
Automation Consultation	\$ 47,000
Database Upgrade	\$ 3,000
Unfunded Emergencies	\$ 22,344
Capital Projects/Equipment	\$ 57,990
Central Branch Renovation	\$ 90,000
Book/Media Fund	\$ 65,000
Live Oak Start-up	\$ 15,000
	\$ 600,334

are summarized above, and each is described in detail on the following pages.

Set Aside \$100,000 to Cover Future Increases in the Personnel Budget

The new collective bargaining unit contract does not require an increase in the Personnel Budget in the current fiscal year. However, in FY 2006-07 the MOU will require a \$330,000 increase. Staff suggests that we set aside 30% of this amount for next year, as a hedge against revenue shortfalls.

Appropriate \$50,000 to a Felton Branch Replacement Reserve Fund

Discussions with various individuals and public entities continue regarding how to finance a replacement Felton Branch. It is clear, however, that Library funds will be required at some point. Therefore, it seems sensible to begin setting aside money as it is available.

Appropriate \$50,000 to the Contingency Reserve Fund and \$100,000 to the Technology Reserve Fund

The Board has also made clear its desire to build up the Reserve Fund as monies are available. It is particularly important that we set aside money for the integrated library system (ILS) upgrade (see below).

Appropriate \$47,000 for Automation System Upgrade Consulting Services:

The Library System staff anticipates that it will be necessary to upgrade our automated integrated library system (ILS) in FY 2007-08. Experts now agree that the planning, evaluation, bidding, and implementation of such a project takes at least three years. We should therefore begin now by securing professional advice on the configuration of the upgrade and preparation of RFP documents. Our existing automation staff is extremely competent and visionary, but does not have time to do this work and continue to meet daily library needs. Securing consulting advice now has the added advantage of giving us reliable information on system upgrade options and costs as we do financial planning.

Appropriate \$3,000 to Upgrade Sheet Music Database

The Library System owns an extensive and heavily-used sheet music collection. Nearly eight years ago an automated catalog of the collection was created, but changes in technology have outdated it. We are no longer able to support the database in its current form. A local programmer has quoted \$3,000 and two weeks to do the updating/rewrite job. This is a high priority for the Library's Network Access Services staff because the NT 4.0 server on which the database runs crashes at least once per day, and sometimes several times, while the sheet music application is running.

Appropriate \$22,344 for Unfunded Emergency Repairs

The Boulder Creek Roof required \$15,240 in repairs/re-roofing in November and December 2005. There was a \$4,204 cost overrun on the Aptos Parking Lot project because we decided to repair a section of concrete damaged by roots since we had the contractor on site. Also more asphalt was required than anticipated. Finally, the flat section of the Central Branch roof was leaking and will need to be replaced in FY 2006-07 (\$42,000). Interested observers can see the stains from the leak in the Community Meeting Room ceiling. In the meantime, \$2,900 was spent on an emergency repair.

Appropriate \$48,490 for Various Capital Projects

Additional Shelving: \$10,665

The Aptos, Capitola, and Scotts Valley Branches all require additional shelving for Fiction (Aptos), YA Paperbacks (Aptos), Audio Visual materials (Aptos, Capitola, and Scotts Valley) and Magazines (Aptos).

Portable Computer Lab: \$11,825

Staff is hoping to expand its program of reference and database use training for the public. To do this we need laptop computers and other equipment that will enable use of Branch meeting rooms and other sites. This amount will pay for 13 laptops, a router, a projector, a laptop storage stand, and shipping and sales tax.

Replace Network Access Services Line Printer: \$7,000

The heavily used printer (overdue notices, green line reports, etc.) has broken several times, and is ready for replacement.

Purchase Ergonomic Furniture for Aptos Branch Manager: \$5,000

Members of the staff Safety Committee, assisted by a consultant from Dominican Hospital, have been working with the Aptos Branch Manager to rearrange and upgrade the ergonomic nature of the furniture in her office. Improvements will prevent injury.

Central Branch Termite Damaged Window Replacements: \$16,500

Termites have seriously damaged the wood framing of the windows on the Church Street side (Californiana/Genealogy Room) of the Central Branch. The Building Maintenance staff have temporarily shored up the windows, but complete replacement is required.

Create Branch Manager's Office at Boulder Creek Branch: \$7,000

One of the physical problems at the Boulder Creek Branch is insufficient staff workspace. The Branch Manager does not have a private office, which makes tasks such as conducting performance appraisals or meeting with library patrons difficult. The Branch Manager has devised a plan and secured estimates to create an office space. The existing Men's Room would be converted (tile and plumbing fixtures removed, appropriate windows, lighting, and furniture installed). The Women's Room, which is ADA accessible, would be converted to a locked Unisex facility, with the signage changed. Management and other staff believe this is a good solution and that the Branch Manager's initiative should be rewarded by funding the project.

Appropriate \$90,000 for Central Branch Main Floor Reconfiguration

For the last three months Management staff and the Central Branch Reference staff have been discussing how we could improve reference service delivery in light of the changing service demand. We would like to move away from a transaction-based mode, do more training with the public (on-site and off), and change the vision that greets patrons when they enter the Central Branch. We'd like to shift the Internet work stations so heavily used by the public out of the center of the floor, and display more prominently things most people want (new books, etc.) We would diminish the size of the Reference Desk, and move it to the side of the floor, opposite the stairway leading to the Young People's Room. Various shifts in collection locations would be required, as well as removing partitions to create more open, flexible space. The \$90,000 requested is a rough approximation based on quotes from our shelving vendor, and an estimate for the partition removal work. The total cost may well be less.

Appropriate \$65,000 to the Book/Media Budget

Some years ago the Board adopted a policy that 25% of any unallocated carry-over funds would be go to the Book/Media Budget. \$61,288 is 25% of the \$245,154 carryover. The added appropriation would raise the total Book/Media budget for the year to \$968,300: \$900,000 originally appropriated by the JPB, \$3,000 in unexpended Richardson Trust funds outstanding from previous years, and the \$65,000 proposed here.


Appropriate \$15,000 for Miscellaneous Live Oak Branch Start-up Expenses

A Battery-powered people counter, reshuffling the custodial staff, wastebaskets: all these and many others were unanticipated Live Oak start up expenses.



SANTA CRUZ • PUBLIC
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January 30, 2006

TO: LIBRARY JOINT POWERS AUTHORITY BOARD
FR: DIRECTOR OF LIBRARIES 
RE: CONFIDENTIALITY OF PATRON LIBRARY USE

RECOMMENDATION: That the Library's existing Confidentiality of Patron Records policy be expanded to also prohibit giving information about any kind of patron library use.

BACKGROUND

The Library's existing Confidentiality Policy is in full accordance with State of California Law: all registration and circulation records of any library shall remain confidential absent a court order to disclose the records. Internet sign-up sheets and reference queries are also treated confidentially.

Staff is trained to direct any law enforcement officer requesting records to me as Director of Libraries. I point out the need for a court order. If the officer produces such an order I take it to the City Attorney to have it validated, and then comply if the records desired exist. In the twenty-something years I have been Director of Libraries, there have been several queries, but only one actual court order. There have, however, been several queries from officials conducting security checks on patrons and former employees. Our staff does not respond.

CURRENT SITUATION

On Friday, January 20, 2006 we had queries from the FBI (assisted by the Santa Cruz Police Department) regarding whether a particular patron had used the Internet or used the library on a certain day. Staff at all levels handled the query exactly according to policy: the FBI agent was advised that he would need a warrant to see specific records, and to contact me as Director of Libraries. Also, based on 2001 e-mail instructions from me, at least one staff person looked at a photograph the FBI agent was showing, and said he probably recognized the man as a Pacific Garden Mall habitué, but didn't know when or if the person had used the library.

Management staff was concerned that commenting on whether Library use occurred might be a violation of patron privacy in fact if not in law, so the City Attorney was queried again on the question.

The City Attorney replied: "There's no legal requirement to talk to a police officer or FBI agent who is investigating a crime. Conversely, there is no legal prohibition against a library employee telling an investigator what he or she saw or heard in the library workplace." Thus the Library System is free to make a policy regarding this matter as it sees fit.

Staff therefore recommends that the Board expand our existing Confidentiality Policy to include giving no information about any library use, except when a law enforcement officer describes a situation involving immediate danger to either staff or the public. The reasons are as follows:

1. Reporting on library use, even just walking in the door, is an invasion of patron privacy and may have a chilling affect on patrons' use of the library.
2. Agreeing to talk to a law enforcement official and answering one question, invariably leads to more questions and more conversation.
3. Professional investigators are trained in interrogation techniques that can persuade even a reluctant staff member to give information that violates patron privacy.

Except in cases of immediate danger, staff would be instructed to say, "I can't answer that. The Library's policy is that we do not answer any questions about library use. You can talk to the Director of Libraries about this if you wish. Her phone number is 420-5612."



SANTA CRUZ • PUBLIC
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January 30, 2006

TO: LIBRARY JOINT POWERS AUTHORITY BOARD

FR: CITIZEN MEMBER LEIGH POITINGER *LP Poitinger*

RE: REVISED "STANDARDS FOR LIBRARY SERVICES AND FACILITIES"

As part of the process of developing a Strategic Financial Plan for the Santa Cruz City-County Library System, the Library Joint Powers Board convened a subcommittee to review the system's "Standards for Library Services and Facilities," which were last revised in 2001. The subcommittee included Leigh Poitinger, Jan Beautz, Barbara Gorson and Cynthia Mathews.

The purpose of reviewing the standards was to propose revisions in light of changing conditions, demographics and technology. The standards are a tool for making future budget and development decisions.

The subcommittee conducted a workshop in November 2005 to discuss the standards. More than twenty citizens and Library staff members joined the subcommittee for a discussion covering collections, reference and information services, technology access, open hours and public information about Library services. Participants also talked about the existing facility standards and the needs of specific branches.

Based upon the suggestions offered during the workshop, subsequent subcommittee discussions and further details provided by the Library Director, the subcommittee has developed a new summary of the standards (called "Santa Cruz Libraries in the 21st Century") and has revised the detailed standards to make them more flexible.

Highlights of the changes and summary include:

Collections:

- The Library should plan to spend a minimum of 8% of its annual operation budget on library materials in all formats. (Summary)
- The numeric details of the Tier branches collections have been streamlined. (Pages 8-9)

Circulation:

- The use of self-checkout technology is now a standard. (Page 9, Item D)

Technology Access:

- The Web site is an important part of providing access to information and services. (Page 13, Item C)
- The Library should train library patrons and staff in rapidly changing technological resources. (Page 13, Item D)
- The Library has recognized the public's desire for computing services such as word processing and will work with other agencies to best provide those services. (Page 14, Item J)

Open Hours:

- The Library will poll the public when a branch's open hours schedule is being considered. (Page 14, Item A)
- The open hour standards for the Tiers have remained the same. The subcommittee felt it was important to have a high standard in this area because it is important to the public. Although the Library's current open hours do not reach the standards, they are nevertheless a goal the Library should keep in mind as it considers future budget decisions. (Pages 14-15)

Personnel Resources:

- The subcommittee discussed the standard that "All basic library services shall be available whenever the library is open to the public" and left it unchanged. (Page 21, Item 2)
- The Library has added safety and ergonomic issues to the list of necessary employee training. (Page 21, Items I and J)
- Staffing levels at branches must take into account the level of open hours as well as staff members' "back of the house" duties. (Page 22, Items 3 and 4)
- The staffing level for the Tiers has been revised from a numeric standard to a standard based on the job functions necessary to operate a Tier. (Page 22)

Collaboration & Cooperation:

- The Library will support and collaborate with the Library Friends to advance public library services. (Page 23, Item D)
- The Library, supported by the Friends, should seek corporate and private partners to assist financially in the provision of programs. (Summary)

Public Information about Library Services:

- To increase its interaction with the public, the Library should strengthen public awareness about services and resources using the Library Web site and other means such as periodic polling, and should also work with the Library Friends to build public awareness of library services and programs. (Page 23, Items A and C)

Facilities Standards:

- The components of a public library building have been revised into new categories: public space components and “back of the house” components. (Page 25)
- The very detailed “How Much of What” components and the space formula have been eliminated from the revised standards document. The Library still has all of that information, but the subcommittee felt it was not necessary to include those details in the standards since each new building will have its own special requirements. Instead, the standards now emphasize that Library facilities should be designed for maximum space flexibility. New construction of library buildings should have the following minimum space standards: 7,500 square feet for a Tier I branch with 68% public space and 32% back of house space; 12,500 square feet for a Tier II branch with 75% public space and 25% back of house space. (Page 26)

ACTION REQUEST

The subcommittee recommends that the Board adopt the revised “Standards for Library Services and Facilities” and the summary “Santa Cruz Libraries in the 21st Century.”

SPOITINGER.TRS



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SANTA CRUZ LIBRARIES IN THE 21ST CENTURY

As the Library Joint Powers Board reviewed the Library System's Standards for Services and Facilities in early 2006, it agreed that the following guidelines should govern the future development of the Santa Cruz Public Libraries services and facilities.

- Guidelines for Service and Facilities Development that focus on **qualitative** rather than just quantitative measures would be the most useful in evaluating future priorities. However, the revised 2001 Standards for Services and Facilities standards are useful base documents that should be treated as reference points that inform the **details** of implementing future decisions.
- The **Tier System of Branch Development** is an appropriate way to organize services in Santa Cruz County, and should continue to be used.

However, it may be that at certain sites (notably the San Lorenzo Valley) staffing patterns and other services may need to be modified from the Tier System standards.

- The **Library Collections**, including books, media, and electronic information resources remain a crucial element of Library services. The Library System should plan to spend a **minimum of 8%** of its operation budget annually on library materials in all formats.
- The public is increasingly interested in **self-directed service**. The Library System should organize its staffing patterns to support this, via education, self-charging machines, etc.
- **Reference services** should evolve from a focus on question-answering to educating the public in technology access to and evaluation of information sources.
- The Library should strive to use the best and most up to date **electronic resources** to meet the public's information needs, including making full use of open source software, and developing an interactive Website. It

should also support users' needs for personal technology access such as word processing.

- **Services to children** and their parents and caregivers should be a high priority, and should involve cooperation with both public and private schools.
- The Library, supported by the Library Friends, should seek **corporate and private partners** to assist financially in the provision of programs.
- The Library should ensure that it provides services to the 30% of the county population that **does not have electronic access** at home.
- The Library staff should strengthen its communication with the public by providing twice-annual "**State of the Library**" reports, and periodically **surveying public opinion** about services and needs.
- Library facilities should be designed for maximum **space flexibility**, ensuring to the extent possible that future technological changes can be implemented. The needs of people with **physical disabilities will be met**, and **green buildings** will be a priority in architectural design.
- The Library will provide services to all residents of the County, including those with limited mobility or access to branch facilities.
- Despite emphasis on electronic tools and the need to honor flexibility in space planning, public libraries remain **community institutions that provide a sense of place** to their constituencies.
- The following configuration standards should govern the construction of all Branches:

Tier I Branches:

Minimum of 7,500 square feet.

68% Public Space

32% Back of the House Space

Tier II Branches:

Minimum of 12,500 square feet

75% Public Space

25% Back of the House Space



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THE SANTA CRUZ CITY-COUNTY LIBRARY SYSTEM STANDARDS FOR LIBRARY SERVICES AND FACILITIES

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AMT:STABCONT.
01/26/05

THE SANTA CRUZ CITY-COUNTY LIBRARY SYSTEM STANDARDS FOR LIBRARY SERVICES AND FACILITIES

INTRODUCTION

The Santa Cruz City-County Library System has engaged in four planning processes in recent memory: in 1985-87, 1990, 1995, and 2001. Each, building on previous work, set standards for the library services we provide: the collections, personnel resources, technology and issues of user access, youth and adult services, reference and information services, planning and annual work programs, and governance.

In 2005 the Library Joint Powers Board agreed that a five-year **strategic financial plan** should be developed. It also agreed that the Standards for Library Services and Facilities published in 2001 should be reexamined and updated where appropriate. A Subcommittee comprised of four Board members held a public workshop at which it solicited opinion from citizens and library staff members. Based upon the suggestions offered, and discussions in subsequent meetings, the Subcommittee developed a new summary of the Library Standards (called **Santa Cruz Libraries in the 21st Century**) and revised the detailed Standards to make them more flexible in a time of rapid technological and other change.

All the standards, as well as the service structure and size of facilities, occur in the context of the Library System's mission. The Library Joint Powers Board confirmed it, and the two paragraphs that follow below, in 1997.

The mission of the Santa Cruz City-County Library System is to provide materials and services that help community residents meet their personal, educational, cultural, and professional information needs.

California and local laws mandate the Library System to provide **free access to information** to all people of the County. The Library System also endeavors to provide **equal** access to information without regard to age, gender, disability, race, ability to travel to a Branch library, or ability to speak English.

This means that the Library System resists all proposals that it charge for reasonable services, or offer services on the basis of fees. However, as the technology of information provision changes, the definition of "reasonable" may change as well. The Library System should therefore periodically evaluate this policy in light of current conditions.

This Standards document is organized in three parts:

The Tier System of Branch Service, which describes the organization into branches of the Santa Cruz City-County Library System

The Library Services Standards

The Library Facilities Standards

In addition, there are two Appendices:

Appendix A: Branch Service Populations

Appendix B: Size Requirements for Existing Branches

AMT:SSTDINTRO.
01/24/06

THE TIER SYSTEM OF BRANCH SERVICE

The Santa Cruz City County Library System uses a **Tier System** to delineate the physical size, collection contents, service and staffing needs of each branch library. The Tier System of Branch Service is a means for rationalizing two conflicting library service issues: the desire of the Santa Cruz County community to retain neighborhood-level branch libraries, and the economic necessity of maximizing funding resources by centralizing programs and services.

Tier I Branches are the smaller neighborhood libraries that have neither the space nor the resources to provide complete information services to their communities. Instead, a Tier I provides a popular materials collection, meets the ready-reference needs of adults, and endeavors to meet the library information needs of children through the junior high level.

In 2005-06 Boulder Creek, Branciforte, Capitola, Felton, Garfield Park, and La Selva Beach are our Tier I Branches.

Tier II Branches are larger, serving regional populations. They have bigger collections, provide more reference services, and endeavor to meet the information needs of youngsters through the high school level.

In 2005-06 Aptos, Live Oak, and Scotts Valley are our Tier II Branches, although the Scotts Valley Branch cannot currently provide some Tier II services because of its size.

The single **Tier III Branch** is Central. It serves as System headquarters for the collections, reference and youth services, and has special collections such as Local History, Californiana, and genealogy.

The Tier System depends upon the existence of an integrated, online, automation system for management of, and access to, the Library's collections and databases. It links all Branch facilities, so that the Library System can meet one of its primary service objectives—providing equal access to information to all citizens in Santa Cruz County.

BRANCH SERVICE POPULATIONS

The Branch service area populations used in these Standards are based upon the Year 2000 Census, informed by automation system Branch checkout data.

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TIER SYSTEM**

TIER LEVEL OF EACH BRANCH

Geographic reality, transportation patterns, the County Planning Department's Urban Service Line, growth projections, and simple economics are the primary criteria in deciding which Branches should be at the Tier I level and which should serve regional Tier II populations.

❖ SAN LORENZO AND SCOTTS VALLEY SERVICE AREA

Scotts Valley is the logical site for a Tier II Branch because it is far more accessible to residents of the mountainous portions of the county than either Felton or Boulder Creek. The City of Scotts Valley is inside the County Urban Services Line and is growing. The Felton and Boulder Creek Branches are therefore designated as Tier I facilities, and the Scotts Valley Branch as Tier II. The City of Scotts Valley is obligated, by its redevelopment agreement with the County of Santa Cruz, to build a 12,500 square foot facility.

The Felton Tier I facility has long needed replacement. One reason for devising a Five-Year Strategic Financial Plan in 2005-06 is to find a way to accomplish that. The Boulder Creek Tier I Branch was constructed in 1984-85.

❖ CITY OF SANTA CRUZ SERVICE AREA

The Branciforte Branch is now a Tier I facility serving Eastside Santa Cruz residents. Garfield Park is a small neighborhood library primarily serving a special constituency—young adults. It relies on Central for Tier I and Tier II services to the other residents of its service area.

The Central Branch, as the largest and most centrally located of all facilities, is the single Tier III Branch in the System. System services (administration, cataloging/acquisitions, the Outreach Program) are also located in downtown Santa Cruz.

❖ MID-COUNTY SERVICE AREA

One of the most densely populated areas of the county is Live Oak. The Tier II Live Oak Branch was opened in January 2006. A temporary Tier I branch is located in Capitola. The City of Capitola is obligated, by its redevelopment agreement with the County of Santa Cruz, to build a 7,500 square foot permanent facility.

SERVICES & FACILITIES STANDARDS TIER SYSTEM

❖ SOUTHERN END OF THE SERVICE AREA

The Library System serves all of Santa Cruz County except the City of Watsonville, which provides library services (and is compensated for this under the Joint Powers Agreement) to both the City and its immediate surrounding area. Watsonville now maintains an expanded branch at Freedom.

Therefore, Aptos is the population center for the southern end of our service area, and the Aptos Branch is the logical Tier II facility. It is not currently large enough to meet some of its Tier II obligations, but we do own it and should plan an expansion when other projects have been completed. The La Selva Beach Branch is now a Tier I facility in the Aptos region.

AMT:SSTD TIER.
01/22/06

LIBRARY SERVICES STANDARDS

In the first decade of the 21st Century, public libraries offer four **basic services** to their users, whether adult or child, mobile or homebound, at branches or at remote sites: books and other materials (**library collections**), checking out materials (**circulation services**), helping patrons find the answers to questions (**reference and information services**), and helping them access automated databases and other resources (**technology access services**).

In the material that follows, standards for these basic services are presented. All the other standards support the provision of the four basic services.

THE SERVICES STANDARDS

1. LIBRARY USERS, LIBRARY USAGE, AND SPECIAL CONSTITUENCIES

Standards:

- A. *The Library System will endeavor to meet the information needs of all the residents of its service area, regardless of the users' or potential users' age, gender, disability, race, ability to travel to a Branch library, or ability to speak English.*
- B. *The Library System will measure its success in serving all County residents by monitoring library borrower card registration and use. The goal is to ensure that at least 75% of the System's service population hold active borrower cards.*
- C. *The Library System will assess the information access needs of its users and devise programs of service that meet those needs. Such programs will include mobile service (e.g., via bookmobile and/or site visits by staff), coopera-*

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tive programs with other agencies, and service to incarcerated adults and youth.

- D. *Among the Library System's largest constituencies requiring unique services are children and teenagers, and older adults. Service standards for these groups are in **No. 7, SERVICES TO CHILDREN AND TEENAGERS**, and **Number 8, SERVICES TO OLDER ADULTS**, below.*
- E. *The Library System will provide information services and collections in languages appropriate to user groups, periodically evaluating the language needs of groups as part of its on-going strategic planning process. Service standards in this area are in **No. 9, SERVICES TO ENGLISH LANGUAGE LEARNERS**.*
- F. *The Library System will ensure that its information services and collections are accessible to users with physical disabilities.*

2. LIBRARY COLLECTIONS (A Basic Service)

Standards:

- A. *The Library System will acquire and maintain collections of materials in formats that meet user and potential user needs. In the first decade of the 21st Century, these include books, pamphlets, government documents, newspapers, periodicals, videos, DVDs, musical scores, multi-media items, photographs, electronic databases, microfilm/fiche, audio tapes, and compact discs. New formats constantly become available.*
- B. *The Library System will provide collections that enable individuals to examine issues freely. Collections will contain materials that set forth a variety of views, although this does not necessarily imply numerical balance, nor balance within each format category.*
- C. *The Library System will maintain procedures for handling requests by the public for reconsideration of library materials.*
- D. *The Library System collections will be accessible to all users, no matter which Branch or service they are using, via the Library automation system and its automated catalog. See also **No.5, TECHNOLOGY ACCESS SERVICES**.*

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- E. *The Library System will have a written Collection Development Plan that governs its selection, maintenance, and assignment of materials by type and subject area. The Plan will be based upon the Library's Mission Statement, and will be revised and updated at least every five years.*
- F. *The Collection Development Plan will take into consideration the resources of other libraries, understanding that the Library System will provide interlibrary loan and other services because it cannot possibly meet all user needs from its own collection.*
- G. *All materials will be selected, retained, or discarded by staff in conformance with the Collection Development Plan, and on the basis of professionally recognized sources of review literature.*
- H. *Selection librarians will also respond to demonstrated user needs and borrower requests, endeavoring to anticipate user needs as well.*
- I. *The Library System staff will compile, create, and organize databases and other resources, especially of local information, as they are needed. See also **No. 4, REFERENCE AND INFORMATION SERVICES.***
- J. *The materials collection budget will be allocated among formats and subject categories on the basis of the Collection Development Plan, the Tier System of Library Service, the strengths and weaknesses of existing collections, the resources of other area libraries, changing formats and technologies, and the cost of materials.*
- K. *The Library System staff will collect use data to evaluate the effectiveness of the Collection Development Plan and selection activities.*
- L. *The Tier System of Library Service will be used to determine the size and type of the collections at each Branch:*

Tier I Branches:

- 1) *Will have collections that focus on high demand titles in both fiction and nonfiction and the particular interests or needs of the Branch service population. See also **No. 4, REFERENCE AND INFORMATION SERVICES, No. 7, SERVICES TO CHILDREN AND TEENAGERS, and No. 8, SERVICES TO OLDER ADULTS.***

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Tier II Branches:

- 1) *Will have collections of more breadth and depth in fiction and nonfiction, as well as materials supporting the particular interests or needs of the service population. See also No. 4, REFERENCE AND INFORMATION SERVICES, No. 7, SERVICES TO CHILDREN AND TEENAGERS, and No.8, SERVICES TO OLDER ADULTS.*

Tier III Branch:

- 1) *Will have collections of the greatest breadth and depth in both fiction and nonfiction, serving as the collection center for the Library System. See also No. 4, REFERENCE AND INFORMATION SERVICES, No. 7, SERVICES TO CHILDREN AND TEENAGERS, and No.8, SERVICES TO OLDER ADULTS.*

3. CIRCULATION SERVICES (A Basic Service)

Standards:

- A. *The Library System will circulate (check out) to borrowers all its materials except those needed to support reference and information services, and those that are irreplaceable or because of age and/or fragility, are only suitable for in-library use.*
- B. *The Library System will maintain rules for circulation (e.g., length of borrowing period, number of renewals, overdue notification services, etc.) that ensure fair access to all users.*
- C. *The Library system will maintain an automated circulation system that allows quick access to borrower records and provides equal service to users at all Branch and mobile sites.*
- D. *The Library System will adopt self-checkout technology to enable users to serve themselves if they wish.*
- E. *The Library System will maintain an automated catalog that provides bibliographic access to the collections at all Branch sites so that borrowers have access to the entire System collection from every Branch or mobile site.*

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- F. *The Library will maintain a system for requesting titles and queuing for highly popular titles that ensures fairness to all borrowers.*
- G. *The Library System will maintain the confidentiality of all library circulation records, as mandated by California law.*

4. REFERENCE AND INFORMATION SERVICES (A Basic Service)

Glossary:

Reference and information service is the process of finding and providing to users answers to their substantive (not directional) questions. Questions are generally of three types:

Fact-based questions, e.g. "Where can I find out how much my 1993 Ford is worth?" or "When did Father Serra die?", can be answered from a ready reference collection relatively quickly. Staff finds the answer for the patron or shows the patron how to use a ready reference resource such as the *Blue Book*, an encyclopedia, or the Ready Reference section of the Library Web Page.

More complex questions, e.g. "Can you help me find information about the Redwood Empire logging company and who owns it?" or "I need a list of all the publicly held companies in Santa Cruz County with fewer than 20 employees." These require systematic analysis and evaluation of a variety of sources, both print and electronic, based upon a careful patron interview to establish the full dimensions of the question(s). Depending upon the nature of the question or the sources required to answer it, staff may instruct users in how to conduct their own research.

Reader's Advisory, e.g., "I really like Tony Hillerman, but he isn't writing much any more. Can you recommend something else about Native people in the Southwest?" Providing this service requires a broad knowledge of both literature and the library's collections, as well as the ability to conduct a useful reader's advisory interview.

Reference Collections are the materials, print and electronic, which are the primary resources for question answering.

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A Ready Reference Collection is comprised of almanacs, atlases, dictionaries, encyclopedias, statistical abstracts, etc. The Library System's Web Site also contains a frequently asked questions file covering topics ranging from the definition of a blue moon to the location of local nude beaches.

A Broader Reference Collection includes the Ready Reference sources, plus materials of greater breadth and depth on more subjects. Staff handling more complex questions rely not only on the Ready Reference data on the Library Web Site, but the links the Web Site provides to other web sites and databases. The Library staff also creates databases of local information (e.g, the historic photograph collection or the community information database).

Regional Reference Center refers to the service our Library of California regional network consortium provides in answering questions that the Santa Cruz System staff does not have the resources to handle.

Standards:

- A. *The Library System will meet the reference and information needs of its service population by providing answers to questions and maintaining suitable collections in all formats for patron use. When it cannot answer a question it will refer the patron to a source that can do so.*
- B. *All persons served by the Library System, regardless of age, sex, physical challenges, social or economic status, have the same right to the information services provided by the Library.*
- C. *The Library System will produce databases and other resources, especially of local information, where they are needed.*
- D. *The Library System will seek to educate people in the use of the Internet and other electronic resources, particularly in the evaluation of the information provided, and it will endeavor to make all its resources available in formats that are easily accessible to users.*
- E. *The Library System will use the most effective means of communication available in its provision of reference and information services.*

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F. *The Library System will manage the provision of reference and information services, including collections and staff services, according to the Tier System of Library Service. Tier System standards will be as follows:*

Tier I Branches

- 1) *Will have Ready Reference Collections sufficient to answer the fact-based questions of adults and support the homework needs of youngsters through the eighth grade level.*
- 2) *Will answer any question immediately or refer it to the Central Branch Reference Center.*
- 3) *Will handle without referral at least 80% of the ready reference questions asked.*
- 4) *Will have staff trained to assist patrons in using the Ready Reference Collection, in evaluating information, and in referring user queries to the Central Branch.*

Tier II Branches

- 1) *Will have Ready Reference and other collections sufficient to answer the fact-based and some research questions of adults and support the homework needs of youngsters through the secondary school level.*
- 2) *Will spend no more than half an hour on any question or refer it to the Central Branch Reference Center*
- 3) *Will handle without referral at least 80% of the questions of all types asked.*
- 4) *Will have staff trained to assist patrons in using the Ready Reference collection and other sources, in evaluating information, and in referring user queries to the Central Branch.*

Tier III Branch

- 1) *Will have a diverse collection of reference materials sufficient to answer the fact-based and most of the reference questions of adults, supporting the academic needs of student through the community college level*

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- 2) *Will handle each in-person and email query within 48 hours before referral to a regional reference center, making periodic status reports to users.*
- 3) *Will handle without referral at least 95% of all queries.*
- 4) *Will maintain a telephone reference center that answers fact-based questions within one hour, and refers other queries to the Central Reference Desk.*
- 5) *Will have staff trained to assist patrons in using all the reference collections of the library and in evaluating information, including electronic resources.*

5. TECHNOLOGY ACCESS SERVICES (A Basic Service)

Standards:

- A. *The Library System will use the best technology it can to meet its primary mission—providing free and equal access to information to all community residents.*
- B. *The Library will maintain an automated library system that links all branches and mobile services, and provides access for staff and users to as many library services and resources as possible: circulation services, the library catalog and other information databases, technical services, and administrative functions.*
- C. *The Library will maintain a Web Site that provides access to the Internet, to electronic information resources, and to information about Santa Cruz library issues and services.*
- D. *The Library System will make every effort to assist library users in making effective use of the technological resources the library provides. Rapidly changing and expanding technological resources require special efforts to train library staff and the public in their use.*
- E. *The Library will actively seek ways to adapt new technologies to meeting System needs and the needs of library users, and it will seek to use technology to increase user convenience and access.*

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- F. *The Library System will comply with national automation standards such as Z39.50 to ensure that it can link to the resources of other libraries.*
- G. *The Library System will participate in regional and statewide automation projects such as creation of shared databases in order to maximize the information resources made available to its service population.*
- H. *The Library System will maintain a central staff unit responsible for the operation and maintenance of the automation systems.*
- I. *The Library System will ensure that its automated resources are as available as possible to users with sight, hearing, or other physical challenges.*
- J. *The Library System acknowledges community desires that it provide computing services (e.g. access to word processing). Given space and staffing constraints, however, it would prefer to cooperate with other agencies to develop these resources.*

6. LIBRARY OPEN HOURS

Standards:

- A. *The array of open hours at a library facility (which days, which evenings etc.) will be based upon the needs of the Branch service population, which will be polled when an open hours schedule is being considered.*
- B. *Each public desk and point of service (such as homework centers) will be staffed with trained library personnel whenever a library facility is open to the public (see **No. 10, PERSONNEL RESOURCES** below).*
- C. *The Library System will set open hours according to the Tier System of Library Service. Tier System standards will be as follows:*

Tier I Branches

Open at least two nights per week and on Saturday, totaling at least 52 hours per week

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Tier II Branches

Open at least three nights per week and on Saturday and Sunday, totaling at least 64 hours per week.

Tier III Branch

Open at least four nights per week and on Saturday and Sunday, totaling at least 68 open hours per week

7. SERVICES TO CHILDREN AND TEENAGERS

Standards:

- A. The Library System will ensure that its reference collections and question answering services are configured to meet the special needs of children and teenagers, as well as their parents and caregivers. These services will include teaching children how to use the information tools and how to evaluate the information, as well as preparing bibliographic tools such as pathfinders and indexes, to assist in collection access.*
- B. The Library System will work to ensure that 90% of the youngsters enrolled in school have active library borrower cards.*
- C. All Library System staff will be trained to treat youngsters of all ages with the same respect and customer service skills they use with adults.*
- D. The Library System will make special efforts to assist parents, teachers, and caregivers in their work with children, offering coaching and consultation, materials collections, guides to sources, training in non-curriculum literature, and other services as appropriate.*
- E. The Library System will work to encourage making reading a part of family life via programs such as story times, book discussion groups, staff book talks, class visits, staff visits to schools, and home schooling support.*
- F. The Library System will establish electronic homework centers for youngsters and assist them in the appropriate use of automated resources.*

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- G. *The Library System staff will work with community organizations, cultural and ethnic groups, social and welfare agencies and law enforcement authorities to assess and meet the information and reading needs of children and teenagers.*
- H. *The Library System will manage the provision of services to children and teenagers according to the Tier System of Library Service and its program of mobile service as appropriate. Tier System standards will be as follows:*

Tier I Branches

- 1) *Will maintain circulating and reference collections sufficient to meet the reading and reference needs of children through the eighth grade level and their parents and caregivers.*
- 2) *Will have Library Assistant/Technician staff assigned to provide youth services, with coordination and supervision from a Librarian assisting several branches. See **No. 10, PERSONNEL RESOURCES** below.*
- 3) *Will have additional staff to manage an Electronic Homework Center if appropriate.*

Tier II Branches

- 1) *Will maintain larger circulating and reference collections sufficient to meet the reading and reference needs of children and teenagers through the high school level and their parents and caregivers.*
- 2) *Will have a least one Librarian assigned to provide youth services.*
- 3) *Will maintain an electronic homework center with appropriate equipment and staff.*

Tier III Branch

- 1) *Will maintain a resource collection of circulating and reference materials for all age groups, serving as the Youth Division of the Central Reference Center.*
- 2) *Will maintain and provide other Tier II library services to children and teenagers and their parents and caregivers.*

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8. SERVICES TO OLDER ADULTS

Standards:

- A. *The Library System will maintain collections and services for older adult users and potential users that recognize the wide range in physical capacities and life situations of this population, as well as its special subject interests.*
- B. *The Library System collections will include materials in formats that are accessible to people with diminishing sight, hearing, strength, dexterity, or mental capacity, and the Library will provide equipment to magnify print and sound.*
- C. *Library System access services for older adults should include homebound visiting, deposit collections at senior centers and nursing homes, and other mobile services as appropriate.*
- D. *All Library System staff will be trained to understand and adapt library services to the changing needs of older adults.*
- E. *The Library System will work with local area agencies on aging, senior centers, and other groups to develop programs and services for older adults.*

9. SERVICES TO ENGLISH LANGUAGE LEARNERS

The Library System recognizes that the language needs of its service population range from the necessity of learning English in order to gain employment to the desire to maintain cultural identity by reading or viewing materials in one's native language. The System also recognizes that the needs of adults and children often differ: whereas children are frequently in school language training immersion programs, adults may be isolated from frequent contact with English speakers. Or, parents may be anxious to ensure that their English-speaking children also retain skill in a native languages and contacts with the parent's culture.

While the Library System cannot maintain duplicate collections in every language its users desire, it can endeavor to meet some of these needs by achieving the following standards:

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Standards:

- A. *The Library System will make continuing efforts to identify the language needs of the people in its service area, using such sources as request data, census updates, and school statistics. It will update its data profiles at least every three years, ensuring that the collection objectives for each Branch library reflect the language needs of the Branch service population.*
- B. *The Library System will maintain collections and services for English Language Learner (ELL) users and potential users that recognize the wide range of education and variety in life situations of these groups, as well as their special subject interests. The System will make use of the deposit collection and other services offered by the California State Library.*
- C. *The Library System collections will include materials in formats that are suitable or desirable for ELL users.*
- D. *All Library System staff will be trained to understand and adapt library services to the needs of ELL users; training will include cultural diversity classes.*
- E. *The Library System will develop "Point and Speak" and other translation devices to assist staff and ELL users to communicate with one another.*
- F. *The Library System will encourage employees to learn languages other than English, and reward employees who do so.*

10. ACQUISITION, PROCESSING, AND CATALOGING OF LIBRARY MATERIALS

Glossary

Acquisitions is the summary term for the process of buying library materials: encumbering money from the Book budget, opening purchase orders, ordering the items selected by librarians, adding the orders to the public catalog database, unpacking and checking them against shipping invoices when they arrive, and paying for them. The Library System has contracts with several vendors for the supply of most of our materials, and those vendors provide automated links to our catalog database. Vendors also supply various options for pre-processing materials (see below), which we use as much as possible.

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Cataloging is the process of creating a bibliographic record (description) for an item using national standards, and placing that record on the Library System's automated database. The national standards must be met so that we can maintain access to the resources of other libraries (and they to us). We do two kinds of cataloging:

Original cataloging in which all the descriptive work is done by Library staff. About 5% of our work is this type, mostly local government documents and items unique to Santa Cruz.

Copy cataloging in which the item is searched and found on a national database (e.g., OCLC, to which we subscribe) and the cataloging downloaded to our automated database. The copied cataloging can be modified to meet local standards, but our Technical Services staff works hard to do as little of this as possible in order to save time and money.

Processing is the term for all the other work that goes into getting a book or other item from the box it arrives in out to the shelves for public use: adding a spine label, a cover, a Checkpoint security label, a date-due pocket, a barcode label, and so forth. Also, processing includes creating an item record (as distinct from a bibliographic record) for the book or whatever and attaching that record to the bibliographic record in the database ("inventorying" the item), so that the individual copy of the book can be checked out to library users.

Standards:

- A. *Cataloging and classification of all materials will be according to recognized professional standards and meet criteria set by the California Library Services Board for contributions to the California State Database, WorldCat, and regional catalogs.*
- B. *However, since the primary function of cataloging is to make materials accessible to users, the Library System will endeavor to expand certain access tools, such as subject headings and authority control, to meet local needs.*
- C. *The Library System will seek all means available to reduce duplication of effort and cost of materials cataloging and processing by participating to the maximum extent possible in shared cataloging efforts and securing vendor processing contracts.*

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- D. *The Library System will maintain a central acquisitions, processing and cataloging staff unit (called the Technical Services Division) that is responsible for performing these functions for the entire Library System.*
- E. *All library materials will be cataloged, processed, and otherwise made ready for public use within an average of thirty (30) working days of receipt at the Technical Services Division. Priority will be given items requested by users and those needed by staff for special projects.*

11. PERSONNEL RESOURCES

Glossary:

Librarian: A person with a Master of Science or Master of Library and Information Science degree filling a professional position.

Library Assistant/Technician: a member of the Library support staff with training for library work.

Classification Plan: the plan by which library workers are assigned positions based upon knowledge, abilities, and skills necessary to do the work, the criticality of the tasks performed, the independence of the position's function, and levels of supervision received and exercised.

Standards:

- A. *The Personnel Rules and Regulations of the City of Santa Cruz will govern job specification, educational qualifications, recruitment, hiring, and employee appraisal, since that jurisdiction provides management services to the Library System. Collective bargaining agreements between the City of Santa Cruz and library employees will be honored.*
- B. *The Library System's classification plan will reflect the varied duties of library employees and the technical and professional training and skills that are required to assist in fulfilling the Library's mission.*
- C. *Library staff will be compensated at levels that are equal to those of other City or County employees with comparable education requirements and work descriptions.*

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- D. Staffing levels at each Branch facility or program will be sufficient to provide effective and efficient service, understanding that service includes not only the open hours of the facility, but time when collection maintenance and other tasks can be completed.*
- E. Staffing levels at each Branch facility or program will be sufficient to protect the security and work-related well-being of all personnel.*
- F. The Master of Science in Library or Information Science or its equivalent will be accepted as the standard qualification for employment at the professional Librarian level.*
- G. Professional Librarian staff will participate in professional organizations at the local, state, and national level.*
- H. Support staff (Library Assistants and others) will be provided with opportunities and be encouraged to seek training of all types as well as to participate in local and state library organizations, to increase their ability to serve the public.*
- I. The Library System will provide a comprehensive training program for all new employees that covers their technical work, ergonomic and other safety issues, the mission and policies of the Library System, and effective customer service.*
- J. The Library System will provide an on-going training program that ensures that all employees are kept abreast of current trends and technological advances, as well as safe working checks and updates. The training program may include an annual All-Staff Day organized to address special needs or a common problem.*

Tier System Standards

- 1) Competent, trained personnel must adequately staff all library facilities and programs in order to guarantee library service of the highest quality.*
- 2) All basic library services shall be available whenever the library is open to the public.*

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- 3) *The number and level of staff assigned to a particular facility or program depends upon both the Tier level of the Branch and the public demand for service as measured by open hours and item checkouts.*
- 4) *All Library workers, whether Branch Managers or Circulation Desk clerks, have "back of the house" duties, as well as self-education and other obligations. The schedule at each Branch, and thus the number of staff required, must take this into account.*
- 5) *Branches without professional librarian staff will have access to and regular support from professional librarians shared among several branches.*

Tier I Neighborhood Libraries open 40 hours per week and with checkouts exceeding 100,000 per year, shall have a **minimum** of the following staff:

*Branch Manager at Library Technician level
Youth Services Library Assistant
Circulation Desk Library Assistant
Circulation Clerks X 2
Pages*

If the Branch has a Homework Center, an additional Library Assistant for each four to six terminals is required.

Tier II Full Service Libraries open six days per week for 50 hours and checkouts at 175,000 or more, shall have a **minimum** of the following staff:

*Branch Manager at professional level
Youth Services Librarian at professional level
Homework Center Supervisor at Library Assistant level
Reference Librarian at professional level
Circulation Desk Library Assistant
Circulation Clerks X 3 with an added clerk for each additional 50,000 checkouts.*

If Sunday hours are added additional staff in all categories will be required.

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12. COLLABORATION AND COOPERATION

Standards:

- A. *The Library System will cooperate and collaborate with other libraries of all types, with educational and cultural institutions, with social agencies, with other government departments, with community-based organizations, and with any institution with whom a cooperative relationship would further achieving the Library System's Mission.*
- B. *The Library System will participate in the programs of the California State Library and its regional organizations, including development of cataloging and other databases, interlibrary loan, and shared purchasing.*
- C. *The Library will work with Santa Cruz County special libraries to ensure that their resources are as accessible as possible to all County residents.*
- D. *The Library will support and collaborate with the Library Friends organization to advance public library services in Santa Cruz County, including seeking corporate and private partnerships to assist the Library financially.*

13. PUBLIC INFORMATION ABOUT LIBRARY SERVICES

Standards:

- A. *The Library System staff will seek to strengthen public awareness the services and resources of the public library, using its web site and other means to further its interaction with the public.*
- B. *The Library System annual budget will allocate funds for public awareness activities and a staff member will be assigned responsibility for overseeing the public awareness program.*
- C. *The Library System will work with the Friends of the Santa Cruz Public Libraries, Inc. to build public awareness of library services and programs.*
- D. *The Library will ensure that all Library System staff are trained in effective customer service techniques.*

SERVICES & FACILITIES STANDARDS

SERVICES STANDARDS

- E. Library System Joint Powers Authority Board members and library staff will each take personal responsibility for actively promoting public awareness of library services and resources.*
- F. All Library System facilities will be evaluated annually for friendly service, attractive décor, and comfortable environment.*

14. PLANNING AND ANNUAL WORK PROGRAMS

Standards:

- A. The Library Joint Powers Authority Board will adopt a Five Year Strategic Financial Plan that will set the course for achieving the services and facilities standards outlines in this document. The Plan will be available for public inspection in print and on the Library's web site. The Plan will include specific, measurable annual and five-year objectives, which will be reviewed and updated each year as part of the budget process.*
- B. The Board will solicit public comment on the Strategic Financial Plan as part of the annual public hearing on the budget for the next fiscal year.*
- C. Annually, as part of the budget process, the Library Joint Powers Authority Board will review progress in meeting the objectives of the Plan, and adopt a Work Program for the following fiscal year. Work Programs will include both normal service provision and specific provisions for achieving other objectives.*
- D. The Library System staff will conduct periodic community surveys of each of its Branch service areas and other constituencies to ensure that library services are responsive to current population needs.*
- E. The Library System staff will use electronic and other resources to continuously collect data on library use, and this information will be presented to the Library Joint Powers Board in an annual statistical report.*

FACILITIES STANDARDS

SECTION I: PUBLIC AND BACK OF THE HOUSE SPACE

Following is a list of the components of a public library building. Some of them are absolutely required if the library is to provide service to the public. Others are optional, depending upon the mission of the library or branch, the size and demographics of its service population, and its designation as a Tier I or Tier II facility.

Generally, all space can be divided into two categories: PUBLIC SPACE and BACK OF THE HOUSE SPACE

PUBLIC SPACE REQUIRED COMPONENTS:

- Collections of Library Materials—Adult, Young Adult, Children, Reference
- Collections of Periodical Subscriptions and Back Files
- Reader Seats and Tables
- Public Access Computers (Library Catalog and Internet)
- Public Service Desks (Adult Reference, Youth Reference, Checkout Services)
- Public Restrooms
- Programming Area for Services to Children
- Equipment Items and Special Furniture (microfilm machines, copy machines, self-charging machines, atlas cases, display cases)
- Lobby/Security System
- Parking

PUBLIC SPACE OPTIONAL COMPONENTS

- Community Meeting Room
- Electronic Homework Center
- Disabled Equipment Area
- Local History Collection

BACK OF THE HOUSE REQUIRED COMPONENTS

- Circulation Desk Workroom
- Branch Manager Office
- Staff Workstation Space and Workroom
- Computer Hub, Storage/Custodial Space
- Staff Break Room, Lockers, and Restroom
- Mechanical System Areas
- Unassigned Space

SERVICES & FACILITIES STANDARDS

FACILITIES STANDARDS

There are no Back of the House Optional Components.

The Library System has detailed descriptions of each of these components, as well as space formulae. These are available on request.

Rather than specify the space required for each component, the Library Joint Powers Board believes it is more useful to set the **minimum size by type of branch**, and the **allocation of space** to Public and Back of the House uses.

Tier I Branches:

Minimum of 7,500 square feet.
68% Public Space
32% Back of the House Space

Tier II Branches:

Minimum of 12,500 square feet
75% Public Space
25% Back of the House Space

SECTION II: ACCESSIBILITY STANDARDS FOR THE PHYSICALLY DISABLED

Section 504 of the United States Rehabilitation Act of 1973 specifies that libraries must be accessible for the physically disabled. In addition, Section 4450 of the California Government Code requires physical accessibility for all public buildings, and instructs the State Architect to set standards for accessibility that any new construction must meet.

The following measures are a **guide** to the requirements of the law, and will be used by the Santa Cruz City County Library System in determining whether any library facility, new or old, is physically accessible to people with disabilities. Many more detailed standards exist, which the Library System will follow. And the Library may choose to enhance the standards based upon its experience with meeting the needs of disabled users.

- 1. Where automobile parking is provided, there must be a designated parking space at least 14 feet wide.*
- 2. When the path between the parking area and the accessible entrance has a curb there must be a curb ramp.*
- 3. There must be at least one entrance that is a commonly used entrance at ground level. This entrance must be ramped according to accessibility standards.*

SERVICES & FACILITIES STANDARDS

FACILITIES STANDARDS

4. *A door that is commonly used by the general public must be provided with at least 32" of clear, usable opening. At least one entrance door must be equipped with a power-operated mechanism and controls that open and close the door upon receipt of an actuating signal.*
5. *All aisles between book stacks must be at least 42" wide, and arrangement of other furniture must ensure that wheelchair users, whether members of the public or staff, can maneuver easily. This is an enhanced Santa Cruz Library standard, based upon our experience that 36" (the State standard) provides insufficient room for wheelchair and standing people to pass each other in the stacks.*
6. *Other public amenities, such as water fountains, must be at heights that are accessible to wheelchair users.*
7. *There must be at least one restroom available to each of both sexes that has adequate maneuvering space and equipment to accommodate disabled persons.*
8. *Public desks for circulation and reference services must be configured so that staff is accessible at a convenient level for a person in a wheelchair.*

SECTION III: LOCATION OF LIBRARY FACILITIES

The following criteria shall govern the location of all new library facilities, and shall be used in the evaluation of continued use of existing ones:

1. Library Branch facilities shall be located within the Urban Services Line defined by the County of Santa Cruz's General Plan, or in such places as are defined by a community of interest with sufficient population to meet most of the other criteria.
2. Library service shall be offered at a geographical location requiring no more than 15 minutes travel time in densely populated urban areas and 30 minutes elsewhere.
3. Branches shall have high visibility and identification with the area.
4. There shall be convenient access to public parking via the minimum requirements for automobile and bicycle parking, or through facilities shared with other institutions, such as a shopping center or public garage.
5. Branch facilities shall be located on or close to public transportation.

SERVICES & FACILITIES STANDARDS
FACILITIES STANDARDS

6. Pedestrian and other traffic at night shall be sufficient to support staff security during evening hours.

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**APPENDIX A
BRANCH SERVICE POPULATIONS**

**APPENDIX A
BRANCH SERVICE POPULATIONS**

The service population of each Branch is based upon two data sources: the United States 2000 Census and Library Registration Qualifier reports that show Branch checkouts by the residence of the borrower.

The Census of Population provides data for Cities and for "Census Designated Places" (CDPs) in the unincorporated areas. Unfortunately, the 2000 CDPs do not necessarily correspond to those used in the 1990 Census, requiring reformulation of population assignments made in previous plans. There are fewer CDPs in 2000, and the boundaries are often different. In addition, there are areas of the County that are not included in either Cities or CDPs. The population is reported by track only.

Registration qualifier data, as well as trends identified in the 2000 Census, have been used to assign portions of CDPs to the service populations of individual branches. For example, while the Bookmobile is the primary service site for the residents of Bonny Doon, registration qualifier data tells us that a surprising number of Bonny Doon residents rely on the Felton Branch for library service. Therefore 100% of the total Bonny Doon residents have been assigned to the Felton Branch for Tier I service, as well as being included in the Bookmobile number.

**APPENDIX A
BRANCH SERVICE POPULATIONS**

BRANCH SERVICE POPULATIONS

APTOS TIER II		BOULDER CREEK TIER I	
Aptos	9,396	Ben Lomond @ 20%	1,440
Aptos Hills	2,361	Boulder Creek	6,000
Corralitos	2,431	TOTAL	7,440
Day Valley	3,587		
Interlaken @ 50%	3,664	BRANCIFORTE TIER I	
Eureka Cyn @ 50%	1,050	Live Oak @ 10%	1,628
La Selva Beach	1,500	Soquel @ 5%	475
Rio Del Mar	9,198	Santa Cruz @ 33%	18,016
Soquel @ 25%	2,375	TOTAL	20,119
San Andreas	250		
TOTAL	35,812	CAPITOLA TIER I	
		Capitola	10,033
LIVE OAK TIER II		Soquel @ 30%	2,850
Capitola	10,033	TOTAL	12,883
Live Oak @ 90%	14,965		
Opal Cliffs	6,458	FELTON TIER I	
Twin Lakes	5,533	Ben Lomond @ 80%	5,760
Soquel @ 25%	2,375	Bonny Doon	1,500
TOTAL	39,364	Felton	5,361
		TOTAL	12,621
SCOTTS VALLEY TIER II			
Ben Lomond	7,200	GARFIELD PARK	
Boulder Creek	6,000	Not Applicable	
Carbonera @ 85%	6,800		
Felton	5,361	LA SELVA BEACH	1,500
Scotts Valley	11,385		
Skyline	300	BOOKMOBILE	15,000
Summit	1,750		
TOTAL	38,796		
Population figures are based on the 2000 U.S. Census			
and Library Automation System Use Data			
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**APPENDIX B
SIZE REQUIREMENTS FOR EXISTING BRANCHES**

BRANCH	POP	CURRENT	REQUIRED	DEFICITS
Aptos Tier II	35,812	8,000	12,500	2,500
Boulder Creek Tier I	7,440	7,500	7,500	
Branciforte Tier I	20,119	7,500	7,500	
Capitola Tier I	12,883	4,320	7,500	
Central Tier III*	n/a	44,000	55,000	10,000
Felton Tier I	12,621	1,250	7,500	6,250
Garfield Park Tier I	n/a	2,343	2,343	
La Selva Beach Tier I	1,500	2,200	2,200	
Live Oak Tier II	39,364	12,500	12,500	
Outreach Services	15,000	862	1,200	338
Scotts Valley Tier II	38,796	5,300	12,500	7,200
System Services/Admin	n/a	4,056	4,500	444
System Services/Technical	n/a	6,895	7,000	105
System Services/Storage	n/a	500	500	
NOTE: System Services Need totals 12,000 square feet				
not including what is currently located at the Central Branch.				
If System Services plus the Outreach Program were moved				
to Central, the total Central Branch space need would be				
68,200 square feet.				
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LIBRARY STRATEGIC FINANCIAL PLAN

BASELINE EXPENSE PROJECTIONS

	2005-06	2006-07	2007-08	2008-09	2009-2010	2010-2011	
OPEN HRS/WEEK	431	431	431	431	431	431	
FTE REGULAR STAFF	117.5	118.5	118.5	118.5	118.5	118.5	
PUBLIC SERVICES DIVISION							ASSUMPTIONS:
PERSONNEL SALARIES	\$ 3,829,618	\$ 4,067,440	\$ 4,148,789	\$ 4,231,765	\$ 4,316,400	\$ 4,402,728	In FY 2006-07 Salaries increase 4.5%
BENEFITS	\$ 958,870	\$ 1,037,753	\$ 1,089,641	\$ 1,144,123	\$ 1,201,329	\$ 1,261,395	Benefits increase 5% each year
SUBTOTAL	\$ 4,788,488	\$ 5,105,193	\$ 5,238,429	\$ 5,375,887	\$ 5,517,729	\$ 5,664,123	Materials are increased 2.5% each year
LIBRARY MATERIALS	\$ 900,000	\$ 922,500	\$ 945,563	\$ 969,202	\$ 993,432	\$ 1,018,267	Supplies & Services increase 2.5% each year
SUPPLIES/SERVICES	\$ 10,288	\$ 10,545	\$ 10,809	\$ 11,079	\$ 11,356	\$ 11,640	City Admin Charge is 5.5% of total budget
TOTAL PUBLIC SERVICES	\$ 5,698,776	\$ 6,038,238	\$ 6,194,801	\$ 6,356,168	\$ 6,522,516	\$ 6,694,030	
% OF TOTAL BUDGET	53%	54%	54%	54%	54%	54%	
TECHNICAL SERVICES DIV							
PERSONNEL SALARIES	\$ 1,266,997	\$ 1,324,012	\$ 1,350,492	\$ 1,377,502	\$ 1,405,052	\$ 1,433,153	
BENEFITS	\$ 413,143	\$ 433,800	\$ 455,490	\$ 478,265	\$ 502,178	\$ 527,287	
SUBTOTAL	\$ 1,680,140	\$ 1,757,812	\$ 1,805,982	\$ 1,855,767	\$ 1,907,230	\$ 1,960,440	
SUPPLIES/SERVICES	\$ 344,624	\$ 353,240	\$ 362,071	\$ 371,122	\$ 380,400	\$ 389,910	
TOTAL TECH SERVICES	\$ 2,024,764	\$ 2,111,052	\$ 2,168,053	\$ 2,226,889	\$ 2,287,630	\$ 2,350,350	
% OF TOTAL BUDGET	19%	19%	19%	19%	19%	19%	
ADMINISTRATIVE SERV							
PERSONNEL SALARIES	\$ 688,573	\$ 719,559	\$ 733,950	\$ 748,629	\$ 763,602	\$ 778,874	
BENEFITS	\$ 202,610	\$ 212,741	\$ 223,378	\$ 234,546	\$ 246,274	\$ 258,587	
SUBTOTAL	\$ 891,183	\$ 932,299	\$ 957,327	\$ 983,175	\$ 1,009,875	\$ 1,037,461	
SUPPLIES/SERVICES	\$ 284,076	\$ 291,178	\$ 298,457	\$ 305,919	\$ 313,567	\$ 321,406	
TOTAL ADMIN/OPS DIV	\$ 1,175,259	\$ 1,223,477	\$ 1,255,785	\$ 1,289,094	\$ 1,323,442	\$ 1,358,867	
% OF TOTAL BUDGET	11%	11%	11%	11%	11%	11%	
FACILITIES MANAGER DIV							
PERSONNEL SALARIES	\$ 237,698	\$ 248,394	\$ 253,362	\$ 258,430	\$ 263,598	\$ 268,870	
BENEFITS	\$ 79,233	\$ 83,195	\$ 87,354	\$ 91,722	\$ 96,308	\$ 101,124	
SUBTOTAL	\$ 316,931	\$ 331,589	\$ 340,717	\$ 350,152	\$ 359,906	\$ 369,994	
SUPPLIES/SERVICES	\$ 803,134	\$ 823,212	\$ 843,793	\$ 864,887	\$ 886,510	\$ 908,672	
TOTAL FACILITIES DIV	\$ 1,120,065	\$ 1,154,801	\$ 1,184,509	\$ 1,215,039	\$ 1,246,416	\$ 1,278,666	
% OF TOTAL BUDGET	10%	10%	10%	10%	10%	10%	
CAPITAL PROJECTS	\$ 87,367	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	\$ 80,000	
LEASE/DEBT PAYMENTS	\$ 179,122	\$ 89,561	\$ -	\$ -	\$ -	\$ -	
SUBTOTAL	\$ 10,285,353	\$ 10,697,129	\$ 10,883,148	\$ 11,167,190	\$ 11,460,005	\$ 11,761,914	
CITY ADMIN CHARGE	\$ 565,694	\$ 588,342	\$ 598,573	\$ 614,195	\$ 630,300	\$ 646,905	
TOTAL BASELINE BUDGET	\$ 10,851,047	\$ 11,285,472	\$ 11,481,721	\$ 11,781,386	\$ 12,090,305	\$ 12,408,819	
FINPLAN PROJ 1/31/2006							