



SANTA CRUZ • PUBLIC
LIBRARIES
A City County System

LIBRARY JOINT POWERS AUTHORITY BOARD

Monday, March 5, 2007 at 7:30 PM
Community Meeting Room
224 Church Street, Santa Cruz

7:00 PM CLOSED SESSION

1. Real Property (Government Code #54956.8)
City Negotiator: Martin Bernal, Assistant City Manager

7:30 PM PUBLIC MEETING

1. ROLL CALL
2. APPROVE AGENDA
3. APPROVE MINUTES OF FEBRUARY 5, 2007
4. ORAL COMMUNICATIONS
5. CONSENT AGENDA
 - A. Authorize Filing LSTA Tuition Grant for Library Employee
 - B. Approve FY 2005-06 Library Audit
6. WRITTEN COMMUNICATIONS
 - A. Letter of January 28, 2007 from Barbara A. Smith to Supervisor Jan Beutz regarding book drop off points at the Live Oak Branch and replies
7. REPORTS OF ADVISORY BODIES
8. MEMBER REPORTS

9. STAFF REPORTS

- A. Director's Monthly Report

10. OTHER BUSINESS

- A. Consider Revised Library Support Staff Classification Plan

11. SCHEDULE NEXT MEETING

The next meeting is scheduled for Monday, April 2, 2007. A Closed Session regarding real estate may be required.

12. ADJOURN

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 other special devices in order to attend and participate, please call (831) 420-5600 or TDD: (831) 420-5733 seventy-two (72) 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.

SANTA CRUZ PUBLIC LIBRARIES
A CITY-COUNTY SYSTEM

LIBRARY JOINT POWERS BOARD

MINUTES

February 5, 2007

Central Branch Community Meeting Room
224 Church Street, Santa Cruz

7:30 PM PUBLIC MEETING

I. ROLL CALL

Present: Citizen Nancy Gerdt, Councilmember Randy Johnson, Councilmember Mike Rotkin,
Citizen Leigh Poitinger, Supervisor Jan Beautz, Supervisor Mark Stone, Councilmember
Cynthia Mathews, Councilmember Michael Termini

Absent:

Excused: Citizen Barbara Gorson

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

II. APPROVAL OF MEETING AGENDA OF FEBRUARY 5, 2007

Supervisor Stone moved, seconded by Councilmember Rotkin

that the Board approve the agenda of February 5, 2007. UNAN

ABSENT: Gorson

III. APPROVE MINUTES OF JANUARY 8, 2007

Councilmember Rotkin moved, seconded by Supervisor Stone

that the Board approve the minutes of January 8, 2007 UNAN

ABSENT: Gorson

ABSTAIN: Mathews & Termini

IV. ORAL COMMUNICATIONS

Regis Paul Marcelin-Sampson, a library patron, addressed his written complaint of the ILL system faxed to the Director and the Board on 2/2/07.

V. CONSENT AGENDA

Supervisor Beautz moved, seconded by Councilmember Rotkin

that the Library Joint Powers Authority Board adopt Resolution #2007-03 ratifying the purchase of computer equipment from the Dell Computer Corporation of Round Rock, Texas in the amount of \$219,981.64

UNAN

ABSENT: Gorson

VI. WRITTEN COMMUNICATIONS

None

VII. REPORTS OF ADVISORY BODIES

Susan Heinlein, Acting Manager/Director of the Friends of the Santa Cruz City-County Library System reported the following Friends' activities:

- Kicking Off Library Lovers' Month, February 10-14, 2007 for the Book Fund Drive
 - The Book Fund Drive is a dedicated fund for the purpose of purchasing library materials such as books, media, and periodicals.
- 10th Anniversary of the Friendship Quilt
 - Quilt will be traveling to be put on display at various branches
- Kid's Book Sale, Saturday 2/3/07 which raised \$2006
- New Friends' Board Members:
 - Richard Gaughan
 - Pat Huntsinger
 - Sherry Skold
 - Glenda Hastings
 - Jo Ann Mattingley
- New Friends' Staff:
 - Carolyn Livingston
- Day in the District will be held on February 23, 2007 at 2pm at the County Building
 - Will be meeting with John Laird

VIII. MEMBER REPORTS

- A. Citizenmember Gerdt reported on the Felton Task Force. The Task Force did meet with Teall Messer. Teall is working on the County reports from 2002 and will have more answers in a couple of weeks.

The Felton Library Friends' are going to hosting a Design Workshop with Teall Messer being held February 13, 2007. The community is invited to this brainstorming session to help develop the look of the new Felton Branch.

- B. Councilmember Johnson reported on the last Scotts Valley City Council Meeting where there was a preliminary review of the Blue Bonnet property behind the Transit Center. The Church of Later Day Saints, Bill Brooks, owns this land and they have proposed to give the city upwards of .6 of an acre for the purposes of public use, which could include either a performing arts center or a library. They have also proposed to give the city some seed money in the amount of \$100,000. This proposal matched with the savings the City has already put aside makes the building of a new Scotts Valley Branch very real.

The purposed New Town Center is also interested in having the new Scotts Valley Library Branch housed there.

IX. STAFF REPORTS

- A. The Director made the following reports:

- Senator Joe Simitian has introduced legislation, which would put on the 2008 ballot a \$500 Million Bond Issue for library construction.
 - i. This bond does not demand that there be joint projects with schools and it does not give priority to organizations that applied in previous rounds.
- In response to a letter from Regis Paul Marcelin-Sampson suggesting changes to the current ILL system and the library staff handling the requests, we would like first to apologize for the delay in the items he had requested. A report to the Board on the ILL system was slated for January but due to illness' it has been put off and will be presented in March.

Susan Elgin, Assistant Director, reported the inner workings of our ILL system. A further updated and more detailed written report will be presented in March.

X. OTHER BUSINESS

- A. Elect Officers for 2007

The Board unanimously voted to re-appoint Councilmember Termini as the Chair and Citizenmember Gorson as the Vice Chair.

XI. SCHEDULE NEXT MEETING

The next meeting is scheduled for Monday, March 5, 2007. A Closed Session regarding real estate may be required.

XII. ADJOURNMENT

The regular meeting adjourned at 8:14 p.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Kira Henifin", written in a cursive style.

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

February 26, 2007

TO: LIBRARY JOINT POWERS AUTHORITY BOARD
FR: DIRECTOR OF LIBRARIES *AK*
RE: PUBLIC LIBRARY STAFF EDUCATION PROGRAM GRANT AWARD

RECOMMENDATION: That the Library Joint Powers Board by motion authorize the staff to file an LSTA Public Library Staff Education Program grant application to provide tuition reimbursement for temporary employee Chela Lucas.

BACKGROUND

The California State Library is awarding Federal Library Services and Technology Act (LSTA) grant funds for tuition reimbursement to library employees pursuing graduate education in library science. Award grants are made on a competitive basis. San Jose State University has not yet set its tuition rates for the 2007-08 academic year, so the exact amount of the grant has not yet been determined. It should be in the \$2,000 to \$2,500 range.

The applicant, Chela Lucas, is an on-call temporary employee who also works at the UCSC Library.

The grant guidelines require that the employing library receive and administer the funds. This involves obtaining verification of completed course work and grade received, as well as receipt of a pledge that the employee will continue in public library work. Then the library issues a check to the employee. For the first time, there will be no compensation paid to the Library for these services.

AMT:GTUITION.JPB



SANTA CRUZ • PUBLIC
LIBRARIES
A City County System

February 28, 2007

TO: LIBRARY JOINT POWERS AUTHORITY BOARD
FR: DIRECTOR OF LIBRARIES *[Signature]*
RE: BASIC FINANCIAL STATEMENTS AND INDEPENDENT
AUDITORS' REPORT FOR THE YEAR ENDED JUNE 30, 2006

RECOMMENDATION: That by motion the Library Joint Powers Authority Board accept the Basic Financial Statements and Independent Auditors' Report for the Year Ended June 30, 2006 prepared by Caporicci & Larson, Certified Public Accountants.

NOTE: COPIES OF THE FINANCIAL STATEMENTS ARE INCLUDED IN MEMBER PACKETS ONLY; IF YOU WISH A COPY, PLEASE TELEPHONE THE LIBRARY OFFICE AT 420-5613

JAUDIT.ACPT

B

Jan 28, 2007

Ms. Jan Beautz
Board of Supervisors
701 Ocean SC 95060

Dear Ms. Beautz -

I recently returned to my Santa Cruz home after a several years absence.

The library in the community I lived in provided a drive-by box into which books & other materials can be returned without leaving one's car. This was so helpful to me after surgery & subsequent loss of balance.

The Live Oak Library not only does not provide a similar service but we elderly must walk quite a distance up hill to return books, etc.

I talked recently to a library worker who said it would be too much trouble for the staff.

I aSK YOU: Which came first the library patron or staff?

Please see what you can do to see that a drive-by bin is set up. We elderly would be so grateful!

Thank you,

Sincerely,

462-0503



Barbara A. Smith
3550 Marilyn St.
Santa Cruz, CA 95062-4326



462-0503



County of Santa Cruz

BOARD OF SUPERVISORS

701 OCEAN STREET, SUITE 500, SANTA CRUZ, CA 95060-4069

(831) 454-2200 FAX: (831) 454-3262 TDD: (831) 454-2123

JANET K. BEAUTZ
FIRST DISTRICT

ELLEN PIRIE
SECOND DISTRICT

NEAL COONERTY
THIRD DISTRICT

TONY CAMPOS
FOURTH DISTRICT

MARK W. STONE
FIFTH DISTRICT

February 15, 2007

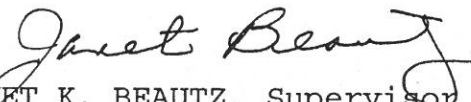
Barbara A. Smith
3550 Marilyn Street
Santa Cruz, CA 95062

Dear Ms. Smith:

Thank you for your letter regarding your request for a drive-by bin being placed at the Live Oak Library. I have referred your letter to the Library Board. We have a Joint Powers Authority which oversees the Library, and it is that body that would need to consider your request.

Thank you for bringing this issue to my attention. I'm sure it is one that affects a lot of people.

Sincerely,


JANET K. BEAUTZ, Supervisor
First District

JKB:lg
Attachment

cc: Library Board

2257M1



SANTA CRUZ • PUBLIC
LIBRARIES
A City County System

February 26, 2007

Ms. Barbara A. Smith
3550 Marilyn Street
Santa Cruz, CA 95062-4326

Dear Ms. Smith:

Supervisor Jan Beautz has passed on to me your letter of January 28th, asking that a drive-by book drop be installed at the Live Oak Branch. We looked for a way to add one of these when the building was designed because we know it can be difficult for some library users to get to the building itself. However, the planners, architects, and library staff decided not to install one for the following reasons:

1. There is no place for one. It would have to be on the left side of the driveway, but that side is filled with required parking spaces that cannot be removed. Placement at the entrance driveway would be a hazard to traffic turning in from Portola Drive.
2. Library materials put in an outdoor book drop are often damaged by rain, cigarettes, coffee, and even motor oil from people working on their cars when the library is closed. If we had 24 hour a day security supervision at the Branch we might be able to solve these problems, but we don't.
3. The chutes jam easily and staff are subject to injury from bending over to push the hard-to-navigate depressible book truck that is inside the drop.

But here's a suggestion: Why don't you telephone the Library (465-7220) before you set out to return materials, estimate how long you think it will take to get there, and the staff will send a Page or someone out to meet you in the parking lot? We provide this service at most of our Branches.

Sincerely,

Anne M. Turner
Director of Libraries

CSMITH.LTR



SANTA CRUZ • PUBLIC
LIBRARIES
A City County System

February 27, 2007

TO: LIBRARY JOINT POWERS AUTHORITY BOARD

FR: ANNE M. TURNER
DIRECTOR OF LIBRARIES

RE: REVISED LIBRARY SUPPORT STAFF
CLASSIFICATION PLAN

RECOMMENDATION: That by motion the Library Joint Powers Authority Board approve in concept the revised Library Support Staff Classification Plan proposed below.

BACKGROUND

At Staff Day back in April, 2006, a strong recommendation was made that the classification plan and job specifications for the library support staff be reviewed and revised. The feeling was that neither the classification plan nor the job specifications accurately reflected the work being done in a 21st Century library.

In response, I appointed an eight-member staff Task Force representing each type of Branch Library and each position. We worked together through the late Summer and the Fall, reviewing existing job specifications, changing language where appropriate, and developing a classification plan that involves changes in titles and one new position.

The Task Force did not address the issue of compensation. This is a matter that will require the expertise of the Human Resources Department as well as library Management staff, once a revised plan is in place.

SUMMARY OF PROPOSAL

Currently the Library support staff has five positions: Library Clerk, Library Assistant, Senior Library Assistant, a Circulation Aide and a Circulation Supervisor. Courier-Drivers working in the Outreach Services Program also required evaluation, since their duties are far broader than those of the "Delivery Route" Courier-Drivers.

The Plan proposes the following:

Library Clerks, Library Assistants, and the Circulation Aide would be
Renamed Library Assistants 1-4
Senior Library Assistants would become Library Technicians
A new Tier I Library Branch Manager position would be created
The Circulation Supervisor's job specification would be revised

Library Assistant 1-4 Series

These positions would encompass all the existing Library Clerks and Library Assistants, but would acknowledge their graduated levels of work and experience. The entry level would be Library Assistant 1. A worker would become a Library Assistant 2 at the end the six-month probationary period, and would stay at the LA 2 level until promoted to an opening at Library Assistant 3, with broader and more complex duties. Library Assistant 4s would include people who bring special expertise or experience to their jobs: lead workers in Technical Services, lead circulation workers at Tier II Branches, the Coordinator support worker, and the Courier-Drivers assigned to Outreach Services.

This is a reflection of our existing worker assignments; it changes the titles, and acknowledges the long time experience that is important to doing library work well.

Library Technicians

These positions involve specialized technical work in six library areas: Cataloging, Acquisitions, Network Access Services, Youth Services, Adult Services, and Training. The staff currently doing this work are generally Senior Library Assistants.

Tier I Library Branch Manager

Our Tier I Branch Managers are currently Senior Library Assistants. But their responsibilities for supervising staff, facilities management, and providing services their branch communities need and desire greatly exceeds those of a typical Senior Library Assistant or a (new) Library Assistant 4. The proposal is therefore to create a new position.

Revise Circulation Supervisor Job Specification

The Task Force developed a list of essential duties and experience/education requirements that reflect the real duties of the position.

NEXT STEPS

I have drafted revised job specifications for each of the positions listed above, and reviewed them with the Human Resources staff. The Joint Powers Board does not normally review and approve job specifications.

With Joint Powers Board approval in concept, HR and I would present the plan and the specifications to the collective bargaining units. Actually, both SEIU and the Operating Engineers have seen the Classification Proposal and the lists of duties, although not the job specifications, so discussion is already occurring.

My hope would be to present a final plan to the Joint Powers Board and the Santa Cruz City Council in May or June.

CPLANJPB.TRS



PO Box 1402
Santa Cruz CA 95061

To: Library Board
Fax number: 420-5601

From: Regis Paul Marcelin-Sampson
Fax number:
Business phone:
Home phone: (831) 421-9031

Date & Time: 2/2/2007 12:53:56 PM
Pages: 3
Re:

Post Office Box 1402
Santa Cruz California 95061

February 2, 2007

Library Joint Powers Authority Board
Santa Cruz Public Libraries
1543 Pacific Avenue
Santa Cruz California 95060

[By facsimile to (831) 420-5601]

To the Board:¹

I hereby retract compliments made to the Inter-Library Loan and Central Branch Reference Desk staff in my (yet unanswered) letter of October 4, 2006.

I am writing today about a subsequent negative experience. The experience underscores my earlier plea that you take library staff out of the ILL process and allow patrons to initiate their own ILL requests. Modern public libraries have accomplished this with automation tools like LinkPlus and Illiad.

Two months after submitting a package of 9 Inter-Library Loan requests, I have found that not a single one has been processed by staff.

When I prepare an ILL request, I first check the online catalogue to make sure that the item is not in the local collection. Then, I turn to the Online Computer Library Center's CalCat or WorldCat catalogues and generate a print-out showing bibliographic information, an OCLC control number (a universal identifier used by librarians), and holdings in nearby libraries. I take these extra steps to save staff the time.

Because I was submitting multiple requests, I attached a note saying that I did not want to burden the system, that I had prioritized the requests by date, and that I was not asking staff to work on them immediately or all at once.

I submitted the package around Thanksgiving and followed up with Central Branch Reference Desk staff about every 3 weeks. I sent my first inquiry by electronic mail. Reference Desk staff transmitted it to ILL staff, who failed to respond. I made my second inquiry in person. Reference Desk staff looked in on the ILL office and told me that there was a stack of backed-up requests.

I made my third inquiry today, in person.

Eric Stricker refused to take my word that the ILL requests had not been posted. I had of course checked my account online before visiting the library in person. Mr. Stricker was surprised when I recited my card number from memory. After checking my account himself, he could only concede that I had been correct. Taking the customer's word is a tenet of customer service, and Mr. Stricker should learn this.

¹ I request that this letter be considered by the Board rather than just by the Library Director.

Library Joint Powers Authority Board
February 2, 2007
Page 2

Craig Weatherington checked with the ILL staff. They were unable to locate my requests. Mr. Weatherington posited that my requests were still on the desks of the "selectors" — staff who filter ILL requests. I told Mr. Weatherington that I wanted to escalate the matter. He called Administration, but Administration categorically refused to speak with or meet with me; I would have to go through the Circulation Manager, and then the Branch Manager. Mr. Weatherington took a long telephone call from another patron and left me waiting. Focusing on one person at a time is a tenet of customer service, and Mr. Weatherington should learn this.

Richard Everly, Circulation Manager, ignored two public address paging announcements. After keeping me waiting for 20 minutes, Mr. Everly appeared and said that he could only pass my information on to the selectors. He had no idea when they might get in touch with me. Setting a follow-up deadline is another tenet of customer service, and Mr. Everly should learn this.

Donna Swedberg, Central Branch Reference Desk Supervisor, had by this time joined our conversation. (I say conversation because I was polite, but firm, at all times.) She gave me the telephone number for Susan Elgin, Assistant Director and ILL specialist. However, she was unable to say whether Ms. Elgin was on duty. Typical excuses of illness and recent surgery were offered. Not making excuses is a tenet of customer service, and Ms. Swedberg should learn this.

I ask that you order Anne Turner, Library Director, to:

1. Locate my package of ILL requests and process them, extending the "not needed after" dates indefinitely.
2. Retrain the staff named in this letter, to improve their customer service skills.
3. Allow patrons to track ILL requests from the moment they initiate the requests. (Today, online tracking begins much later in the ILL process, and there is no accountability during the early stages of the process, as my experience shows.)
4. Respond in writing to my earlier letter about automating the ILL process, with no excuses and no further delay.

You can be sure that this negative experience will affect my decision to support or oppose the extension of the library tax in 2013.

Yours truly,

R. Paul Marcelin-Sampson


Mr. R. Paul Marcelin-Sampson
(831) 421-9031

cc: Central Branch Reference Desk



SANTA CRUZ • PUBLIC
LIBRARIES
A City County System

January 30, 2007

TO: LIBRARY JOINT POWERS AUTHORITY BOARD
FR: DIRECTOR OF LIBRARIES 
RE: AUTOMATION EQUIPMENT PURCHASE

RECOMMENDATION: That the Library Joint Powers Authority Board adopt a resolution ratifying the purchase of computer equipment from the Dell Computer Corporation of Round Rock, Texas in the amount of \$219,981.64.

BACKGROUND

At its meeting on January 8th the Board approved proceeding with Phase 1 of the Integrated Library System upgrade process. It appropriated and transferred \$236,000 for the purpose, amending the FY 2006-07 Library Budget.

Staff anticipated that 220 PCs, plus licenses, etc. would cost roughly \$220,000. The Dell Computer Corporation offered us a deal staff believed it would be foolish to refuse: the computers, licenses, operating system, and Office Suite software, plus tax and delivery, all for \$219,981.64. The catch was that we had to issue the purchase order by Friday, January 26th to fit into the Dell inventory schedule.

The City Purchasing Manager was persuaded to approve the purchase order absent either City Council or Joint Powers Board approval, provided the Board considered and ratified it at its February 5, 2007 meeting.

7ILSCOMPU.JPB

RESOLUTION NO. 2007-03

RESOLUTION OF THE SANTA CRUZ
LIBRARY JOINT POWERS AUTHORITY BOARD
RATIFYING COMPUTER EQUIPMENT PURCHASE

WHEREAS, At its January 8, 2007 meeting the Library Joint Powers Authority Board adopted a resolution appropriating and transferring funds for the purchase of automation system equipment and other ILS Upgrade Phase 1 activities, and

WHEREAS, Staff secured an advantageous and inclusive price from the Dell Computer Corporation to supply needed equipment, and

WHEREAS, Staff issued a purchase order for the equipment prior to Board consideration in order to meet the vendor's timeline,

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

That the Library Joint Powers Authority Board ratifies the purchase of computer equipment from the Dell Computer Corporation of Round Rock Texas in the amount of \$219,981.64.

PASSED AND ADOPTED this 5TH day of February 2007 by the following votes:

AYES: Board Member(s)

NOES: Board Member(s)

ABSENT: Board Member(s)

DISQUALIFIED: Board Member(s)

APPROVED

Attest: _____
Board Clerk