![San Mateo County Libraries logo]

Joint Powers Authority Operations Committee

George Rodericks, Atherton
Greg Scoles, Belmont (Vice Chair)
Clay Holstine, Brisbane
Carlos Martinez, East Palo Alto
Kevin Miller, Foster City
Magda Gonzalez, Half Moon Bay

Angela Louis, Millbrae
Lorie Tinfow, Pacifica
Jeremy Dennis, Portola Valley
Crystal Mui, San Carlos
Peggy Jensen, San Mateo County (Chair)
Kevin Bryant, Woodside

**San Mateo County Library Joint Powers Authority
Operations Committee Agenda
January 31, 2017, 1:30 p.m.
Belmont Library, 1110 Alameda de las Pulgas, Belmont**

I.	**Call To Order**	Action
II.	**Public Comments**	Information
III.	**Approval of the November 1, 2016 Minutes**	Action
IV.	**Unapproved Minutes of the Governing Board Meeting of Nov. 7, 2016**	Information
V.	**FY 2016-17 Mid-Year Report**	Action
VI.	**Edge Technology Assessment Report**	Action
VII.	**Director's Report**	Information
VIII.	**Operations Committee Members Announcements**	Information
IX.	**Adjournment**	Action

**2017 Operations Committee Meetings: May 16, June 6, September 12, October 31
2017 Governing Board Meetings: February 6, May 22, June 12, September 18, November 6**

If you need special assistance to participate in this meeting, please contact the Library JPA Secretary at (650) 312-8822 at least three working days in advance of the meeting. The Agenda Packet is available online at smcl.org.

San Mateo County Libraries
JPA Operations Committee Meeting
Minutes of November 1, 2016

Board Members Present:
Peggy Jensen, San Mateo County (Chair)
Greg Scoles, Belmont (Vice Chair)
Clay Holstine, Brisbane
Carlos Martinez, East Palo Alto
Dante Hall, Foster City
Magda Gonzalez, Half Moon Bay
Crystal Mui, San Carlos
Kevin Bryant, Woodside

Staff Present:
Anne-Marie Despain
Tom Fortin
Nicole Pasini
Karina Labrenz

I.   Call to Order. The meeting was called to order at 1:36 p.m.

II.   Public Comments. None.

III.   Approval of the September 13, 2016 Minutes. Meeting minutes approved without changes (MSP: Bryant/Scoles).

IV.   2017 Library JPA Meeting Schedule. Director Despain gave an overview of the proposed 2017 Library JPA Meeting Schedule.

        Motion: Recommend JPA Operations Committee approve the proposed 2017 Library JPA Operations Committee Meeting Schedule. Passed (MSP: Gonzalez/Scoles).

V.   Agenda Items for the November 7, 2016 JPA Governing Board Meeting

        a) Unapproved Minutes of the Governing Board Meeting of September 19, 2016. Information item only.

        b) Approval of Library Policies. Deputy Director Pasini provided an overview of the Library Policies report and reviewed each of the recommended policies. Director Despain added that all of the policies had been reviewed by the JPA Attorney. Members asked questions about how policies are communicated to the public (policies are found on the library's website), how often they are updated (varies), the use of Internet filters (filters are not currently used by the library) and the fund balance policy (approved as part of the annual budget process). Member Mui suggested showing the changes made and the corrected, new policies to the Board.

Motion: Recommend JPA Governing Board approve the following policies: Behavior; Child Safety; Communications; Community Bulletin Board; Conflict of Interest Code; Implied Consent; Investment; Material Selection; Public Computers, Devices and Internet Access; and Website. Passed (MSP: Holstine/Martinez).

VI.   Director's Report. Director Despain provided a brief overview of the report, highlighting the new digital streaming service from Hoopla; the Lookmobile will be unveiled at a celebration at the East Palo Alto Library on December 10, and then will travel to each library location for one week each during the first three months; the Student Success Grant provides library cards to students and collects valuable tracking data; and the Library won a Top Innovator Award from the Urban Libraries Council in the category of Learning: Birth through Teens. Director Despain introduced Adina Aguirre, the new East Palo Alto Library Manager.

VII. Operations Committee Members Announcements. Member Gonzalez announced that the City of Half Moon Bay will award the library construction contract on December 6. Chair Jensen stated that Director Despain gave a well-received library performance presentation to the Board of Supervisors; and currently the County has an exhibition of quilts of the San Mateo County Fair ribbon winners in the Hall of Justice in Redwood City.

VIII. Adjournment. The meeting adjourned at 2:05 p.m.

San Mateo County Library Joint Powers Authority
Governing Board Meeting
Minutes of November 7, 2016

Board Members Present:
Anne Kasten, Woodside (Chair)
Rick DeGolia, Atherton
Donna Rutherford, East Palo Alto
Marina Fraser, Half Moon Bay
Reuben Holober, Millbrae
Mike O'Neill, Pacifica
Maryann Derwin, Portola Valley
Carole Groom, San Mateo County

Staff Present:
Anne-Marie Despain
Nicole Pasini
Karina Labrenz

I.   Call to Order. The meeting was called to order at 8:20 a.m.

II. Public Comments. None.

III. Approval of the September 19, 2016 Minutes. Meeting minutes approved without changes (MSP: O'Neill/DeGolia).

IV. 2017 Library JPA Meeting Schedule. Director Despain gave an overview of the proposed 2017 Library JPA Meeting Schedule.

     Motion: Recommend JPA Governing Board approve the proposed 2017 Library JPA Governing Board Meeting Schedule. Passed (MSP: DeGolia/Holober).

V.   Approval of Library Policies. Deputy Director Pasini provided an overview of the Library Policies report. Director Despain added that all of the policies had been reviewed by the JPA Attorney. It was decided to review and approve each policy individually.

     Behavior Policy: The recommended policy and changes were discussed. Member DeGolia suggested leaving in some of the recommended deleted text especially as it related to disruptive behavior and a discussion ensued.

     Motion: Recommend JPA Governing Board approve the Behavior Policy with the following two additions: Add under "Disruptive Behavior: 'Disruptive use of cellular phones' and 'Soliciting or panhandling'." Passed (MSP: Holober/DeGolia). Nay: Member Groom. Amended Motion: Recommend JPA Governing Board approve the Behavior Policy as noted previously and direct staff to post signs in the library asking patrons to "Put your cell phone on silence". Passed (MSP: Rutherford/DeGolia).

Cell Phone Use Policy. This policy is outdated and covered by the new Behavior Policy.

Motion: Recommend JPA Governing Board delete the Cell Phone Use Policy. Passed (MSP: DeGolia/Holober).

Child Safety Policy. The recommended policy and changes were discussed. This policy is posted on the library's website and shared with parents and school districts. Member O'Neill suggested to also include day care centers. Member Holober suggested to add that "when a child is deemed at risk, the library will contact the parent/guardian or police". Member DeGolia said that the first bullet under 'Safety Tips' should be retained and moved under the 'Unattended Children' section; and suggested to add '...although it is not the library's responsibility to determine if a child is at risk, staff will intervene...' to the first sentence under 'Staff Intervention'.

Motion: Recommend JPA Governing Board approve the Child Safety Policy with the clarification of actions to take when a child is deemed at risk. Passed (MSP: O'Neill/Fraser).

Communications Policy. This new policy was reviewed and discussed. Member DeGolia suggested to delete the phrase "in adherence to First Amendment laws" in the third bullet under 'Social Media'; and to add a statement regarding larger group photos and consent. Chair Kasten added that there may be a legal phrase used by others that can be used, such as 'by participating in library events, you are giving consent that the Library can use/publish your image in group photos for publication and/or distribution'.

Motion: Recommend JPA Governing Board approve the Communications Policy with the deletion of "in adherence to First Amendment laws" and the addition of a sentence regarding consent on large group photos. Passed (MSP: Derwin/Rutherford).

Community Bulletin Board Policy. This policy had minor revisions.

Motion: Recommend JPA Governing Board approve the Community Bulletin Board Policy. Passed (MSP: O'Neill/Holober).

Conflict of Interest Policy. There are no changes to this policy.

Motion: Recommend JPA Governing Board approve the Conflict of Interest Policy. Passed (MSP: O'Neill/Rutherford).

Implied Consent Policy. The recommended policy and changes were discussed. Member Holober suggested to add a sentence that a person would be liable for fines accrued on the account that the person checks something out on.

Motion: Recommend JPA Governing Board approve the Implied Consent Policy with the suggested addition. Passed (MSP: O'Neill/DeGolia).

Investment Policy. There are no changes to the policy.

Motion: Recommend JPA Governing Board approve the Investment Policy. Passed (MSP: O'Neill/Rutherford).

Material Selection Policy. The recommended policy and changes were discussed. The sentence of the adoption dates by the American Library Association Council was deleted.

Motion: Recommend JPA Governing Board approve the Material Selection Policy. Passed (MSP: DeGolia/Rutherford).

Public Computers, Devices and Internet Access Policy. The recommended policy and changes were discussed. Member DeGolia pointed out that under "Indemnity", there is no indemnity shown, therefore, retitle the section to possibly 'assumption of risk'.

Motion: Recommend JPA Governing Board approve the Public Computers, Devices and Internet Access Policy with the retitle change. Passed (MSP: Fraser/Holober).

Website Policy. The recommended policy and changes were discussed. This policy replaces three previous policies: Library Website Terms of Use, Privacy Statement and Linking. Member Holober suggested to add that "mobile apps, other Internet applications and online services are also covered by this policy". Member DeGolia suggested to rename the "Indemnity" paragraph with "Disclaimer".

Motion: Recommend JPA Governing Board approve the Website Policy with the two changes. Passed (MSP: O'Neill/DeGolia).

VI. <u>Director's Report.</u> Director Despain provided a brief overview of the report, highlighting the new digital streaming service from Hoopla; the Lookmobile will be unveiled at a celebration at the East Palo Alto Library on December 10, and then will travel to each library location for one week each during the first three months; the Student Success Grant provides library cards to students and collects valuable tracking data; and the Library won a Top Innovator Award from the Urban Libraries Council in the category of Learning: Birth through Teens. New library managers were hired for East Palo Alto and San Carlos, and other administrative offers are pending executive background checks which include education and work history verification and criminal and credit record checks. Director Despain introduced Adina Aguirre, the new East Palo Alto Library Manager. Holiday closures listed follow past practices.

VII. <u>Governing Board Members Announcements.</u> Director Despain announced that this is Member Fraser's last Governing Board meeting. Member Fraser announced that the City of Half Moon Bay will award the library construction contract on December 6, her last working Council meeting.

VIII. <u>Adjournment.</u> The meeting adjourned at 9:31 a.m.

To: JPA Operations Committee

From: Anne-Marie Despain, Director of Library Services
            Danae Ramirez, Financial Services Manager

Date: January 25, 2017

Meeting: January 31, 2017

Re: FY 2016-17 Mid-Year Report

Background

The FY 2016-17 Mid-Year Report provides the JPA Operations Committee and Governing Board with information about the status of the financial condition of the San Mateo County Libraries. The report includes year-end estimates and highlights of current year activities, identification of significant issues which may impact the upcoming budget, and budget development recommendations.

Discussion

The FY 2016-17 Adopted Budget, approved in September 2016, totals $47,954,962 and distributes resources designed to meet performance and service objectives. Expenditures in the budget contain all operational functions including ongoing operations and one-time projects totaling $33.8 million and Reserves of $14.0 million. Due to the leadership provided by the JPA Governing Board and Operations Committee and sound fiscal stewardship, the Libraries' financial condition continues to be strong.

The FY 2016-17 budget captures numerous services and activities designed to meet the goals established in the 2015-2020 Strategic Plan. These goals and highlights of mid-year activities are listed below:

We cultivate an active presence and create spaces that support discovery, enrich lives, and uplift the community.

> We have continued efforts to build and update facilities to create inviting and flexible spaces. Staff has been working closely with member cities on exciting new projects in Atherton, Brisbane, Half Moon Bay and Pacifica.

> The Lookmobile, our first interactive outdoor learning space launched in December, is currently traveling throughout the county delivering services beyond our buildings. This inventive interactive exhibit creates new community spaces that encourage connectivity, learning, and contemplation.

We dramatically increased digital resources, including downloadable books, music, videos and world language materials in an effort to deliver a rich online experience. Mid-year numbers indicate that we will circulate over 3 million items this year and will exceed our target of 5.2 million website visits.

We are leaders in establishing a foundation for early literacy and supporting exploration and growth at every stage of life.

We continue to engage children and families in high-quality, research based learning experiences such as Talk, Read, Sing. This award winning program, which builds language rich home environments, was recently expanded to two additional sites. The program has shown a 52% increase of time families spend reading with their child. Based on year-to-date numbers, total programs offered will be approximately 10,000 which will exceed our goal of 8,000.

The most inspiring example of a creative program with measurable results are our summer learning camps. The program this year helped kids gain an average of one month of reading skills. Planning is underway to scale up from serving 750 children to serving 1,600 children this coming summer.

A number of technology improvements have been implemented to bridge the digital divide and provide access to technology, including increasing the number of computers available through a vending solution and adding additional WiFi hotspots for checkout. Using projections, public computer use will likely exceed 300,000 hours and wireless connections will reach 2.2 million.

We understand community needs and promote meaningful library services as solutions.

Building upon the new brand, we have communicated an inspiring vision and the library's story of impact through numerous public presentations, programs, video and social media posts, an updated annual report and news media outlets.

We cultivate library champions who reflect the dynamic environment. San Mateo County Libraries staff is dedicated, driven and actively engaged in the work we do. According to a recent Employee Engagement survey, 91% of staff enjoy their work and 95% believe that we provide excellent services. Our communities agree: customer survey results this year show a satisfaction rate of 93%.

Significant community engagement work has begun on the East Palo Alto Needs Assessment and system Makerspace Master Plan in order to understand and align with community goals. Community members had the opportunity to participate in a number of creative brain-storming exercises to envision and help us shape future library services.

FY 2016-17 Financial Status

Using historical trends, projections and actual activity in the current fiscal year, the Library is estimated to realize 99.2% of projected revenue. The change of revenue of $232,408 is primarily due to an increase in excess ERAF and unrealized Measure A funds associated with the East Palo Alto renovation project which is still in the planning phases. Expenditure savings are estimated to be $1,504,856 primarily due to the carry-over of costs associated with facility improvements, makerspaces, and two mobile outreach vehicles. An estimated $15,389,766 in Fund Balance will be carried over to FY 2017-18 representing revenue and expenditure savings and Reserves. The table below provides a breakdown of projected year-end revenues and expenditures.

FY 2016-17 Mid-Year Estimate Summary				
	FY 2016-17 Adopted Budget	FY 2016-17 Year-End Estimate	FY 2016-17 Year-End Balance	% of Budget Realized/Spent
Revenues				
Taxes	25,482,164	25,245,756	(236,408)	99.1%
Use of Money and Property	120,800	120,800	0	100%
Intergovernmental Revenue	168,000	172,000	4,000	102.4%
Charges for Services	204,000	204,000	0	100%
Interfund Revenue	139,898	139,898	0	100%
Miscellaneous Revenue	1,574,696	1,574,696	0	100%
Total Revenue	**27,689,558**	**27,457,150**	**(232,408)**	**99.2%**
Fund Balance	20,265,404	20,265,405	0	100%
Total Available Funds	**47,954,962**	**47,722,555**	**(232,408)**	**99.5%**
Expenditures				
Salaries and Benefits	16,378,863	16,259,684	119,179	99.3%
Services and Supplies	33,600,582	32,205,582	1,395,000	95.8%
Other Charges	1,526,851	1,526,851	0	100.0%
Fixed Assets	739,000	339,000	400,000	45.9%
Other Financing Uses	12,352	12,352	0	100.0%
Gross Appropriations	**52,257,648**	**$50,343,469**	**1,914,179**	96.3%
Intrafund Transfers	(18,420,003)	(18,010,680)	(409,323)	97.8%
Net Appropriations	**33,837,645**	**$32,332,789**	**1,504,856**	95.6%
Contingencies/Reserves	14,117,317	0	14,117,317	0
Total Expenditures	**47,954,962**	**$32,332,789**	**$15,622,173**	**67%**
FY 2017-18 Fund Balance Estimate			**$15,389,766**	

FY 2017-18 Revenue and Expenditure Assumptions

The following revenue and expenditure assumptions are based on current economic indicators, historical trends, negotiated agreements and potential legislative changes which may influence development of the budget. Significant sources of revenue are addressed followed by a summary of major operating costs.

Revenue Assumptions

County Free Library Property Taxes
Property tax revenues are the Library's primary source of funding. Designated as a special district, the system is entitled to receive a small portion of the property tax collected within the boundaries of the Library service area. A total of 270,000 people live within the boundaries of the Library's legal taxing district, which covers 351 square miles.

Secured property tax revenues (taxes assessed against real property) are expected to increase 5% or approximately $1 million in FY 2017-18. This anticipated growth is attributed to increasing property values and a robust housing market. Unsecured property taxes (taxes on aircraft and commercial equipment largely generated from businesses at San Francisco International Airport) are expected to increase by 1%. This growth is primarily attributed to business expansion and adjustments made for tangible inventory.

Excess Educational Revenue Augmentation Fund (ERAF)
Pursuant to Revenue and Taxation Code 97.2 and 97.3, property tax contributions made by local governments to the ERAF in excess of State-mandated school funding levels are returned to the local governmental entity that made the contribution. Due to the potential unpredictability of this funding, the JPA Governing Board has authorized the use of excess ERAF for non-recurring expenditures. Amounts not appropriated for one-time purposes are set aside in Reserves.

Excess ERAF remains stable in FY 2016-17. The Library will realize revenue of $3,398,863. The amount in FY 2015-16 was $3,341,941. Factors which could further influence the continuation and/or level of funding includes additional State mandated changes to school funding formulas, or the State utilizing these funds for other State purposes. A preliminary estimate of anticipated excess ERAF in FY 2017-18 is $3.3 million.

Measure A
The County Measure A half-cent sales tax designed to support general county services and functions was approved by voters in November 2012. Measure K, approved by the voters in November 2016, extends the sales tax for 20 years. The Library will continue to receive an allocation of $366,000 of Measure K funds to support Summer Learning in FY 2017-18. Additionally, the Library will receive approximately $800,000 to support Big Lift Inspiring Summers.

Expenditure Assumptions

Salaries and Benefits
Salaries and benefits represent the most significant ongoing operational cost in the Library. All staff, including represented staff and unrepresented management, are employees of the County of San Mateo. All non-management permanent staff and non-permanent extra-help employees are represented by SEIU Local 521, the County's second largest union. Negotiated changes include a 3% increase effective October 2017. The current MOU, approved in 2014, is set to expire in October 2018. These same salary increases also apply to management staff.

The County Board of Supervisors passed a Living Wage Ordinance, establishing a five-year pilot program that will primarily impact extra help Library Aides. Effective January 1, 2017, the top of the Library Aide salary range increased from $15.66 to $17.50 per hour.

The FY 2016-17 budget includes salaries and benefits of $16,378,863 and a position count of 121. Preliminary estimates indicate that salary and benefits will increase by approximately $1.1 million in FY 2017-18.

Services and Supplies
The Library will continue to restrict the use of County Free Library revenue due to existing Donor Fund provisions outlined in the Library JPA Agreement. Preliminary estimates for FY 2017-18 will require that amounts of approximately $2 million be set aside and withheld from general operations. The Governing Board approved the establishment of a Donor Funds Subcommittee to examine the issues and challenges associated with Donor Fund provisions and seek solutions which focus on the Board's values as a County Library System. The work of this subcommittee continues.

Costs associated with support provided by the Peninsula Library System, including materials distribution and delivery service, oversight of the shared online library catalog, and costs related to databases and maintenance agreements, is estimated at $1.1 million.

Ongoing supplies and services costs are anticipated to reflect modest increases, and recommendations for use of Reserves to support one-time purchases and projects will be captured in the FY 2017-18 Recommended Budget submitted in May.

Library Reserves

The Library utilizes Reserves it has built up over time, primarily through the accumulation of excess ERAF, to support significant one-time projects, often in response to changes and service innovations made in the industry or to support the costs associated with interior furnishings, equipment and collections due to decisions made by member cities to build and/or remodel library facilities. One-time activities utilizing Reserves in FY 2016-17 total $9

million and support an array of equipment, materials and activities that improve the delivery of library service. Based on service priorities and past direction from the JPA Operations Committee and Governing Board, staff intends to include recommendations for use of Reserves to support one-time purchases and projects in the FY 2017-18 Recommended Budget presented in May.

FY 2017-18 Budget Development Recommendations

Staff recommends moving forward with development of the FY 2017-18 Recommended Budget based on the following recommendations:

- Place an emphasis on developing services and programs that support and align with our Strategic Plan goals.

- Continue to operate at existing levels based on projected property tax revenue which is anticipated to roughly offset the estimated increases in ongoing personnel costs.

- Continue the use of excess ERAF and Reserves to support one-time services and activities.

The Library continues to set ambitious goals and utilize all its resources to strengthen the community. Under the leadership provided by the JPA Governing Board and Operations Committee, Library staff look forward to fulfilling the goals established for the current year and submitting a FY 2017-18 budget that reflects the exciting objectives outlined in the new Strategic Plan.

Fiscal Impact

There is no fiscal impact associated with accepting this report. JPA Operations Committee and Governing Board direction will be used to prepare the FY 2017-18 Recommended Budget.

Recommendation

Recommend JPA Operations Committee accept the report and direct staff to move forward with the development of the FY 2017-18 Recommended Budget.

San Mateo
County
Libraries

To:	JPA Operations Committee	
From:	Anne-Marie Despain, Director of Library Services	
	Nicole Pasini, Deputy Director of Library Services	
Date:	January 25, 2017	
Meeting:	January 31, 2017	
Re:	Edge Technology Assessment Report	

Background

The Edge Technology Assessment is a set of strategic areas with benchmarks that are used in libraries to help communicate the value of the library and identify areas for growth. Led by the Urban Libraries Council, the Edge Initiative was developed by a national coalition of leading library and local government organizations and funded by the Bill and Melinda Gates Foundation. San Mateo County Libraries was selected as one of the first libraries to roll out the pilot program in 2013.

Edge is the first set of national technology benchmarks for the library field. It was created with the vision that all people should have opportunities to enrich and improve their lives through open access to information, communication, and technology services provided by public libraries. San Mateo County Libraries initially took the Edge assessment in 2013, and used the results to identify areas of focus to improve the use of technology and make progress in our efforts to bridge the digital divide by building skills and providing access to technology.

Discussion

San Mateo County Libraries was assessed in 2013 as a leader with significant strengths in bridging the digital divide by building skills and providing access to technology. Our 2016 assessment showed robust growth and gains in most assessment areas, with a 27% improvement in our score.

A benefit of Edge is the ability to compare scores against peer libraries; 2,100 libraries had access to Edge in 2016. San Mateo County Libraries is a member of the large peer group (population between 175,001 and 300,000), which averaged a score of 628. Our overall score for the 2016 Edge assessment is 805 of 1000 possible points.

	SMCL 2013	SMCL 2016	Peer Average 2016
Overall Score (Possible Points)	635	805	628

Results

The Edge benchmarks fall into the three strategic areas of Community Value, Engaging the Community and Organizational Management.

Community Value

The strategic area of Community Value covers the programs and services that enable people to get value from their use of technology. Our gains in this area are a result of new public services, such as the addition of video/audio recording and editing software; web development software; and high-value electronic resources, like early literacy technologies and online test preparation. We achieved 92% of the benchmarks in this area.

	SMCL 2013		SMCL 2016		Peer Average 2016	
Community Value (310 Possible Points)	225	73%	285	92%	218	70%

Engaging the Community

The strategic area of Engaging the Community covers the activities that engage with communities, partners, and funders to ensure sustainable support for library technology programs and services. Our gains in this area are the result of the community needs assessment work done for strategic planning and development of partnerships that have advanced digital inclusion. These partnerships include both organizations with tech-centered missions, for example, Girls Who Code, as well as strong relationships with schools and nonprofits that support us in connecting with communities and individuals in need of technology support. We achieved 71% of the benchmarks in this area.

	SMCL 2013		SMCL 2016		Peer Average 2016	
Engaging the Community (295 Possible Points)	170	58%	210	71%	170	58%

Organizational Management

The strategic area of Organizational Management covers the ways that libraries manage resources so that members of the community who need or want access can get it regardless of ability, skill, personal technology or available time. Our gains in this area are a result of improved IT management practices; loaning of hotspots and laptops; public availability of multimedia production equipment; inclusion of technology expectations in staff responsibilities and evaluations; and improvements in staff training and support. Additionally, bandwidth and device hours per capita are factored into this area. San Mateo County Libraries bandwidth in all library locations exceeds the highest benchmark set by Edge. We are currently offering 3.89 device hours per capita. We achieved 78% of the benchmarks in this area.

	SMCL 2013		SMCL 2016		Peer Average 2016	
Organizational Management (395 Possible Points)	240	61%	240	78%	240	61%

The Edge Report also segments benchmarks into attributes among three levels, and the chart below represents the percentage of attributes San Mateo County Libraries has achieved. The significant increases in the more complex and innovative Level 2 and 3 attributes are the result of a combination of investment in new and expanded services, as well as improvements in service delivery.

Level 1 attributes are basic, foundational items all libraries should have, and tend to be simple and lower-cost to implement. This includes our practices around in-depth one-on-one computer assistance in the library, the management of public computers, etc.

Level 2 attributes are generally applicable in most library communities, but may create more value in some communities than others. Significant growth in this area is the result of investment in electronic resources and improved tracking of technology trends.

Level 3 attributes are generally more costly and challenging to implement and are at the forefront of innovative services that will help further digital inclusion in the community. The large growth in this area is the result of investment in innovative services and resources, including multimedia production equipment, lending Wi-Fi hotspots and laptops, and improvements bandwidth capacity.
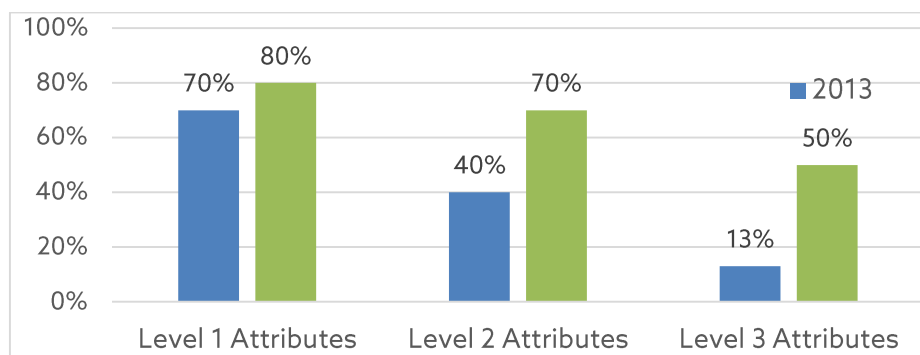
Next Steps
The Edge assessment identifies areas for growth for San Mateo County Libraries. Following staff review of the report, top priorities for follow up have been identified as ongoing surveying of the community and improving technology resources for people with disabilities. While we regularly receive customer input regarding our technology offerings, we are planning to deepen our knowledge of community needs by conducting surveys

specifically focused on technology needs and expectations, as well as the individual outcomes supported by library technology use. Accessible technology is a quickly developing area, and there are many hardware and software options for assistive technologies that can support individuals with a variety of disabilities. We plan to assess specific community needs in this area to build a plan to better support the technology needs of our patrons with disabilities.

San Mateo County Libraries will have the opportunity to re-take the Edge assessment at the end of the fiscal year and gauge our progress towards our goals and priorities. By broadening the opportunities for our community to experience cutting-edge technology, we are increasing access to the latest skills and tools and helping to bridge the digital divide.

Fiscal Impact

There is no fiscal impact associated with accepting this report.

Recommendation

Recommend JPA Operations Committee accept the Edge Technology Assessment Report.

San Mateo
County
Libraries

To:	JPA Operations Committee
From:	Anne-Marie Despain, Director of Library Services
Date:	January 25, 2017
Meeting:	January 31, 2017
Re:	Director's Report

This report summarizes significant library operations and program activities that have occurred since the last meeting of the Operations Committee. Services and activities are aligned with our Strategic Plan Goals.

We cultivate an active presence and create spaces that support discovery, enrich lives and uplift the community.

Lookmobile
The Lookmobile Launch at the East Palo Alto Library on December 10 drew over 60 people to play and learn together. The Lookmobile is an interactive mobile library designed to activate outdoor spaces and increase hands-on learning opportunities in San Mateo County communities. Created in collaboration with San Francisco's Exploratorium, this custom-built trailer highlights the County's unique composition, features and perspectives. The Lookmobile promotes inquiry-based learning and offers visitors six core interactive experiences: evocative map exhibits, map making activities, perspective drawing windows, a pinhole camera wall, a camera obscura, and a fog tricycle. The Lookmobile has been welcomed enthusiastically by local communities and news providers. The Lookmobile is currently rotating through the libraries on a weekly schedule that can be found at www.smcl.org/lookmobile.

- January 14, San Mateo Daily Journal, Lookmobile debuts in San Mateo County: Libraries host mobile trailer made in collaboration with Exploratorium

- January 11, Half Moon Bay Review, Look what's new at library: Lookmobile is another way of bringing information

- December 6, The Almanac, County library system launches mobile Exploratorium-like initiative

New Atherton Library Project
Work is continuing to wrap up on the design development documents for the new Atherton Library and Civic Center. Town staff plans to present the final design plans and cost estimate for Council's approval and authorization to begin construction documents at the February 15 meeting.

New Brisbane Library Project
Staff is continuing to work with the City, architects, and Library Stakeholder group to make refinements to the design development documents. It is anticipated that Siegel & Strain Architects and Karin Payson Architecture + Design will complete final design by the end of January. Discussions on fundraising strategy efforts and incorporating public art into the project continue.

East Palo Alto Library Needs Assessment
At the second community meeting on November 2, 2016, Fog Studio architects presented the community's ideas for a new library and design possibilities. Additional feedback is being solicited through a community online survey. The needs assessment final report should be completed in March and will help guide and shape the future of the library.

New Half Moon Bay Library Project
On December 6, the City Council awarded and approved the contract for the construction of the new Half Moon Bay Library Project to BHM Construction, Inc., of Napa, CA. The total bid amount of $18,228,527 and contingency of $1,174,017 was approved. Construction of the library is anticipated to take approximately 17 months with an additional month scheduled for commissioning of the mechanical equipment, furnishing of the library, and move-in. Construction is slated to begin in February.

Makerspace Master Plan
We have engaged the services of Gyroscope Inc. of Oakland to assist us in developing a Makerspace Master Plan for San Mateo County Libraries. On January 18, a diverse group of learners, makers, tinkerers and educators of all ages participated in an interactive community engagement event facilitated by Gyroscope. Over forty attendees participated in a variety of creative brain-storming exercises to envision an overarching strategy to provide maker spaces and services at our libraries. Over the next several months Gyroscope will be gathering information and feedback from the community and staff through tours, focus groups, surveys and targeted interviews. A Master Plan that includes makerspace trends, best practices, and recommendations for implementing spaces and programs at San Mateo County Libraries will be completed this spring. Makerspace planning and cost estimates will be completed this fiscal year with plan implementation anticipated for FY 2017-18.

January 24, The San Mateo Daily Journal, [Making space for makers: residents reimagine creative spaces in county libraries](#)

Learning Cycles
Following the success of Foster City Library's Book Bike, which was a staff Pitch It project, we have added five additional bikes to our fleet of Learning Cycles. These mini mobile libraries feature ample storage and areas for display, and will soon be visiting schools, parks and festivals in all of our communities, carrying books, media, 3D printers, WiFi hotspots, eReaders, program kits, and more.

We are leaders in establishing a foundation for early literacy and supporting exploration and growth at every stage of life.

Talk Read Sing
San Mateo County Libraries' award winning program, Talk Read Sing, is currently wrapping up our fourth series with the largest graduating class yet. This research based program, in partnership with the LENA Research Foundation, engages families with children under the age of three to help bridge the word gap, build a language rich home environment at the most critical point in a child's development, and measure results. Gains the families have made include: 76% of families showed an increase in adult word counts at graduation, 58% showed an increase in conversational turns, and 52% showed an increase in time spent reading with their child.

The winter session further cemented our partnership with the Housing Authority and expanded to both Pacifica and residents of New Creations Home Ministries in East Palo Alto. A journalist, Kate Gammon, profiled the New Creations Home Ministries program for an article in Popular Science.

January 21, Popular Science, [Tech can make your conversations with kids way more effective](#)

YANovCon
San Mateo County Libraries are hosting their second annual YANovCon (Young Adult Novelist Convention) at the Millbrae Library on January 28, featuring exciting writers, breakout sessions and opportunities to meet the authors. This year's lineup includes prestigious award winners, New York Times bestsellers, and authors whose works will soon be on the big screen, including Neal Shusterman, Andrew Smith, Jessica Brody, Mariko Tamaki and many others.

The convention brings readers and authors together for a half-day of free interactive programming that touches on these wide-ranging subjects and themes. Program partners include Burlingame, Daly City, Menlo Park, Redwood City, San Bruno, San Mateo and South San Francisco libraries, Books Inc., and the San Mateo County Office of the National Alliance on Mental Illness. This year's convention focuses on youth mental health awareness.

Big Lift Inspiring Summers
During summer 2017, San Mateo County Libraries will serve 1,600 children entering kindergarten through 2nd grade at the Cabrillo, Jefferson, South San Francisco, La Honda-Pescadero, San Bruno Park, Ravenswood and Redwood City School Districts. Efforts have already begun to recruit the 200 college-aged Interns/Facilitators needed to work with children directly for the program. Currently, staff are working through program improvements and integration of the morning and afternoon sessions.

We understand community needs and promote meaningful library services as solutions.

Toyota Family Learning
In our third year of this grant funded family engagement program in East Palo Alto and Half Moon Bay, the program has continued to grow and deepen connections in its communities. In East Palo Alto, the TFL families initiated a partnership with Blacks in Government to collect personal hygiene products for the homeless and sneakers for local youth. In partnership with Abundant Grace, the Half Moon Bay families planned a supply drive and distributed items for the local homeless population as their first family service learning project. Families collected pants, jackets, sweatshirts, socks, shoes, blankets, toiletries, and pastries. They organized and put together 30 bags of donated essentials and then personally delivered the items to waiting homeless recipients. Family quotes about the experience include:

- "After the project, my daughter and I discussed how it is important to value what we have because sometimes we don't appreciate what we have and take it for granted".
- "Our service project was a great act of kindness that serves as an example of how an idea can turn into something big and make a difference in our community."

One Day Homeless Count
On January 26, San Mateo County will conduct its biennial One Day Homeless Count. This year, seven library staff are planning to participate in the One Day Homeless Count. In collaboration with community and County partners, the San Mateo County Human Services Agency organizes a census and survey of unsheltered homeless people. The results from the count will provide us with a better understanding of the number of homeless individuals and families and their needs. Having strong data on the number, characteristics, and service needs of homeless people in our community is an important component of library service planning and program development.

Poetry Is Heart
In October 2016, the Board of Supervisors appointed Lisa Rosenberg of Menlo Park to the honorary post of Poet Laureate. Her two-year term began on January 1, 2017, with the launch of a new "Poetry is…" program to engage the public in the creation and celebration of poetry in our county. The theme for this round of the program is "Poetry is Heart" and encourages local poets to explore "heart" – whether it's the many faces of love, the center of things, the physical heart, or any other meaning it may evoke. Members of the public have until February 6 to share their poetry for possible inclusion in a celebration event on March 4 at the East Palo Alto Library. To learn more, community members are encouraged to visit the new communications platforms at www.sanmateocountypoet.org and www.facebook.com/SMCPoetLaureate, or they can see the flyers at libraries and community sites.

DIY Home Energy Saving Kit
We are excited to be collaborating with San Mateo County's Office of Sustainability to provide DIY Home Energy Saving Kits to the community. The kits will provide tools and free items to help conserve energy and water in the home. Tools include a Kill-A-Watt meter, infrared thermometer and refrigerator thermometer. Items to keep include LED lightbulbs, weather-stripping, faucet aerators and low-flow showerheads. The Home Energy Saving Kits are scheduled to be available on Earth Day, April 21. Kits will be loaned for a 3-week period at all community libraries.

Book Rich Environments Initiative
San Mateo County Libraries has been selected to participate in the first national initiative, Book Rich Environments, to bring the local public library and public housing authority together on behalf of the children and families living in public housing. The grant will bring books and other literacy tools to families in San Mateo County. As one of 35 select communities across the nation, San Mateo County Libraries and San Mateo Housing Authority will collaborate to hold community book distribution events throughout 2017. These events will put high quality, diverse books in the hands of children and build a love of reading and learning, while at the same time solidifying collaborations to reinforce and further community work to achieve strong and sustainable youth outcomes.

Employee Engagement
Once again this year, the Library participated in the County's annual survey on countywide employee engagement. Employee engagement is the degree to which employees are connected and committed to their work, their colleagues and the purpose of the organization. San Mateo County Libraries staff are dedicated, driven and actively engaged in the pursuit of high-quality library service. A survey completed by staff indicated that engagement levels are high with:
- 91% of library staff agree or strongly agree that they like the work that they do
- 84% of library staff agree or strongly agree that they are satisfied to work here
- 95% of library staff believe that we provide excellent care/customer services

Personnel Updates
I am pleased to make the following personnel announcements:

Carine Risley has accepted the position of Deputy Director of Library Services. Carine earned a Bachelor's from UCLA, a Master's in Fine Arts from the University of Iowa and a Master's in Library Science from San Jose State University. She has over thirteen years of professional library experience including experience at Santa Clara County Library, San Jose Public Library and De Anza College Library. Carine began her career at San Mateo County Libraries as a Librarian at the Foster City Library and has been promoted to the positions of Atherton and Brisbane Library Manager; Millbrae Library Manager; and Library Services Manager overseeing youth and family learning, literacy services and the Bookmobile. Carine has been instrumental in redesigning and leading our county-wide

Summer Learning program and implementing many innovative programs including Big Lift Inspiring Summers, Talk Read Sing, Tricycle Music Fest, Toyota Family Learning, Online High School Diplomas and Student Success Library Card Initiative. This past year, Carine was selected for the County's Executive Leadership Academy.

Amanda Kim has accepted the position of Communications Manager. Amanda received a Bachelor's in American Civilization from Brown University, a Master's in Fine Arts, and a Master's in Public Administration from San Francisco State University. She has seven years of San Mateo County experience working as a Public Information Officer and Management Analyst for both the Human Services Agency and the Behavioral Health Department. Her previous library experience comes from work as a Technology and Computer Literacy Coordinator for Project Read of North San Mateo County and as a Coordinator in PLS's Community Information Program. For the last three years, Amanda has worked as the Media Communication Supervisor for the Midpeninsula Regional Open Space District.

Danae Ramirez has been appointed Acting Financial Services Manager. Danae received her Bachelor's in Communications from UC San Diego and her Master's in Public Administration from San Diego State University. She currently works as a Management Analyst in the County's Office of Budget, Policy and Performance. Danae has experience working as a Strategic Planning Analyst for the Rady Children's Hospital in San Diego as well as over eleven years working for the County of San Diego as Legislative Policy Advisor, Policy Advisor, and Human Resources Analyst. In addition, Danae lived in France for two years where she developed and implemented a parent-child learning program that was adopted by the City of Saint-Mandé.