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**Joint Powers Authority Operations Committee**

George Rodericks, Atherton

Greg Scoles, Belmont (Chair)

Clay Holstine, Brisbane

Carlos Martinez, East Palo Alto

Kevin Miller, Foster City

Magda Gonzalez, Half Moon Bay

Angela Louis, Millbrae

Kevin Woodhouse, Pacifica

Jeremy Dennis, Portola Valley (Vice Chair)

Crystal Mui, San Carlos

Peggy Jensen, San Mateo County

Kevin Bryant, Woodside

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**San Mateo County Library Joint Powers Authority**

**Operations Committee Agenda**

**October 30, 2017, 11:00 a.m.**

**Library Administration, 125 Lessingia Court, San Mateo**

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| <b>I. Call To Order</b>   | Action      |
| <b>II. Public Comments</b>  | Information |
| <b>III. Approval of the September 12, 2017 Minutes</b>  | Action      |
| <b>IV. Unapproved Minutes of the Governing Board Meeting of September 18, 2017</b>  | Information |
| <b>V. Approval of Library Policies</b>  | Action      |
| <b>VI. East Palo Alto Library Needs Assessment Report</b>   | Information |
| <b>VII. 2018 Library JPA Meeting Schedule</b>   | Action      |
| <b>VIII. Director's Report</b>  | Information |
| <b>IX. Operations Committee Members Announcements</b>   | Information |
| <b>X. Adjournment</b>   | Action      |
| <b>XI. Convene Closed Session: Public Employee Performance Evaluation Closed Session pursuant to Government Code Section 54957 (Director of Library Services)</b> | Information |
| <b>XII. Reconvene Regular Meeting</b>   | Action      |
| <b>XIII. Adjournment</b>  | Action      |

**2017 Governing Board Meeting: 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](http://smcl.org).



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San Mateo County Libraries Joint Powers Authority  
Operations Committee Meeting  
Minutes of September 12, 2017

Board Members Present:

Greg Scoles, Belmont (Chair)  
Jeremy Dennis, Portola Valley (Vice Chair)  
George Rodericks, Atherton  
Stuart Schillinger, Brisbane  
Dante Hall, Foster City  
Angela Louis, Millbrae  
Kevin Bryant, Woodside

Staff Present:

Anne-Marie Despain  
Nicole Pasini  
Danae Ramirez  
Karina Labrenz

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- I. Call to Order. The meeting was called to order at 1:36 p.m.
  - II. Public Comments. None.
  - III. Approval of the May 16 and June 6, 2017 Minutes. Meeting minutes approved without changes (MSP: Dennis/Louis).
  - IV. Unapproved Minutes of the Governing Board Meeting of June 12, 2017. Information item only.
  - V. Makerspace Master Plan. Deputy Director Pasini provided an overview of the report *Everyone is a Maker* and introduced Ariella Granett and Steve Tornallyay of Gyroscope, Inc., who presented an outline of the process and the completed plan. The engagement process included feedback from 1,400 community members. The plan provides a framework for decision making for the next five years and includes key strategies for balancing system-wide library planning with local community customization, as well as guidelines for programming, architectural work and staffing. The goal of the maker initiative is to bring opportunities for making to all. A total of \$450,000 was approved for the FY 2017-18 Recommended Budget; an additional \$285,000 is being recommended for approval in the Final Adopted Budget. Member Rodericks asked about liability issues; Director Despain will follow-up with County Risk Management. Director Despain thanked Gyroscope and IT staff Silvia Urena and JC Escalante for their work on this exciting project. Rollout of the plan will begin once the Governing Board approves it.

Motion: Recommend JPA Operations Committee accept the Makerspace Master Plan.  
Passed (MSP: Dennis/Rodericks).

- VI. Investment Report for FY 2016-17. Financial Services Manager Ramirez provided an overview of the Investment Report for FY 2016-17. Combined SMCIP and LAIF interest earnings for FY 2016-17 totaled \$194,091. Vice Chair Dennis asked if the Library has looked at alternatives to LAIF due to the low return. Director Despain indicated that in response to the Lehman loss several years ago, LAIF was added to the investment portfolio; previously the Library only utilized the County Investment Pool.

Motion: Recommend JPA Operations Committee accept the Investment Report for FY 2016-17. Passed (MSP: Bryant/Rodericks).

- VII. Grant Activities Report for FY 2016-17. Director Despain provided an overview of the Grant Activities Report for FY 2016-17. The total grant revenue received in FY 2016-17 was \$154,600. Director Despain introduced new Development Manager Raquel España who has been meeting with the Friends groups, researching the establishment of a Library Foundation and developing a holistic plan for pursuing grant support.

Motion: Recommend JPA Operations Committee accept the Grant Activities Report for FY 2016-17. Passed (MSP: Louis/Bryant).

- VIII. Approval of the FY 2017-18 Final Adopted Budget. Financial Services Manager Ramirez provided an overview of the FY 2017-18 Final Adopted Budget. The FY 2017-18 Recommended Budget implemented on July 1 totaled \$45,057,251. Based on fiscal year-end closing activities and availability of updated information, the FY 2017-18 Adopted Budget now totals \$51,855,578. Adjustments include the increase in Fund Balance (due to the carry forward of unanticipated revenues and unspent appropriations) and recommended increases to Salaries and Benefits, Services and Supplies, Other Charges and Reserves.

Motion: Recommend JPA Operations Committee approve the FY 2017-18 Final Adopted Budget. Passed (MSP: Bryant/Dennis).

- IX. Director's Report. Director Despain highlighted some of the items on the Director's Report including the Hack-a-thon, Solar Eclipse, Summer Programs and upcoming Community Conversations. She also let members know that a memorial for Millbrae Library Manager Thom Ball is planned at the Sanchez Library on October 1. Library staff are deeply saddened by his loss.

- X. Operations Committee Members Announcements. Chair Scoles mentioned that the next Operations Committee Meeting scheduled for October 31 may be rescheduled.

- XI. Adjournment. The meeting adjourned at 2:32 p.m.



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San Mateo County Libraries Joint Powers Authority  
Governing Board Meeting  
Minutes of September 18, 2017

Board Members Present:

Anne Kasten, Woodside (Chair)  
Charles Stone, Belmont (Vice Chair)  
Rick DeGolia, Atherton  
Lori Liu, Brisbane  
Reuben Holober, Millbrae  
Mike O'Neill, Pacifica  
Maryann Derwin, Portola Valley  
Cameron Johnson, San Carlos

Staff Present:

Anne-Marie Despain  
Nicole Pasini  
Danae Ramirez  
Karina Labrenz

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- I. Call to Order. The meeting was called to order at 8:18 a.m.
  - II. Public Comments. None.
  - III. Approval of the June 12, 2017 Minutes. Meeting minutes approved without changes (MSP: O'Neill/DeGolia).
  - IV. Makerspace Master Plan. Deputy Director Pasini provided an overview of the report *Everyone is a Maker* and introduced Ariella Granett and Steve Tornallyay of Gyroscope, Inc., who presented an outline of the process and the completed plan. The engagement process included feedback from 1,400 community members. The plan provides a framework for decision making for the next five years and includes key strategies for balancing system-wide library planning with local community customization, as well as guidelines for programming, architectural work and staffing. The goal of the maker initiative is to bring opportunities for making to all. A total of \$450,000 was approved for the FY 2017-18 Recommended Budget; an additional \$285,000 is being recommended for approval in the Final Adopted Budget.

Director Despain thanked Gyroscope and IT staff Silvia Urena and JC Escalante for their work and leadership on this exciting project. Next steps include staff training, development of program goals, issuing an RFP for a maker mobile, and sharing the plan with member cities and architects that are working on new libraries or implementation of makerspaces in current facilities. Member DeGolia expressed his enthusiasm for the report and his desire to build upon the concept of a digital media program in Atherton. Vice Chair Stone added his support for the plan and was interested in the inclusion of skill building in areas of problem solving and critical thinking. Member O'Neill suggested the Library create a video for information and marketing purposes; Member Liu suggested it could also be used for soliciting funding. Members were pleased with the plan and agreed that a video should be developed.



Motion: Recommend JPA Governing Board accept the Makerspace Master Plan. Passed (MSP: DeGolia/Stone).

- V. Investment Report for FY 2016-17. Financial Services Manager Ramirez provided an overview of the Investment Report for FY 2016-17. Combined SMCIP and LAIF interest earnings for FY 2016-17 totaled \$194,091.

Motion: Recommend JPA Governing Board accept the Investment Report for FY 2016-17. Passed (MSP: O'Neill/Liu).

- VI. Grant Activities Report for FY 2016-17. Director Despain provided an overview of the Grant Activities Report for FY 2106-17. The total grant revenue received in FY 2016-17 was \$154,600. Director Despain introduced new Development Manager Raquel España who has been meeting with the Friends groups, researching the establishment of a Library Foundation, meeting with potential funders and developing a holistic plan for pursuing grant support. While the Library is successful with most grant applications, Member DeGolia suggested to also contact local businesses who may not have a formal grant program but are willing to invest in their community. Member O'Neill inquired about the future of the Big Lift program due to recent cuts in federal funding. Director Despain indicated that discussions were currently underway and an update will be provided at a future meeting.

Motion: Recommend JPA Governing Board accept the Grant Activities Report for FY 2017-18. Passed (MSP: Stone/Liu).

- VII. Approval of the FY 2017-18 Final Adopted Budget. Financial Services Manager Ramirez provided an overview of the FY 2017-18 Final Adopted Budget. The FY 2017-18 Recommended Budget implemented on July 1 totaled \$45,057,251. Based on fiscal year-end closing activities and availability of updated information, the FY 2017-18 Adopted Budget now totals \$51,855,578. Adjustments include the increase in Fund Balance (due to the carry forward of unanticipated revenues and unspent appropriations) and recommended increases to Salaries and Benefits, Services and Supplies, Other Charges and Reserves. Allocated funds from the previous year are not rolled over to the next year if unspent; all budget recommendations are made on an annual basis for approval by the Board.

Motion: Recommend JPA Governing Board approve the FY 2017-18 Final Adopted Budget. Passed (MSP: Holober/Stone).

- VIII. Director's Report. Director Despain highlighted some of the items on the Director's Report and handed out the new Annual Report. She also let members know that a memorial for Millbrae Library Manager Thom Ball is planned at the Sanchez Library on October 1. Library staff are deeply saddened by his loss.
- IX. Board Members Announcements. Member DeGolia thanked the Library for the eclipse glasses. He was able to share his glasses and the experience with a group of others. Members agreed that it was a very nice community building opportunity.
- X. Adjournment. The meeting adjourned at 9:35 a.m.



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To: JPA Operations Committee  
From: Anne-Marie Despain, Director of Library Services  
Date: October 24, 2017  
Meeting: October 30, 2017  
Re: Approval of Library Policies

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## Background

As outlined in the San Mateo County Library Joint Powers Authority Agreement, the Library JPA Governing Board is responsible for creating, adopting and maintaining by-laws and related policies to provide for the conduct of Library business as well as the services and programs of the system. From time to time it is necessary to evaluate and update policies to reflect current library practices, uses and issues. San Mateo County Libraries policies provide the structure for the implementation of the Library's vision, mission and goals.

## Discussion

Staff is recommending the approval of three policies. The Library JPA's legal counsel has reviewed and provided input on the recommended policy changes.

### Investment Policy

As outlined in the Investment Policy, the policy shall be reviewed annually to ensure adequacy related to the objectives of safety, liquidity and yield and its adherence to applicable laws. The investment policy was last approved by the JPA Governing Board in October 2016 and does not reflect any changes.

### Communications Policy

The updated policy on public communications will ease restrictions on taking photographs and videos at library programs and events for promotional purposes. The proposed policy will support the Library in following best practices in regards to public communications.

### Procurement Policy

A Purchasing Policy was established and approved by the Library JPA Governing Board in December 2000. It is recommended that this outdated policy be replaced by the attached Procurement Policy. The Procurement Policy is intended to detail the process by which the Library will obtain goods (tangible) and services (non-tangible) and also establishes guidelines and internal controls to provide reasonable assurance that the procurement process is fair, open and competitive.

## **Fiscal Impact**

There is no fiscal impact associated with approving the recommended Library Policies.

## **Recommendation**

Recommend Library JPA Operations Committee approve the Investment Policy, Communications Policy, and Procurement Policy.

## **Attachments**

1. Investment Policy – (Recommended-No Change)
2. Communications Policy – (Recommended)
  - 2a. Communications Policy – (Revisions)
3. Procurement Policy- (Recommended)
  - 3a. Purchasing Policy – (Deleted/Replaced)

## **INVESTMENT POLICY – (Recommended - No Change)**

The purpose of this investment policy is to provide guidance and protection to the San Mateo County Library Joint Powers Authority's (Library JPA's) cash and investments, and promote prudent financial stewardship.

The basic premise underlying the Library JPA's Investment Policy is to insure that money is always available when needed. It shall also be the policy of the Library JPA to diversify its investment portfolio to ensure the maximum safety of Library JPA assets. The Library JPA shall have funds not required for immediate expenditure invested in compliance with state law and this policy.

### **Investment Criteria**

The criteria for selecting investments in order of priority are:

1. Safety of Principal: Safety of principal is the foremost objective of the investment program. Cash and all investments should be undertaken in a manner that seeks primarily to ensure the preservation of capital.
2. Liquidity: Sufficient cash balances and investments amounts shall remain liquid to meet the required timing of all operating requirements that may be reasonably anticipated including cash outflows for operating expenses and funding of capital projects.
3. Yield: The cash investment portfolio shall be designed with the objective of attaining a reasonable or market rate of return, taking into account the primary objectives of safety and liquidity.

### **Prudent Investor Standard**

The Library JPA adheres to the guidance provided by the "prudent investor standard," which obligates a fiduciary to ensure that investments shall be made with the exercise of that degree of judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of individual business matters, not for speculation but for investment. Exercise of prudence considers the probable safety of capital as well as the probable income to be delivered.

This standard of prudence shall be applied in the context of managing an overall portfolio. Investment officials acting in accordance with written procedures and the investment policy and exercising due diligence shall be relieved of personal responsibility for an individual security's credit risk or market price changes, provided that the deviations from expectation are reported in a timely fashion, and appropriate action is taken to control adverse developments.

## **Acceptable Investment Instruments**

Investments will be made in several instruments to lessen risk by diversifying the Library JPA's portfolio. The Library JPA's investment portfolio may include the following instruments:

1. The San Mateo County Investment Pool (County Pool)
2. The State of California Local Agency Investment Fund (LAIF).

## **Reporting**

The Director of Library Services shall submit an annual investment report to the JPA Governing Board on the status of the Library JPA's investment portfolio. The report will provide information as to the type of investment, the amount of money invested with various institutions, purchase and maturity dates and interest rate yield on investments in accordance with the Government Code. The report shall state if the Library JPA investments are in compliance with this policy and able to meet its cash flow obligation.

## **Delegation of Authority**

Pursuant to Government Code 53600 et. Seq., with the annual adoption of this Investment Policy, the JPA Governing Board assigns the responsibility of determining the portion of surplus funds to invest in the State of California Local Agency Investment Fund (LAIF) to the Director of Library Services. Daily management responsibility of the investment program may be delegated to the Financial Services Manager, who shall establish procedures for the operation consistent with this investment policy. Business controls shall be established within the organization that utilizes adequate signature controls, separation of duties and adequate audit trail of cash disbursements and transfers of cash balances.

## **Adoption**

This policy shall be reviewed annually with the JPA Governing Board to insure adequacy related to the objectives of safety, liquidity and yield and its adherence to applicable laws. The JPA Governing Board will review and approve all changes to this policy.

## **COMMUNICATIONS POLICY (Recommended)**

Photos, video, media relations and social media are all tools that help tell the engaging, vibrant story of the San Mateo County Libraries. The Communications Policy supports organizational strategies to raise awareness of services and communicate an inspiring vision and the library's story of impact.

The purpose of this policy is to establish standards for and responsibilities regarding the means by which we communicate about the San Mateo County Libraries in a consistent and compelling voice. These standards ensure that San Mateo County Libraries is using media tools and methods that are compliant with existing policies and legal requirements.

### **Media Relations**

With the intention of providing effective, responsive and consistent communications to our communities through news outlets, primary spokespersons for San Mateo County Libraries are the Communications Manager, Director of Library Services, and/or Chair of the JPA Governing Board.

### **Photographs and video or audio recordings**

San Mateo County Libraries are permitted to take photographs and video or audio recordings of people of all ages at the library and library sponsored events for publicity. If a patron does not want to be photographed or recorded, they need to "opt out" by notifying library staff. Names of patrons will not be used in publicity without consent. Commercial photography or recordings of Library signage, activities, events, equipment, visitors or staff are not allowed without advance permission.

### **Social Media**

San Mateo County Libraries strives to use social media in advancing its organizational mission and goals. All official San Mateo County Libraries presences on social media sites or services are considered an extension of the organization's information networks and are governed by the organization's policies including e-mail, Internet usage and computer policies; this policy applies to all types of online public communications.

- Official use by San Mateo County Libraries of social media services is ultimately the responsibility of Managers. Only authorized agents are permitted to conduct official San Mateo County Libraries business using social media sites and tools.

- Library staff is responsible for complying with all applicable federal, state, and county laws, regulations, and policies. This includes adherence to established laws and policies regarding copyright, fair use, records retention, Freedom of Information Act (FOIA), First Amendment, Health Insurance Portability and Accountability Act (HIPAA), privacy laws and information security policies established by San Mateo County Libraries and the County of San Mateo.
- San Mateo County Libraries reserves the right to withdraw certain posts and/or remove inappropriate comments that are not consistent with San Mateo County Libraries policy in adherence to First Amendment laws.
- San Mateo County Libraries will monitor all social media content and evaluate the effectiveness of the organization's social media presence to ensure adherence to the Communications Policy for appropriate use, messaging and branding consistent with realizing the mission and vision of the San Mateo County Libraries.
- Social Media and Internet postings should not disclose any information that is confidential or proprietary to San Mateo County Libraries or to any third party that has disclosed information to the organization.
- San Mateo County Libraries Social Media and Internet postings should include San Mateo County Libraries logos or images.
- Library staff communicating with the public and/or posting content in any San Mateo County Libraries sanctioned social media presence will be clearly identifiable as a San Mateo County Libraries employee and abide by the same employee code of conduct applied to normal business operations.
- Staff members using social media are responsible for regularly reviewing and consistently following the San Mateo County Libraries Communications Policy.
- San Mateo County Libraries employees posting library and/or public sector industry related content on personal social media account(s) should neither claim nor imply that they are speaking on the organization's behalf. In such instances that an employee is identifiable as a library staff member on their personal social media accounts, the staff member's comments should include a disclaimer: *"The views expressed are mine alone and do not necessarily reflect the views of San Mateo County Libraries"*.

## **COMMUNICATIONS POLICY (Revisions)**

Photos, video, media relations and social media are all tools that help tell the engaging, vibrant story of the San Mateo County Libraries. The Communications Policy supports organizational strategies to raise awareness of services and communicate an inspiring vision and the library's story of impact.

The purpose of this policy is to establish standards for and responsibilities regarding the means by which we communicate about the San Mateo County Libraries in a consistent and compelling voice. These standards ensure that San Mateo County Libraries is using media tools and methods that are compliant with existing policies and legal requirements.

### **Media Relations**

With the intention of providing effective, responsive and consistent communications to our communities through news outlets, primary spokespersons for San Mateo County Libraries are the Communications Manager, Director of Library Services, and/or Chair of the JPA Governing Board.

### **Media Release Photographs and video or audio recordings**

~~In order to protect patrons' privacy, San Mateo County Libraries requires the receipt of a patron signed media release form before a patron's identifiable image is used in Library publications, social media and web sites.~~ San Mateo County Libraries are permitted to take photographs and video or audio recordings of people of all ages at the library and library sponsored events for publicity. If you do a patron does not want to be photographed or recorded, please they need to "opt out" by notifying library staff. Names of patrons will not be used in publicity without consent. Commercial photography or recordings of Library signage, activities, events, equipment, visitors or staff are not allowed without advance permission.

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- San Mateo County Libraries will monitor all social media content and evaluate the effectiveness of the organization's social media presence to ensure adherence to the Communications Policy for appropriate use, messaging and branding consistent with realizing the mission and vision of the San Mateo County Libraries.
- Social Media and Internet postings should not disclose any information that is confidential or proprietary to San Mateo County Libraries or to any third party that has disclosed information to the organization.
- San Mateo County Libraries Social Media and Internet postings should include San Mateo County Libraries logos or images.
- Library staff communicating with the public and/or posting content in any San Mateo County Libraries sanctioned social media presence will be clearly identifiable as a San Mateo County Libraries employee and abide by the same employee code of conduct applied to normal business operations.
- Staff members using social media are responsible for regularly reviewing and consistently following the San Mateo County Libraries Communications Policy.
- San Mateo County Libraries employees posting library and/or public sector industry related content on personal social media account(s) should neither claim nor imply that they are speaking on the organization's behalf. In such instances that an employee is identifiable as a library staff member on their personal social media accounts, the staff member's comments should include a disclaimer: *"The views expressed are mine alone and do not necessarily reflect the views of San Mateo County Libraries"*.

## **PROCUREMENT POLICY (Recommended)**

### **Background and Purpose**

In all matters related to procurement, the San Mateo County Libraries is committed to ensuring that goods and services are of high quality, available when needed, and competitively priced. We are dedicated to maintaining the highest standards of professional behavior and ethical conduct in public purchasing.

This policy is intended to detail the process by which the Library will obtain goods (tangible) and services (non-tangible) and also establishes guidelines and internal controls to provide reasonable assurance that the procurement process is fair, open and competitive.

### **General Provisions**

- 1. Administration:** The Director of Library Services is ultimately responsible for procurement administration to ensure full compliance with these activities and all established terms and conditions.
- 2. Local Preference:** When the combination of price, quality and terms and conditions are substantially equal, the Library shall give preference in purchasing to San Mateo County-based goods and service providers.
- 3. Term:** The length of the contract term (beginning and ending date) may vary depending on the type of contract, but the term must not be more than five years. The maximum five-year term includes any amendments to the contract term. Language must also include a detailed scope of work, a description of the deliverables, due dates, payment amount, payment rates, payment process and schedule.
- 4. Splitting Contracts:** Efforts to split a contract into two or more contracts for the purpose of circumventing dollar limits on approval processes or other requirements are prohibited.
- 5. Insurance Requirements:** All contractors must have a minimum of \$1 million general liability insurance, \$1 million auto insurance if travel is part of providing services, and statutory limits for workers' compensation insurance if the provider has two or more employees. Any waiver or modification of these requirements must be approved by the Director of Library Services. Professional liability insurance is required on contracts where contractors are providing certain types of professional services. The Library must be named as an additional insured on the contractor's general liability policy with a separate Insurance Endorsement from the insurance carrier.

- 6. Legal Review:** Contracts for services and vendor agreements above \$100,000, or agreements that do not use the Library's standard templates shall be reviewed by the Library's legal counsel to approve as to form and legality.
- 7. Authorized Signatures:** The following are authorized to execute agreements, contracts, and amendments or change orders based on the amounts listed below:

Library Managers	\$4,999 and Below
Director of Library Services	\$100,000 and Below
Chair, Library JPA Governing Board	\$100,001 and Above

The value of an agreement shall be determined by the total amount of the agreement. For example, if a contract is for \$60,000 per year for a total of two years, its value is \$120,000.

If an existing current contract requires a change, the contract must be amended. The amendment then becomes part of the existing contract. Examples of changes include an extension of the term, a change in the amount of the contract, modifications to the scope of work, or new standard contract language that was not in place at the time of the original contract. If a current contract under \$100,000 is amended to a dollar amount over \$100,000, the Library must submit the amendment to the Chair of the JPA Governing Board for approval and signature.

- 8. Library as Independent Contractor:** When the Library receives financial compensation from a third party for the Library's provision of services, the Director of Library Services is authorized to approve and execute agreements \$100,000 and below. All contracts in which the Library receives more than \$100,000 must be approved by the Chair of the Library JPA Governing Board.

### **Selection Process for Procuring Services**

Services refer to professional and non-professional services that provide support to and facilitate Library operations.

- 1. Services \$4,999 and Below:** A formal Request for Proposal (RFP) process is not required. However, internal procedures should be employed to ensure that the selection process is fair, that the provider is qualified, and that the cost is competitive.
- 2. Services \$5,000 to \$100,000:** A formal RFP process is not required. However, staff are expected to exercise their best efforts to obtain a minimum of three quotes from potential providers. The results of another public agency's competitive process may also be used. Staff must document how and why each provider was selected.

- 3. Services \$100,001 and Above:** A formal RFP process must be conducted when the contract amount is expected to exceed \$100,001. The purpose for this process is to ensure that the Library receives the best value in obtaining services. Another purpose of the RFP is to encourage competition and ensure that all qualified providers are given an opportunity to be considered. The determination of "best value" is not based solely on the lowest price or the highest quality. It involves a subjective weighting of efficiency, quality, and economy, and a recommendation as to how the services might best be provided. The outcome of the evaluation of proposals should be regarded as the recommendation of the provider with whom negotiations will be initiated regarding the work and the terms of the contract. The results of another public agency's competitive process may also be used.

Contracts for professional services will generally be awarded pursuant to the above guidelines; however, it is recognized that the Library's need for consultant services will vary from situation to situation, and accordingly, flexibility will be provided in determining the appropriate evaluation and selection process to be used in each specific circumstance.

### **Selection Process for Procuring Goods**

Goods refer to the goods, materials, software, equipment, furniture, supplies and related services procured by the Library.

- 1. Goods \$1 to \$4,999:** Specific purchasing requirements are not ordinarily expected for this level of purchase. However, the use of competitive quotations, when reasonably practical, ensures the acquisitions are of sound value and guards against bias.
- 2. Goods \$5,000 to \$100,000:** This category requires that informal or open market procedures be followed. An open market solicitation is used to purchase goods by soliciting from any available source, and whenever practical be based on a least three quotes and awarded to the lowest and most responsive and responsible provider. Staff must document how and why goods were selected. The results of another public agency's competitive process may also be used. An open-market blanket purchase order may be established for goods for which the Library has a recurring need on an "as-needed" basis.
- 3. Goods \$100,001 and Above:** This category requires that a formal or Invitation to Bid (ITB) process be followed. Bids are to be evaluated based on the requirements set forth in the ITB, which may include criteria to determine suitability for a particular purpose. The evaluation shall be based on the face value of the bid and shall consider the following cost factors: the total bid price including discounts, the unit or extended price, hour rates for specified personnel, maintenance costs and warranty provisions, the cost and rate of freight shipping and handling, assembly and start up. The evaluation shall also include consideration of the following responsibility and responsiveness factors:

general reputation and experience of the bidder, adherence to the requirements and condition of the ITB, quality and quantity of merchandise offered, compatibility with existing systems, overall completeness of the commodity line offered and delivery or completion date. After the bids are evaluated, the award shall be made to the lowest responsible responsive bidder. The results of another public agency's competitive process may also be used. An open-market blanket purchase order may be established for goods for which the Library has a recurring need on an "as-needed" basis.

### **Exceptions**

The competitive procurement requirements of this policy may not apply if, under particular circumstances, an exception is warranted. If an exception applies, written approval of the exception must be obtained from the Director of Library Services.

The following are examples of circumstances that may be considered in authorizing case-by-case exceptions to this policy. These options should only be utilized when justified and necessary to meet the Library's needs and supported by objective analysis and documentation.

- Sole Source and Single Source procurements are used when obtaining products or services. A Sole Source procurement occurs if it has been determined that there is only one source for the required product or service. A Single Source procurement is a sourcing method used to procure a product or service from one source, without soliciting competition, even though there are other vendors that can provide the product or service.
- Competition is precluded because of the existence of patent rights, copyrights, or similar circumstances and there is no equivalent item or service.
- The procurement is for replacement parts or components for equipment, and no information or data is available to ensure that the parts or components obtained from another supplier will perform the same function in the equipment as the part or component to be replaced.
- The procurement is for upgrades, enhancements or additions to hardware or for enhancements or additions to software, and no information or data is available to ensure that equipment or software from different manufacturers or developers will be as compatible as equipment or software from the original manufacturer(s) or developer(s), or would void or invalidate a manufacturer's warranty or guarantee.

**PURCHASING POLICY (Delete and Replace)**

~~1. Any purchase made for the Library is made with the goal of obtaining the most economical prices available given the amount purchased, the quality desired, and the time frame in which items are needed. The following limitations apply to purchases:~~

~~—— a. After the annual Library budget has been adopted by the Library Joint Powers Authority Governing Board, the Library Director or his/her authorized representative may authorize the purchase of budgeted items for any one purchase not to exceed the sum of \$25,000 exclusive of sales or other tax.~~

~~—— b. A single purchase from a vendor (not the aggregate of individual purchases) exceeding the sum of \$25,000 and up to \$50,000 exclusive of sales or other tax may be authorized by the signatures of both the Library Director or his/her authorized representative and the Chair of the Operations Committee of the Library JPA.~~

~~—— c. A single purchase from a vendor (not the aggregate of individual purchases) exceeding the sum of \$50,000 and up to \$100,000 exclusive of sales or other tax may be authorized by the signatures of both the Library Director or his/her authorized representative and the Chair of the Governing Board of the Library JPA.~~

~~—— d. Single purchases exceeding \$100,000 are to be authorized by the Governing Board of the Library JPA. If the Library Director considers the purchase sufficiently urgent to require authorization prior to the next Governing Board meeting, and the Chairs of both the Governing Board and the Operations Committee agree, the purchase may be authorized by the signatures of the Director or his/her authorized representative, and both the Chairs of the Governing Board and the Operations Committee.~~

~~2. Purchases over the amount of \$5,000 shall be based upon the solicitation of a minimum of three quotations or bids, to be received in writing with purchase normally assigned to the vendor with the lowest quotation based upon the principles outlined in item 1 (above), unless special circumstances dictate otherwise.~~

~~Adopted by the Library JPA Governing Board on December 4, 2000  
Governing Board Chair Donald M. Eaton (signed)~~



---

To: JPA Operations Committee  
From: Anne-Marie Despain, Director of Library Services  
Rachel McDonnell, Project Manager  
Date: October 24, 2017  
Meeting: October 30, 2017  
Re: East Palo Alto Library Needs Assessment

---

## Background

The East Palo Alto Library is a popular and well-used community destination. Over 140,000 people visit the Library annually and over 62% of residents have a library card. Over the past three years, the Library JPA has been exploring interior remodeling options and has looked into ways to expand the East Palo Alto facility. The County Board of Supervisors approved \$1.25 million in Measure A funds for this project, and the Library JPA approved an additional \$750,000 for a total of \$2 million. The Library JPA retained Fog Studio of El Cerrito, CA, to study remodeling and expansion options. However, after significant analysis, it was determined that there is insufficient space for expansion at the current location and incremental improvements would not warrant the cost. As a result of these conversations, it was confirmed that a Library Needs Assessment needed to be completed.

A Library Needs Assessment involves a thorough service analysis and facility evaluation resulting in the identification of service objectives and corresponding space needs. This process typically takes several months and begins with selecting a consultant and engaging the community in the process. Service needs are identified and then translated into space requirements for areas such as collections, user seating, meeting and study rooms, and computer resources. The assessment also involves determining the shortcomings of a library as related to current space limitations and building deficiencies. Once this data has been gathered, it is analyzed and a Library Needs Assessment Report is prepared.

## Discussion

Fog Studio worked collaboratively with key stakeholders from the Library, City of East Palo Alto, and County to evaluate facility existing conditions, analyze community characteristics and statistics, and engage the community and collect input. Multiple methods of outreach were employed to gain community insight and priorities. These included two community forums, library focus groups, in-library questionnaires, and an online survey.

The subsequent report provides a description of the library's current service program and service limitations, followed by community engagement findings and peer benchmarking data. The report concludes with information detailing space needs and recommendations for the size of a library building needed to serve the community into the future.

The Library Needs Assessment findings suggest that the existing facility provides a valuable community resource; however, the available space places ongoing and significant constraints on library services and operations. The report recommends that in order to effectively meet community identified service needs, the facility would require an increase from the current 7,680 square feet to a range of approximately 21,000 – 27,000 square feet.

On October 3, the East Palo Alto Library Needs Assessment report findings were presented to the East Palo Alto City Council. The report was accepted and no further action was taken at that time. In January, Council will be discussing strategic priorities, and there was discussion regarding making the library a council priority as well as making improvements to the current facility given the long process ahead.

Planning for a new library can take many months and up to several years to complete. Next steps in the building planning phase typically include development of a Library Building Program, site selection and conceptual design plans.

Library staff will continue working with the City and County to explore potential partnerships, most notably with the John & Marcia Goldman Foundation and the three acre parcel they are currently developing for a Youth Arts & Music Center. Through conversations with the Foundation, we have learned that they are considering partners to occupy about an acre of the site. Library stakeholders agreed that there is potentially a wonderful partnership and sent a letter of interest signed by the City, County, and Library JPA last year.

### **Fiscal Impact**

There is no fiscal impact in accepting this report.

### **Recommendation**

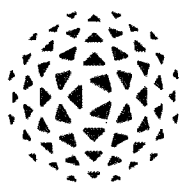
Recommend JPA Operations Committee accept the East Palo Alto Library Needs Assessment Report.

### **Attachment**

East Palo Alto Library Needs Assessment Report

Letters of Interest





San Mateo  
County  
Libraries



June 8, 2016

Amy Lyons  
Executive Director  
John & Marcia Goldman Foundation  
101 Second Street, Suite 1625  
San Francisco, CA 94105

Dear Ms. Lyons,

The County of San Mateo, City of East Palo Alto and San Mateo County Libraries would like to formally express our interest in a partnership between the East Palo Alto Youth Arts & Music Center and the East Palo Alto Library. We understand that the site the John & Marcia Goldman Foundation has acquired is a total of three acres and one acre may be open to another community organization for development.

The San Mateo County Library Joint Powers Authority is a partnership of eleven cities and the County of San Mateo. The City of East Palo Alto is a member of the Library JPA, which is a separate, independent entity with its own Governing Board. Through this unique partnership the current East Palo Alto Library operates out of a County-owned facility located at 2415 University Avenue, East Palo Alto. The Library is an important educational and cultural gathering spot in the community, 62% of the population have a library card, and over 170,000 people visit the library annually; however, at 8,000 square feet, the library struggles to effectively serve all the critical needs of the community. Best practices indicate that a community of East Palo Alto's size would require a library three times the current size.

We believe that the addition of the library on the Music & Arts campus could align with the Foundation's goal of providing opportunities for underserved children, youth and their families to participate in a broad range of services and activities to inspire, inform and enhance their lives. Developed recently through a community engagement process, the vision of the Library is to ignite growth through transformative experiences, and it is our mission to strengthen our communities by creating an inclusive sense of place and an environment for learning. Our goal to build a new East Palo Alto Library would add tremendous value to the community and provide impactful shared opportunities for program and space collaborations when partnered with the Youth Music & Arts project.

Public libraries welcome all, serve as a safe haven and a place of refuge, and are a vital part of a community's presence. Libraries are catalysts in community redevelopment and offer venues distinctly suited to the necessities of civic engagement and gatherings. In response to the evolving landscape, libraries are designing spaces, programs and services to fill critical gaps in the community. As a leader in the profession, San Mateo County Libraries is focused on critical community needs such as family engagement, early learning, out of school time, food insecurity and access to technology.

The Library has secured \$2 million in funding and will start working on a community engagement process to develop a needs assessment and building program this summer. The importance of music and art in learning makes the combination of the Youth Arts & Music Center and the East Palo Alto Library an electrifying opportunity. We recognize that moving forward, there are many complexities to overcome, particularly funding and timing, but would appreciate the opportunity to further explore working with you to see if a partnership is viable and mutually beneficial.

Sincerely,



---

Carole Groom, Chair  
San Mateo County Library Joint Powers Authority



---

Donna Rutherford, Mayor  
City of East Palo Alto

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Warren Slocum, President  
Board of Supervisors County of San Mateo

EAST PALO ALTO YOUTH ARTS & MUSIC CENTER, LLC

December 6, 2016

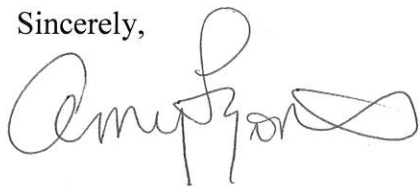
Ann-Marie Despain  
Director of Library Services  
San Mateo County Libraries  
125 Lessingia Court  
San Mateo 94402

Dear Ms. Despain,

I am writing to thank you for the Library's interest in potentially partnering with the East Palo Alto Youth Arts & Music Center at our undeveloped parcel at 1950 Bay Road. The Letter of Interest that was brought to the Board of Supervisors in June was a positive first step in further exploring this potential partnership. We appreciate that you are thoughtfully pursuing the necessary steps from your end to continue this analysis. We appreciate all the time, effort and resources the Library has devoted thus far to this idea and look forward to continuing the conversation. I apologize for not having gotten this written communication to you sooner but rest assured that you have been in good hands with our project representatives.

We look forward to reviewing the results of your needs assessment and to more deeply exploring our potential partnership as the East Palo Alto Youth Arts & Music Center continues to make strides in 2017.

Sincerely,

A handwritten signature in black ink, appearing to read "Amy Lyons", with a stylized flourish at the end.

Amy Lyons

Executive Director

John & Marcia Goldman Foundation and the East Palo Alto Youth Arts & Music Center, LLC

# EAST PALO ALTO LIBRARY NEEDS ASSESSMENT



*What does your dream library look like? ¿Cómo sería la biblioteca de tus sueños?*

SEPTEMBER 2017

## Introduction

The East Palo Alto Library provides excellent service to its community. The current library operates out of the County-owned facility located at 2415 University Avenue in East Palo Alto. The library space on the first floor is 7,680 square feet and the literacy space on the second floor is 675 square feet. Within its physical constraints, the Library serves as a de facto community center, educational center and sanctuary for citizens of all ages.

San Mateo County Libraries, the City of East Palo Alto and the County of San Mateo have worked to understand the existing building conditions, identify potential opportunities and constraints of the facility, and develop design solutions for the library in order to enhance the existing facility and its ability to enable service delivery. As a result of this initial work, a critical need for additional space to expand the library has been identified.

FOG Studio was hired by San Mateo County Libraries to complete a Needs Assessment, based on this expressed interest in improving library services. This Assessment will provide stakeholders with the information required to make the best decision in regards to a renovation or expansion of the East Palo Alto facility.

## Goals of the Study

This study identifies the Library spaces needed to serve the community now and into the future. The study's recommendations are based on community demographics, library usage patterns, the regional library context, and current best planning practices in the library field. This Needs Assessment will provide an extensive compilation of data, professional observations, and recommendations which will allow San Mateo County Libraries, the City of East Palo Alto and the County of San Mateo the information needed to make an appropriate decision as to next steps for the East Palo Alto facility. The basic categories of investigation are as follows:

- Define the population base of the Library, both current and for a 25-year projection. Various metrics will be considered, including historical circulation numbers, census data for the City proper, and census data for portions of the surrounding region that are considered a catchment area for Library use.
- Identify resources available to the existing Library Facility.
- Compare the existing Library to a group of its peer community libraries to provide a level of comparative benchmarking.
- Identify existing deficiencies in the Library with respect to its service to the community as well as its physical size and infrastructure capabilities.

- Conduct Community Outreach through community meetings, and on-site patron input and workshops and various surveys to better understand the needs of the East Palo Alto Community.
- Provide recommendations for a minimum program area for the Library to serve the community now and for the next 25 years.

## Project Team

### San Mateo County Libraries

Anne-Marie Despain, Director of Library Services  
 Rachel McDonnell, Library Project Manager  
 Francisco Vargas, East Palo Alto Interim Library Manager  
 Adina Aguirre, East Palo Alto Library Manager

### City of East Palo Alto

Carlos Martinez, City Manager and Library JPA Operations Committee Member  
 Donna Rutherford, Councilmember and Library JPA Governing Board Member  
 Carlos Romero, Councilmember

### County of San Mateo

Peggy Jensen, Deputy County Manager and Library JPA Operations Committee Chair  
 Maya Perkins, District 4 Legislative Aide

### FOG Studio

Brandon Marshall, Architect  
 Tiffany Redding, Architect



FOG STUDIO

## Glossary of Terms

**ASF** – Assignable Square Footage.

**Benchmark** – Standard, or point of reference, by which to measure existing operations, services or size.

**Benchmarking Metrics** – Key statistics or data shared by each peer library which establish a baseline for the East Palo Alto Library services and spaces.

**CEPA** – City of East Palo Alto.

**Circulation** – Comprises the activities around the lending of library books and other materials to users of a lending library.

**Collection** – A library's total accumulation of resources. Also used to refer to a Community Library's collective resources.

**EPA** – East Palo Alto.

**FF&E** – Furniture, fixtures and equipment.

**FTE** – Full Time Equivalent.

**NSF** – Net Square Footage.

**GSF** – Gross Square Footage.

**Peer Library** – Libraries that are within the San Mateo County Libraries system, or other nearby libraries, with a comparable population base and set of patron needs.

**Program Area** – The allowable square footage in which to design building spaces and operations.

**SMCL** – San Mateo County Libraries system.

**Strategic Plan** – A written statement of Vision, Mission and Goals designed by San Mateo County Libraries to better meet increasing and evolving community demands.

**Turnover Rate** – Collection usage over the span of a year. Turnover rate is one way to indicate that more materials (or space for the collection) are needed to meet the demand.

**Volume** – Number of items the library owns, regardless of format.



San Mateo  
County  
Libraries



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## Executive Summary

The East Palo Alto Library is a critical resource for the larger community, offering after-school and summer learning programs, access to healthy meals, access to technology, English-learning and adult literacy programs, and community services for all ages. The Library should continue to build upon its successful community programs and partnerships, geared towards children and families, to better meet San Mateo County Libraries goals for enrichment and learning.

Current collection sizes, partnered with interlibrary loans, meet the needs of EPA patrons. To meet the physical requirements of the many programs and services offered at this Library, it is essential that the facility offer a variety of quiet, semi-private and private spaces, along with larger flexible meeting spaces that foster learning and collaboration.

The Service Model for San Mateo County Libraries provides guidelines for design of its facilities, prioritizing:

- Welcoming environments that offer a variety of flexible settings and options
- Spaces that excite and inspire
- Intuitive systems and layout
- Operational efficiencies
- Customer driven service

These principles guide a Community-centric Library model, where each Library facility provides the specific tools its patrons need to thrive and be productive members of their respective communities. They offer a framework for making decisions regarding the optimal organization and amenities for each Library location.

Considering operating budget constraints, current location, available infrastructure, and the SMCL's Community Library model, this report will recommend a Library for East Palo Alto whose size ranges from 21,000 to 27,000 square feet. In addition to areas dedicated to collections, other recommendations include: meeting rooms in a variety of sizes; staff and service areas with logical adjacencies; and dedicated children and teen zones providing acoustical mitigation along with dynamic engagement opportunities.

# OVERVIEW AND HISTORY 1



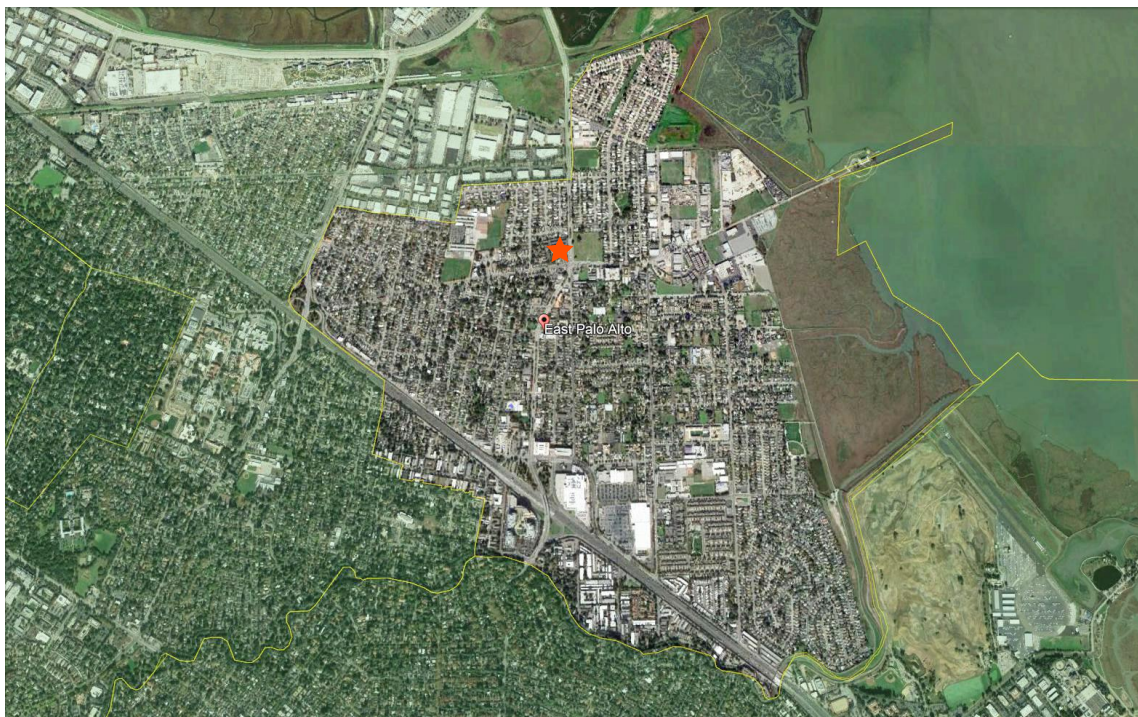
## History of Library Services in East Palo Alto

The first library in East Palo Alto was established in 1918 and was located in the Ravenswood Elementary School on Euclid Avenue. A branch of the San Mateo County Free Library, the Ravenswood Library was a room of 720 square feet serving a population of 250. In 1938 the library moved to a building on school property and was known as the Francisquito Library. The library was maintained by the East Palo Alto Women's Club, and as population and demand grew in 1960, the library moved its 10,533 books to a vacant variety store. The library moved one more time before moving to its current location. A short personal recollection of the library suggests that it was a treasured community resource, within walking distance of much of the residential areas.<sup>1</sup>

In 1975, the County Library system moved its easternmost facility into its present location on the ground floor of the Municipal Services Building at 2415 University Avenue. The building is owned by the County of San Mateo, but is known as the "City Hall" of East Palo Alto because many city offices and other community organizations occupy various tenant spaces. The City's Council Chambers on the first floor share an operable partition with a Community Room, with police evidence storage rooms at the rear. The Library tenant space is 7,680 square feet and serves a population of 29,413. More room and more amenities are needed in order for staff to best serve its patrons. Further analysis in this document will show how facility size compares to population and circulation for each of the Peer Library examples.

Google Earth Map showing East Palo Alto city limits

★ **East Palo Alto Library**  
**2415 University Ave.**





## Overview of San Mateo County Libraries

The San Mateo County Libraries system administers twelve libraries in San Mateo County, an area that spans from the shores of the San Francisco Bay to the Pacific coast. All but four of the library facilities in the system are under 10,000 square feet in size; most serve correspondingly small cities within a larger, unbroken suburban context.

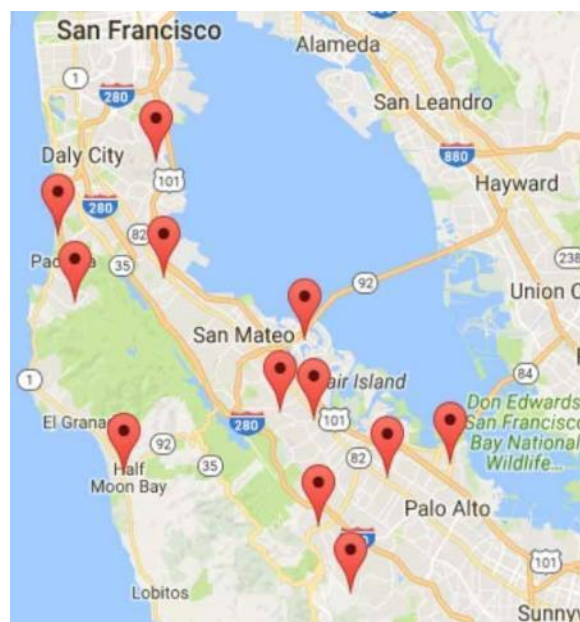
### Library Joint Powers Authority

Originally established by the San Mateo County Board of Supervisors in 1912 as a County Free Public Library, the underlying legislation supporting County Free Public Libraries explicitly provides for participation in the levy of a tax specifically dedicated and restricted for library purposes. The primary source of revenue for the Library system is property taxes. Approximately 90% of operating revenues are derived from these taxes dedicated for library purposes.

The San Mateo County Library Joint Powers Authority (JPA) was established in 1999. The Library JPA is comprised of the cities of Atherton, Belmont, Brisbane, East Palo Alto, Foster City, Half Moon Bay, Millbrae, Pacifica, Portola Valley, San Carlos, Woodside, and the unincorporated areas of the county. A total of 283,000 people live within the boundaries of the SMCL legal taxing district, which covers 351 square miles.

The Library JPA is a separate, independent entity with its own Governing Board, consisting of elected officials from each member entity. An Operations Committee composed of City and County representatives from each member entity also provides guidance. The Library JPA is responsible for providing library operations and services to all members, and cities are responsible for maintenance of library buildings as well as any capital investments or expansions of service.

\*Google Map showing San Mateo County Libraries locations



## San Mateo County Libraries Strategic Plan

San Mateo County Libraries provide consistent, high quality library services that are founded in their Vision, *to ignite growth through transformative experiences* and Mission, *to strengthen our community by creating an inclusive sense of place and environment for learning*.

The Strategic Plan Goals guide the system in setting priorities and providing the framework for the library services offered throughout the county.

Goals:

- We cultivate an active presence and create spaces that support discovery, enrich lives and uplift the community.
  - Build and update facilities to create inviting and flexible spaces
  - Spot opportunities to deliver services beyond buildings
  - Deliver an easily accessible and rich online experience
- We are leaders in establishing a foundation for early literacy and supporting exploration and growth at every stage of life.
  - Engage children and families in high quality, research-based learning experiences
  - Bridge the digital divide by building skills and providing access to technology
  - Develop creative programs and services that have measurable results
  - Grow a culture of learning and participation
- We understand community needs and promote meaningful library services as solutions.
  - Understand and align with community goals
  - Communicate an inspiring vision and the library's story of impact
  - Cultivate library champions who reflect the dynamic environment
  - Employ resources in new ways to ensure equitable access

## San Mateo County Libraries Service Model

One of the areas this Needs Assessment will examine is the East Palo Alto Library facility as it pertains to the delivery of library services. San Mateo County Libraries has developed a number of guiding service principles that drive design priorities including:

- Welcoming environments that offer a variety of flexible settings and options
- Spaces that excite and inspire
- Intuitive systems and layout
- Operational efficiencies
- Customer driven service

## Overview of Population and Demography

East Palo Alto's estimated population as of the 2010 US Census was 28,155. The Association of Bay Area Governments (ABAG) estimates a projected population of 35,500 in 2040. This equates to a compound annual growth rate of 0.78% per year and an overall growth of 26% over that period. In tangent, the City is also projected to see an 11% increase in households by 2040.<sup>2</sup>

### San Mateo County Population Projections

<u>City</u>	<u>2010</u>	<u>2015</u>	<u>2020</u>	<u>2025</u>	<u>2030</u>	<u>2035</u>	<u>2040</u>	<u>% Change</u>
Atherton	6,914	7,100	7,200	7,400	7,500	7,700	7,900	14%
Belmont	25,835	26,400	27,000	27,700	28,200	28,800	29,600	15%
Brisbane	4,282	4,400	4,500	4,600	4,800	4,900	5,100	19%
<b>East Palo Alto</b>	<b>28,155</b>	<b>29,200</b>	<b>30,800</b>	<b>32,400</b>	<b>33,200</b>	<b>34,100</b>	<b>35,500</b>	<b>26%</b>
Foster City	30,567	31,000	31,600	32,300	32,700	33,300	33,900	11%
Half Moon Bay	11,324	11,400	11,700	12,100	12,200	12,300	12,400	10%
Millbrae	21,532	22,800	24,200	25,600	27,100	28,700	30,300	41%
Pacifica	37,234	37,600	38,200	39,000	39,200	39,600	40,300	8%
Portola Valley	4,353	4,400	4,500	4,600	4,700	4,800	4,900	13%
San Carlos	28,406	29,200	30,100	31,000	31,900	32,900	34,000	20%
Woodside	5,287	5,300	5,400	5,500	5,600	5,600	5,700	8%
Unincorporated	61,611	64,500	67,500	70,500	73,900	77,500	81,200	32%
San Mateo County	718,451	745,400	775,100	805,600	836,100	869,300	904,400	26%

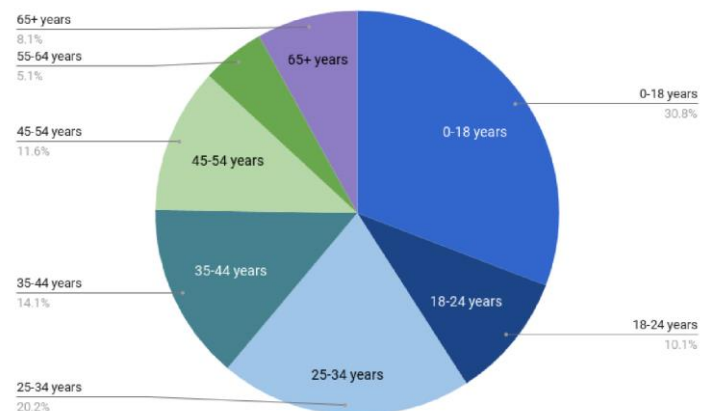
ABAG predicts 43% of East Palo Alto residents will be employed in 2040, below the projected County average of 48%. Conversely, the City is projected to see one of the largest relative increases in total jobs at 38%, compared to a County average of 26%.<sup>3</sup>

The American Community Survey 2015 estimates show the following breakdown by age, with those under the age of 24 years old making up over 40% of the population:<sup>4</sup>

### US Census Facts

	<u>National</u>	<u>State</u>	<u>East Palo Alto</u>
Persons/Household	2.63	2.95	4.14
High School degree (over 25 years old)	86.30%	81.50%	66.50%
Bachelor's degree or higher (over 25 years old)	29.30%	31%	16%
Foreign Born Persons	13.10%	27%	41.10%
Without Health Insurance (under 65)	10.50%	9.70%	23.70%
Persons in Poverty	13.50%	15.30%	16.60%
Language other than English spoken at home	20.90%	43.80%	72.60%
Household Income	\$55,775	\$61,489	\$53,482

### Population by Age



## Existing Library Neighborhood Context

### Neighborhoods

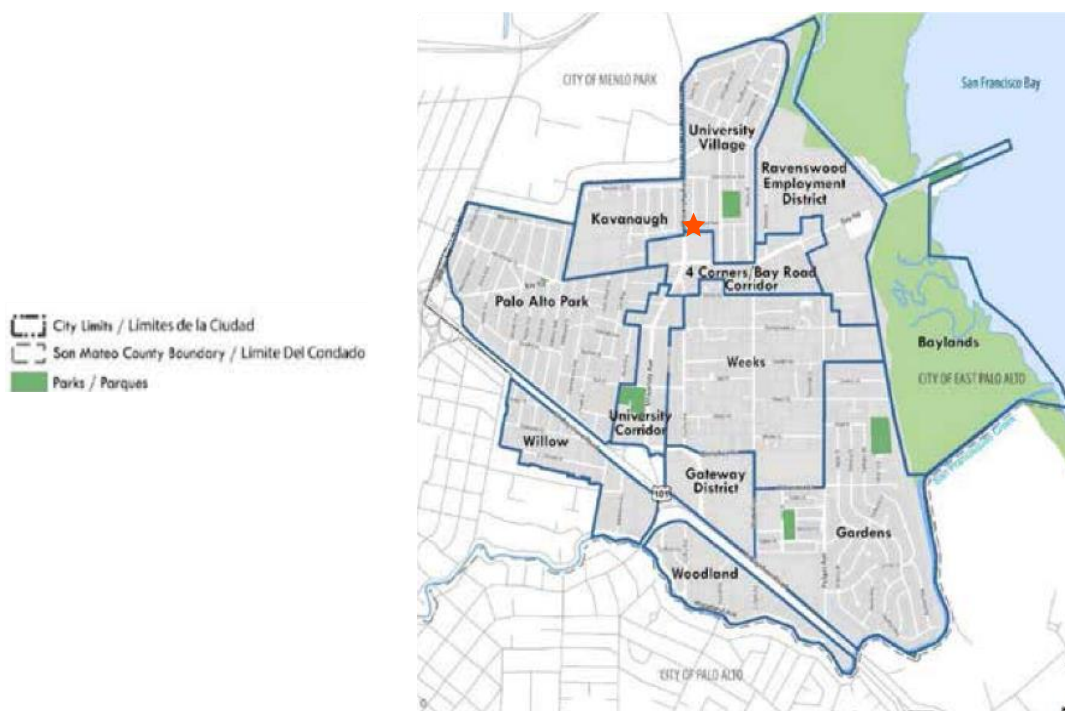
As several workshop participants noted, the East Palo Alto Library is a walking destination for many patrons – walking, cycling, riding transit, or other modes not involving a private vehicle. The economic situation of many patrons, as well as the lack of available parking, are partly factors, but in addition the library is situated near many walkable residential neighborhoods and thus encourages car-free visits. As part of the workshop feedback, we received requests to keep the Library where it is – as well as other ideas such as free bus passes for library card holders.

The intersection of University Avenue and Bay Road is a major node for public transit, with several bus lines served. University Avenue is a thoroughfare for tech-company traffic, being the first exit after the Dumbarton Bridge/CA 84 for commuters from the East Bay; but in spite of steady vehicular traffic, the sidewalks are fairly lively with pedestrians. At the opposite corner is the local post office, with fast food, groceries and restaurants nearby.

All things considered, the existing site, in the center of town in the “4 Corners” neighborhood, is a good location for a library and community center. However, the limitations of the Government Center space mean that the functionality of this library is hampered. Elaboration may be found in the “Service Limitations” section.

### Neighborhood Map from East Palo Alto General Plan Update<sup>5</sup>

★Library





Google Earth aerial image

★ Library (east part of ground floor)



## East Palo Alto General Plan

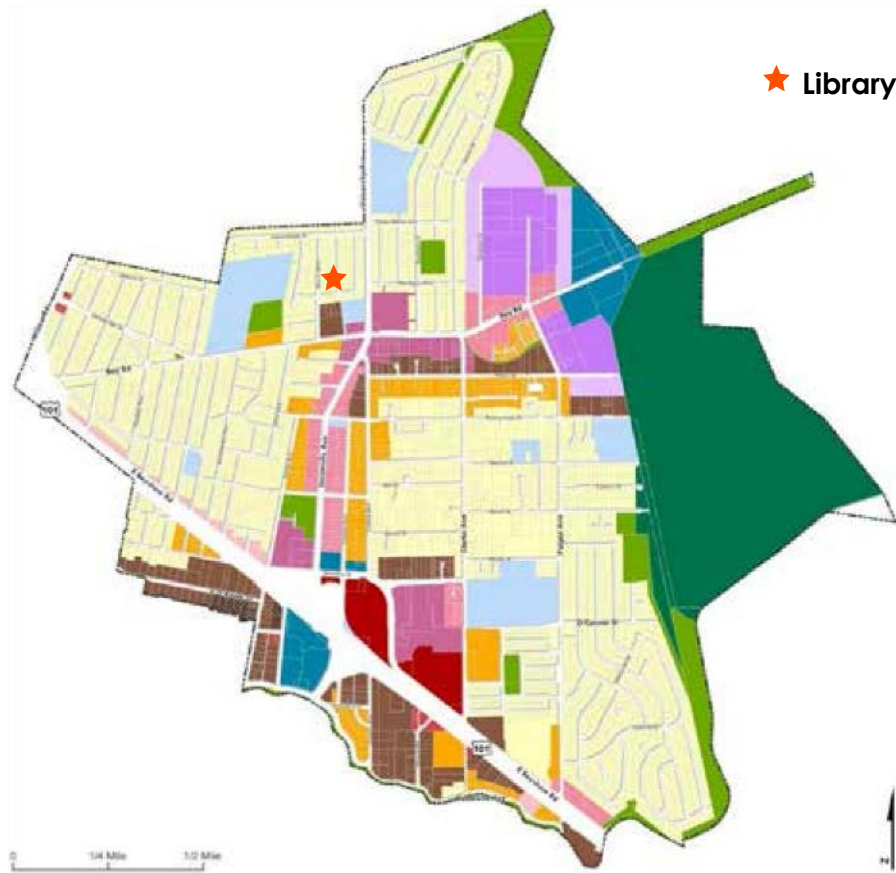
In an effort to better align the City's General Plan with its long term development through the year 2035, the City of East Palo Alto underwent a revision to its 1999 General Plan, starting in 2014, to include an Environmental Impact Report addressing the changes. Among other things, the key elements of the report focus on the City's changing demographics, provisions for affordable housing, Community health, and infrastructure deficiencies.

One of the most serious challenges the City faces as it grows is availability of affordable housing. Housing in the City is currently among the San Francisco Peninsula's cheapest stocks given its proximity to Silicon Valley. However, the potential for new developments and redevelopment could likely decrease the availability of affordable housing.

Another of the biggest challenges is transportation and traffic. Being a Silicon Valley through route for Peninsula employment centers, University Avenue and the streets it feeds see heavy traffic volumes and congestion. One of the City's efforts is to increase transit access and availability that can help alleviate some of this traffic. While its transit system is extensive, service is infrequent and focuses more on through travel than the needs of its local residents.

**LEGEND**

Low Density Residential
Medium Density Residential
High Density Residential
Urban Residential
Mixed Use Low
Mixed Use Corridor
Mixed Use High
General Commercial
Neighborhood Commercial
Office
General Industrial
Industrial Buffer
Resource Management
Parks/Recreation/Conservation
Public/Institutional



Among alternatives explored to address future development, 5 concepts were studied (Alternative #1 - No Project, Alternative #2 - Reduced Intensity, Alternative #3 - Employment Focus, Alternative #4 - Residential Focus, Alternative #5 - Theoretical Maximum Buildout). Alternative #2 (Reduced Intensity) was determined to be the superior option despite not meeting many of the City's key objectives, like improving jobs-housing balance and reducing regional commuting. Alternate #2 – (Reduced Intensity) was developed to reduce significant project impacts on air quality, utilities, service systems and transportation and traffic while allowing for the construction of approximately 2,500 more housing units. This alternative would impose limitations on office and mixed use development through land use designation changes, height restrictions, setbacks and reduced floor area ratios. Alternative #5 (Theoretical Maximum Buildout) was considered a theoretical worst-case scenario.

This General Plan update reflects the City's intention to better serve its population as it grows. The East Palo Alto Library plays a key role in this service as a Community resource for access to technology, services and information. Any future development of the Library should strongly consider the City's key objectives of providing an affordable, safe place to live with access to jobs and transportation.

# CURRENT RESOURCES 2





## 2

### Overview of Library Building

The East Palo Alto Library is located in a portion of the ground floor of a three-story building at 2415 University Avenue. The building's style is "brutalist": large masses of brown-painted concrete broken up by ribbon-style storefront windows. A recent addition of a large library window graphic helps to identify the space as a library; otherwise there is little indication of the functions within.

The building complex includes a parking lot with approximately 120 stalls, accessed from University Avenue and via a rear drive to Bay Street. This number of stalls would seem to offer enough parking; however, since the building is primarily a "government center" and many stalls are reserved for public agency staff, library parking can be difficult. The lot boasts recently installed photovoltaic structures shading the stalls, but little landscaping. There is no street parking allowed on busy University Avenue. The adjacent corner lot hosts a McDonalds restaurant and parking lot.

The public entrance to the building faces the parking lot and is raised up above grade, accessed by a broad set of stairs and a ramp. A bike rack accommodating about 8 bikes is set into a striped area of the parking lot adjacent to the ramp. A Bank of America ATM is installed at the landing to the right of the entrance, which is an automatic sliding door set in a tinted storefront window.

The shared lobby is largely empty, lacking an inviting atmosphere and appropriate lighting. On the right side are the city's Council Chambers, combined with a shared Community Room by means of an operable partition. On the left side of the lobby is a storefront and single storefront door that accesses the library, with a building security desk in front. The door is equipped with an electric-assisted operator, which makes opening the door easier.

University Avenue, Children's Area windows



Lobby, security desk and Library entry door



## Overview of Library Spaces

The Library was most recently remodeled in 1999. It is configured as one big room with an Information Desk near the center, and a staff area carved out of the southwest corner. Most of the shelving is 66" or 55" high, and located along perimeter walls or pushed to the outer areas; this creates an open space in the center that is fairly easy to observe, but which has acoustical and personal-space issues in that all activities take place side by side with no separation. A single plane of acoustical ceiling tiles and 2x4 downlights create a datum that is fairly high and spacious, but which show signs of wear, and which fail to define different zones of use.

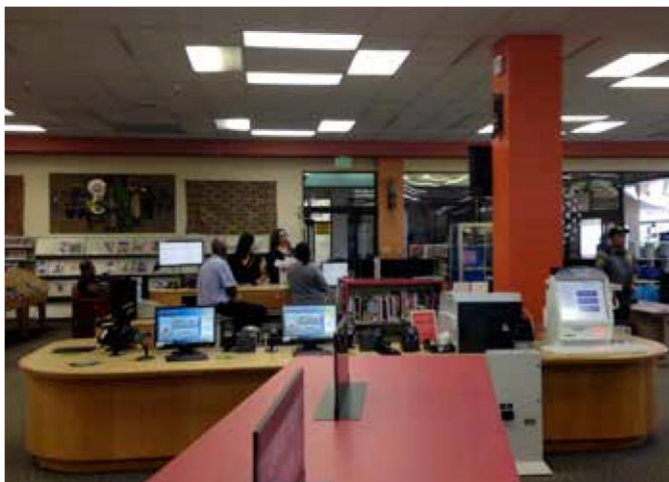
Ringed with windows, the perimeter walls allow an adequate amount of daylighting. However, since the glass has a dark gray tint, and since most of the windows have a high ribbon configuration, the room lacks a feeling of connection to the outdoors. The windows with greatest visibility look into the bare shared building lobby.

### Entrance Area

The glass library entrance door opens to a small entry area flanked by a single-corridor RFID gate, set off the entrance wall a few feet with ropes blocking any shortcuts. The left is flanked by a row of shelves approximately 55" high, containing new items and topical displays. To the right of the entry area are a few upholstered seats.

The Information Desk is centrally located a few feet in front of the entrance door. This is the one point of staff visual control for the entire space. The desk area at 197 square feet appears somewhat oversized in comparison to the rest of the facility. But its double "C" configuration also serves as a center for printing, faxing, catalog searches, self-check machines, and related electronic devices. A visual display monitor is mounted on the column, facing the entry door.

Information desk and entrance door



High ribbon windows and acoustical ceiling



## Materials Processing

Materials processing takes place to the right of the entrance, approximately 30 feet from the entry door, with a single book-return slot in the partition wall that is colorfully marked in an attempt to make its location obvious. There is a book drop receptacle at the main entrance door that the staff maintains daily; the building does not currently have an exterior book drop slot directed to the return area. This is not an ideal configuration, and causes extra hardship on the staff. A Dutch door allows staff in the workroom with some visual connection to the main library space.

The Book Returns room and Staff Workroom share a space of approximately 709 square feet. This room is crowded with materials, carts, shelves, and nine shallow workstations in linear-style, about six feet long each. A small check-in station is adjacent to the book drop. There is also a delivery door from a back-of-house corridor, further breaking up one of the staff room walls. The room has quite a high ceiling in proportion to its size, since it was partitioned off from the main library space. There appears to be not quite enough headroom to create a mezzanine, which would have added valuable floor space.

The crowded conditions are exacerbated by the fact that staff must maintain a clear path leading to the back of the space, where a break room, manager's office, telecom closet, short hallway and small toilet room are located - totaling about 362 square feet. The toilet room contains a toilet and sink, and does not meet ADA compliance.

Compared to the workroom, the manager's office and break room are relatively spacious; they house overflow materials as well, but in general are not as heavily utilized as the workroom. The break room contains light-colored wood casework with a sink, microwave and refrigerator built in. Additionally a substantial amount of telecommunications wiring is located in the breakroom. Along the exterior wall, sitting in front of storefront windows, are located a second refrigerator, staff lockers, and boxes of materials. This looks unsightly from the exterior, and blocks light and views.

Book drop and staff workroom door



Staff workroom



## Restrooms and Amenities

Aside from the non-ADA-compliant single occupant toilet room in the staff area, there are no restrooms within the Library space. Patrons must exit the library and use the common building restrooms accessed from the shared lobby, located behind the elevator/stair core, with Men's and Women's rooms located down dim hallways to either side.

These restrooms are poorly lit and outdated. Each contains one ADA-sized stall and two additional fixtures, along with a counter with two lavatories. There is no baby changing table in the restrooms.

There is no food service in the building or vending machines. Community-oriented programming has included summer camps and other events at which meals are served: currently, food is set up and warmed in the staff break room, then moved through the staff workroom and through the library proper.

## Shared Community Room

Opposite the shared lobby is a Community Room of about 1,457 square feet. This room connects to the Council Chambers by an operable partition, and is frequently booked by government or other activities, but it serves an essential function to the Library as a space for programs and after-school tutoring. The room contains no kitchen equipment; two closets with accordion-style plastic doors store tables, chairs and teaching materials. The ceiling is older-generation suspended acoustical ceiling tiles and 2x4 ceiling downlights, while the floor is aged vinyl composition tiles. There is one wall-mounted electric projection screen.

Women's restroom



Community Room





## Shelving and Collections

In the main collections area, most of the shelving is pushed to the perimeter. Singlesided, 66"-high shelving that houses Spanish and nonfiction items line the north wall, with the balance of the nonfiction collection in double-sided 66" stacks totaling 96 linear feet that splay on a diagonal at the northeast corner of the room. The adult and young adult fiction books occupy four more rows of 66"-high stacks totaling 96 linear feet, arrayed on a different diagonal near the east wall. These arrangements are meant to allow better lines of sight from the information desk, but the geometry creates an inefficient layout. Due to the size of the library and competing needs, there are relatively few shelves in this facility. End panels are trapezoidal in shape and made of colored plastic laminate slatwall, which offers some display opportunities.

Periodicals, CDs, DVDs and other non-book items are located near the entrance, to the right of the soft seating and within line of sight of the information desk. The shelving is a mix of 66"-high units lining the walls, three double-sided units near the staff workroom door, and low pods of curved media trays in the middle of the area. This area is the most well-defined zone in the room and, combined with the few pieces of comfortable seating, provides a sort of protected eddy within the space.

## Art and Color

There are changing displays of artwork, artifacts and seasonal items on the walls, particularly near the entrance and media area, which seem to reflect this diverse community. Colorful flags, banners and crafts are draped from the ceiling. Combined with color on some of the painted wall surfaces, this art goes a long way towards personalizing the room.

Media collection area



Colorful banners and wall decorations





## Quest Tutoring Area and other Seating

At the front, northwest corner of the main room, the entire quadrant is dedicated to tables and seating to accommodate the Quest program and other group-tutoring programs. A variety of computer stations, desks, study tables and carrels fill the area. The seats are always filled by students during tutoring and camp sessions - and serve as a de facto Teen Area after school.

Since there is very little seating elsewhere in the facility, adults using the library during these time periods have little choice but to sit amid the student activity, if a seat can be found. In the feedback from public meeting participants and "dream board" posts, this lack of seating space and need for separation from teens was one of the most frequent requests. There are no built elements or special acoustical treatments to separate this zone from the rest of the large room, aside from the carpeted floor and flat, dated acoustical ceiling. Any noise generated in this zone is experienced by the entire facility.

Quest Homework Center



Children's Area



## Children's Area

The Children's collection is part of the single main library room, sharing the south wall with the staff areas. There is no separation or demarcation of the area in terms of built elements or acoustical treatment. Young Adult books are collected in a series of 66" high stacks arrayed at an angle in the zone between the main area and the Children's Area, and this forms a bit of a buffer. Otherwise there are about 15 double-sided stacks at 45" high serving the Children's Area. In the center are tables and chairs that are moved to accommodate storytime sessions.

There are three Early Learning computers and several toddler activity stations among the stacks, which like the others are oyster-colored cantilevered shelves with plastic laminate slatwall in primary colors.

As in the main collections area, most of the Children's shelving is about 55" high and arrayed against the three bounding walls, with a gap for a door accessing the Manager's office. The wall shelving partially blocks the storefront windows, but since the glass is darkly tinted as well as mirrored, the shelving backs are not easily visible from the exterior through the glass. The Library has also recently installed a window graphic of their "Burst of Knowledge" logo on a blue field, and this completely fills two of the window bays in the children's area.

## Computers and Technology

The East Palo Alto Library still has a very high demand for desktop computers. This is partially related to the income challenges of many residents who don't own their own devices: as one workshop participant wrote, "We definitely need desktops still, to focus on work comfortably." Usage is consistently high and the available computer seats are often filled. In spite of good WiFi coverage, patrons also request wired Internet connections for higher speeds and greater reliability.

Most of the desktop computers in the facility are lined up along the east wall, totaling about 180 square feet. There are also four desktops arranged around a furred column behind the information desk. There is fairly good line-of-sight visibility from the desk to most of the machines.

A Digital Display Monitor has recently supplanted the dozens of fliers and cards that formerly crowded the information area - many messages are now displayed on the monitor, although there are still printed posters and flyers throughout. A set of vending machines has the capacity to dispense 12 tablet devices and 18 laptops. At the center of the floor near the Information Desk is a small Maker area with a 3D printer, which can be reserved in 2-hour time slots between 10:00 am and 6:00 pm.

Laptop/tablet dispensers and desktop computers



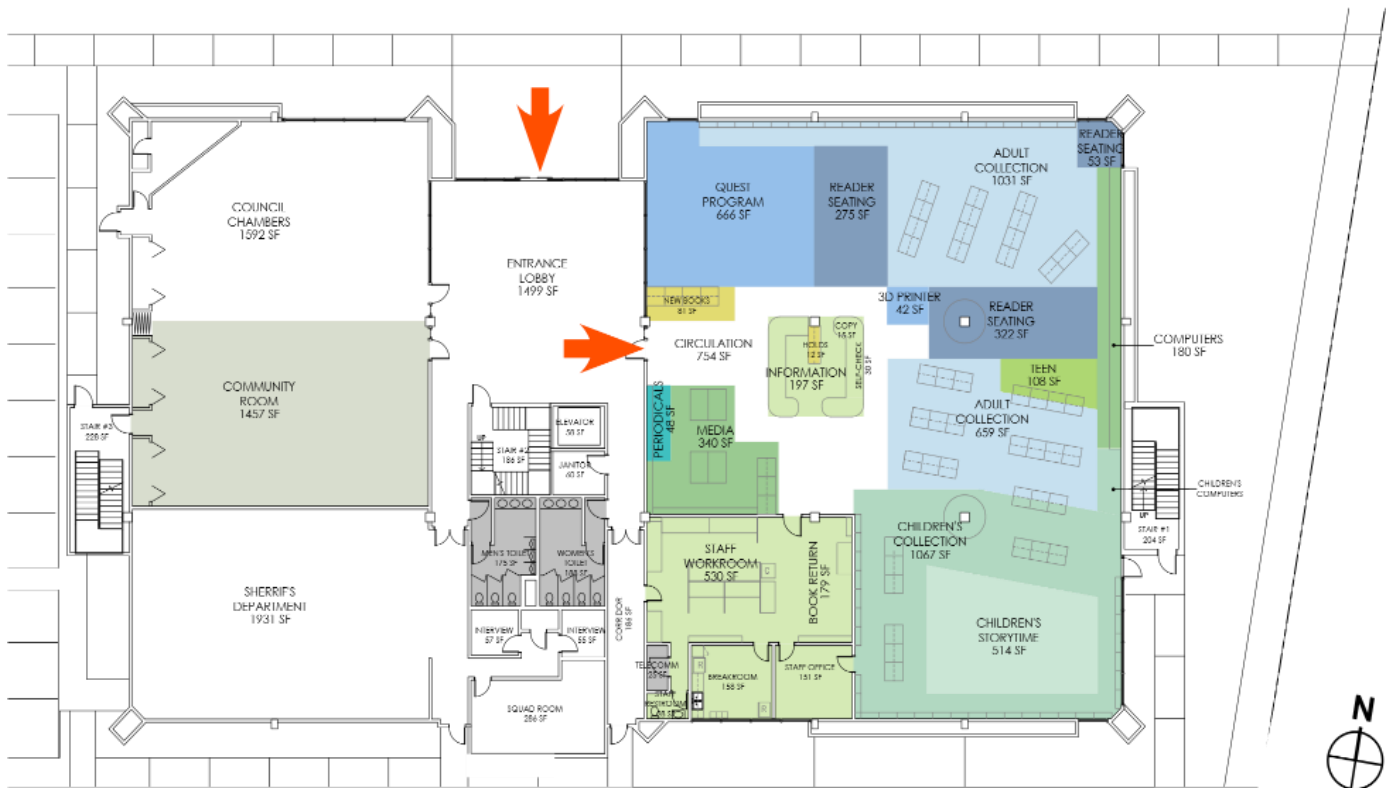
3D printer



## Existing Library Program Area Breakdown

<b>LIBRARY COMPONENT</b>	<b>AREA</b>		
3D PRINTER	42 SF		
ADULT COLLECTION	1,690 SF		
BOOK RETURN	179 SF		
BREAKROOM	158 SF		
CHILDREN'S COLLECTION	1,067 SF		
CHILDREN'S COMPUTERS	41 SF		
CHILDREN'S STORYTIME	514 SF		
CIRCULATION	754 SF		
COMPUTERS	180 SF		
COPY	15 SF		
HOLDS	12 SF		
INFORMATION	197 SF		
MEDIA	340 SF		
NEW BOOKS	81 SF		
PERIODICALS	48 SF		
QUEST PROGRAM	666 SF		
READER SEATING	651 SF		
SELF-CHECK	30 SF		
STAFF OFFICE	151 SF		
STAFF RESTROOM	28 SF		
STAFF WORKROOM	530 SF		
TEEN	108 SF		
	7,482 SF		
UNASSIGNED	198 SF		
<b>LIBRARY AREA TOTAL</b>	<b>7,680 SF</b>		
		<b>SHARED COMPONENTS</b>	
		COMMUNITY ROOM	1,457 SF
		MEN'S RESTROOM	175 SF
		WOMEN'S RESTROOM	188 SF
		LITERACY SPACE - (LEVEL 2)	675 SF
		LOUNGE (LEVEL 2)	617 SF
		<b>SHARED AREA TOTAL</b>	<b>3,112 SF</b>

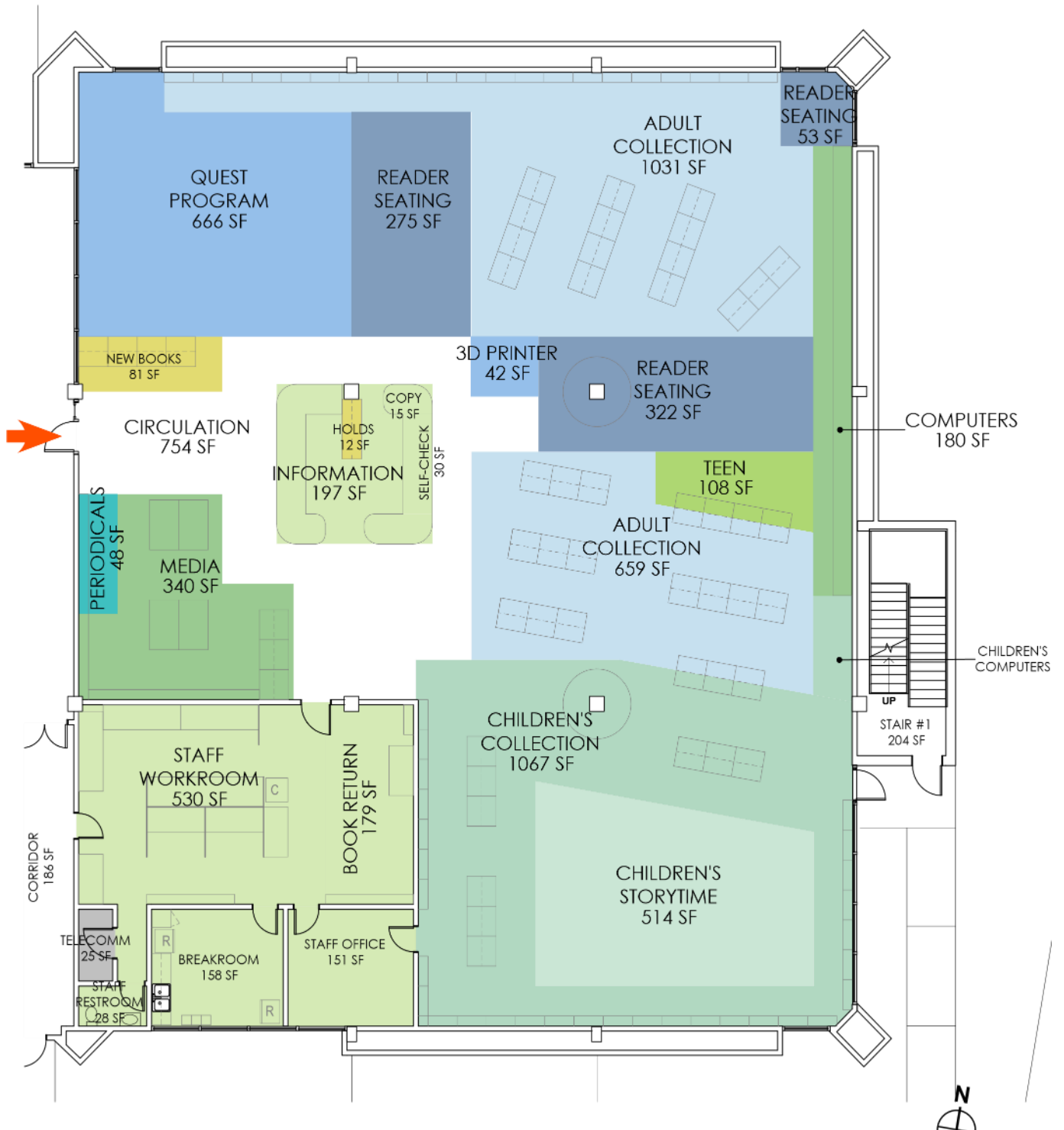
## Existing Government Center Plan - Level 1



## Existing Government Center Plan - Level 2



## Existing Library Enlarged Plan – Level 1



## Current Collections Overview

### Existing Collections

East Palo Alto Library's collections currently comprise approximately 39,650 total volumes. Material collections are broken down by categories listed below. It should be noted that San Mateo County Libraries has adopted a shared model of library collections, which means that daily deliver service enables East Palo Alto Library users access to more than 600,000 items located throughout the system.

#### Adult Print:

- Fiction: 1,300
- Nonfiction: 3,000
- New Print: 500
- Paperbacks: 900
- Spanish: 2,000
- Magazines: 900
- Graphic Novels: 500
- Teen/Young Adult: 700

#### Adult Media:

- DVD: 3,500
- Music: 1,500
- Audiobooks: 400

#### Children's Print:

- Fiction: 12,000
- Nonfiction: 3,000
- Graphic Novels: 500
- Magazines: 200

#### Children's Media:

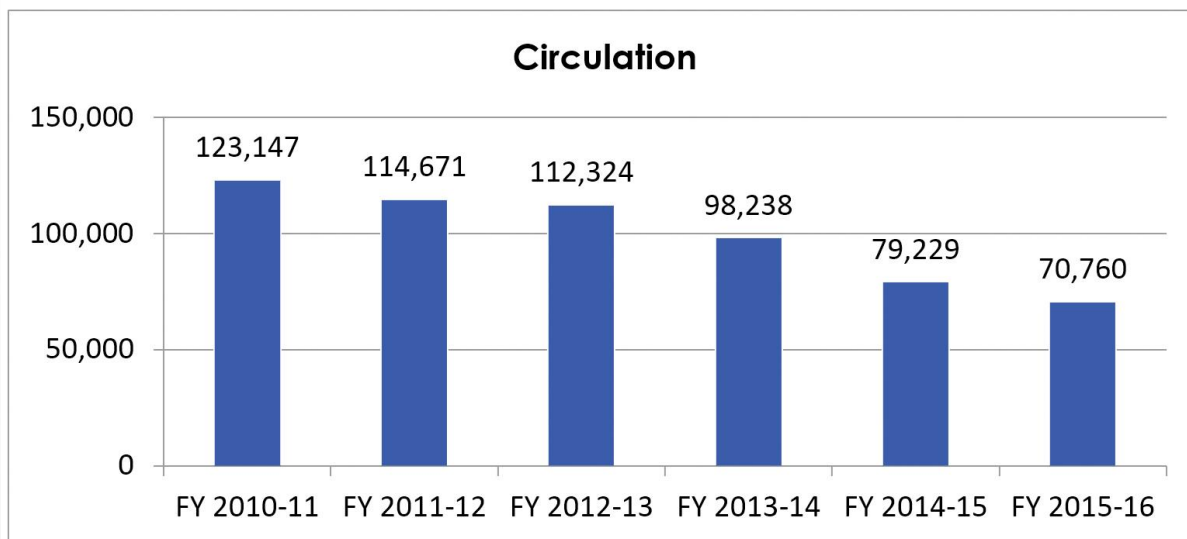
- DVD: 1,200
- Music: 400
- Audiobooks: 150

#### Spanish:

- Adult: 3,500
- Children's: 3,500

### Circulation

The Library's circulation for FY 2015-16 was 70,760 items; population served was 29,413, resulting in a per capita ratio of 2.69 volumes per person. Library circulation is trending down as use of online resources and computers has grown. Earlier Library circulation and per capita data are as follows:



## Current Services Overview

There are several programs particular to the East Palo Alto location which enrich and broaden many opportunities for the community.

### Adult Literacy – SMCL Reads Program

The East Palo Alto Library offers a literacy program to all English-speaking adults who have a desire to learn to read and write better. The program aims to bring adult learners to a functional reading level (or to the level they need and desire for their daily living) and then to refer them to other educational resources in the community. The program is free and consists of one-on-one tutoring and/or small groups.

### Family Engagement Programs

The vision for Toyota Family Learning in the City of East Palo Alto is to build the capacity of families living in underserved areas with an integrated focus on deepening the strengths of families and the power they can bring to their communities. East Palo Alto families who participate in this program learn from each other while engaging in enriching community service projects. Adults and children – many of them first-generation Americans—plan and lead a service project for their community.

### Quest Learning Center

The East Palo Alto Library Quest Learning Center is a free service of the San Mateo County Libraries for youth in 3rd – 12th grades. The Quest mission is to improve students' literacy skills to help them become part of a literate, confident, and creative community of life-long learners. The program offers literacy enrichment, homework help, and mentoring in a safe after-school environment with student-to-tutor ratios of 5:1 or better.



### Summer Learning Challenge

Tackling the “summer slide” that comes from a decline in active learning is integral to read proficiently. In San Mateo County, 42% of third graders overall (and 60% of Latino children) cannot read at grade level. The popular Summer Learning Challenge program and Summer Learning Camps offer a fun opportunity for kids to keep discovering and growing even when school is out.

### Summer Learning Camps and Lunch Program

The Library’s Summer Learning Camps increase access to high-quality learning experiences and advance literacy by engaging youth and families in reading and enrichment activities. In 2016 the camp was held at the Library and a free lunch program accompanied it. Meals were served during lunch five days per week for six to eight weeks during the summer break. The Library successfully obtained funding to extend this program to adult participants as well. This approach results in not only addressing food insecurity but in bonding families and communities.

### Talk Read Sing

San Mateo County Libraries partnered with the LENA Research Foundation to provide the Talk Read Sing program in East Palo Alto. Originally used by early child development researchers, LENA’s innovative “talk pedometer” technology helps Talk Read Sing families track progress on their personal goals around ensuring a language rich environment for their young children. Talk Read Sing participants use “talk pedometers” to track the number of adult words spoken, conversational turns taken, and electronic noise in the home. The data collected drives the families’ personal goals throughout the program. Results for the families in the first two cohorts of Talk Read Sing were significant, with 74 percent of families showing gains in adult words spoken to the child, and 60 percent of families showing gains in conversational turns.

### Veterans Connect

The Veterans Resource Center (VRC) established in the East Palo Alto location is staffed by trained volunteers who provide information about veteran benefits, resources, and local services. Veterans and family members can learn about state and federal education, employment, housing, health, disability, and other benefits. The VRC features a circulating book collection, up-to-date information from service providers, and access to Internet-connected computers.

Summer Meals Program



Children's Program





# SERVICE LIMITATIONS 3



## Physical Constraints on Library Needs

The East Palo Alto Library provides a valuable community resource in a convenient location. The facility's available space and layout, however, place ongoing constraints on library services and operations.

### Size

At 7,680 square feet, the existing tenant space occupied by the East Palo Alto Library is too small to effectively accommodate its very specific services. This facility serves as a de facto Community Center for its patrons, with many programs that go beyond typical library uses: a very active Quest tutoring program, summer camps, meals, language classes, and other community services. At the same time, this is the only library serving the city. Yet the space in which all these varied programs take place is non-specific and limited.

The 1,457 square foot Community Center, which is located across the lobby, does serve a valuable function as a tutoring room and overflow space for Library functions. But as a City facility, it is not dedicated to the Library's use, and is often needed for other functions. The Community Center room is also connected to the City's Council Chambers via an operable partition, so is often engaged for larger city meetings. The room itself has no water nor kitchen equipment – amenities that would be very useful for many of the Library's programs, especially summer camps and community dinners. Since its storage capacity is limited beyond tables and chairs, the Quest program or other tutoring groups cannot really make use of this room as a “home base” for their efforts.

The Needs Assessment team looked at the possibility of creating a mezzanine within the room that could relieve some of the space pressure, and potentially allow for quieter uses. While the ceiling and structure above are fairly high, they are not quite high enough for a mezzanine structure that meets code clearances.

### Noise Mitigation

The most evident need for the Library is more space to accommodate acoustical separation between age groups and uses. Given the current configuration – a single room with no partitions or ceiling differentiation – noise from the tutoring and children's areas pervades the entire space, and is a major source of complaints. It would be possible to enclose the existing Quest and Children's areas to mitigate sound transmission, using as much glass as possible to preserve some daylighting and line-of-sight observation. However, given existing exit locations, such enclosures would present challenges from an exiting point of view. They would also limit the flexibility of this rather small facility.

Another way to address the issues of noise and distraction would be to enclose a “quiet room” or “work zone” that would include various types of reader seating and desktop computers. This idea takes the attitude that the majority of the facility is lively and active, except for this designated quiet area. Again, due to the small size of the library, the partitions and access requirements for such a room would reduce occupiable square footage and would also limit flexibility and line-of-sight monitoring.

## **Meeting and Study Rooms**

There are currently no meeting rooms of any size in the library. Most group functions, both formal and informal, take place at the Quest tables or in the adjacent reading area, basically in the center of the room. While the flexibility of this area means that it can accommodate small groups or large crowds, the space is not designed specifically for meeting functions. Group discussions can be heard throughout the library, and there is no useful meeting technology available such as projectors, screens, monitors, phones, or computers.

Many of the community's "dream library" requests were for enclosed meeting rooms of various sizes. The most needed room types for this specific facility are:

- 1-2 person Focus Rooms – Can be partially open for ease of access, but if acoustically separate, they could be used for private tutoring or counseling, streaming college courses, teleconferencing, quiet study
- 4-6 person Study Rooms – Student projects, small meetings, Project Second Chance and other tutoring
- 10-12 person Group Study Rooms – Classes, meetings, craft/maker sessions

It is possible to provide a few meeting areas within the current facility. The suggested location would be to line a few rooms or areas along the north wall, near the Quest tables. This would require reconfiguration of most of the nonfiction shelving, since they are single-sided and line this wall. These meeting zones should either be open or fronted with transparent glass, to ensure that staff could monitor them easily.

The drawback of building meeting rooms within the existing room is similar to those presented by enclosure of a Quiet Room: they would take up floor area in this facility where reader seating is already insufficient to handle the surge crowds of students.

## **Teen Areas**

The current library does not have a dedicated Teen area per se. The Young Adult collections are located in stacks near the center of the east wall, near the Children's area. However, most of the teen activity takes place in the Quest tutoring area and at the computers. As mentioned previously, this library would benefit greatly from an enclosed or acoustically buffered Teen area. This zone should be in direct view of the Information Desk, either directly or through glass. Computers and a variety of seating options would make for an effective place for young people to gather. Access to group study rooms would also go a long way towards minimizing noise and maximizing user-friendliness.

## **Children's Areas**

East Palo Alto Library has a Children's area totaling about 1,622 square feet, with stacks, tables, wall shelves, and a storytime area at its center that can accommodate about 35 children at maximum. The space is tight, with no room for stroller parking or overflow crowds. Staff has done an admirable job with cheerful decorations and a few interactive play pieces for toddlers. But other than a few tables, there is not enough room for the kinds of amenities seen at many neighboring children's libraries, such as portals, toys and other play elements, maker areas for crafts, or a dedicated storytime room.

## **Staff Areas**

Staff space in the existing building is unevenly functional. The Information Desk, with dual long curved counters, takes up 197 square feet and is larger than needed for information services. But the rear desk has been given over to check in machines, printing stations, a copy/fax machine, and other devices for public use, and this central area works fairly well.

The staff open-office area is very crowded with books, carts and workstations, yet it also must maintain a circuitous path so that staff can reach the restroom, kitchen and offices in the rear. This room is effectively also the book return room, with a small check-in station along the wall. There is no through-wall book drop from the exterior: staff empties the freestanding drop located outside near the building entrance, bringing materials inside on a cart through the lobby and single entrance door. The office and book return areas would greatly benefit from more space and a layout with more wall space and less through-circulation. Dedicated storage areas are also key to better functionality of the staff area.

Staff meetings could take place in the break room if it were large enough; either a larger break room or dedicated staff meeting room would allow for smoother operations, but neither of those are options in the current facility due to lack of space. The staff restroom also is too small and does not meet ADA compliance.

## **Seating**

As touched upon previously, this facility suffers from lack of comfortable seating options during surge use periods. The collection of tables and carrels near the Quest area are utilitarian. There are only 6 upholstered seats in the room. Patrons want more seating, offering a variety of options, but there is currently no space for additional chairs, armchairs nor tables.

## **Public Computers, Internet and Technology**

The Library has a fairly high number of desktop computers in proportion to its size, as well as the option to check out laptops and tablets. Internet connectivity is readily available via WiFi. Yet more computers and related technology were high on the list of recent patron requests. There were also many requests for gaming areas, and since the 3D printer had proved popular, there are other maker-type machines that could augment the opportunities for the young makers in this community. Again, the limitation to providing any additional hardware is space.

## **Restrooms**

The shared restrooms in the building lobby are often in disrepair, and lack family-friendly amenities such as a baby-changing station. Especially given the youthfulness of EPA's population, it is not ideal to have to exit the library to use the restroom, especially for parents with young children. Patrons with mobility issues or who require assisted use are inconvenienced as well. Any expansion or renovation should include safe, clean restrooms within the library, dedicated to patron use.

### **Daylighting and Connection to Outdoors**

A considerable number of patrons requested that their library offer a connection to nature in some way. Many people asked for more light and views, not surprising given that the existing windows are darkly tinted and mostly situated high on the wall. Other requests went further, with suggestions for patios, courtyards or even a community garden.

It would be possible to create a secure outdoor room or garden at the Government Center, if the Library obtained permission to take over some of the planting area along University Avenue. If fenced and provided with proper exiting, an area of perhaps 200-400 square feet could be dedicated for Library use. However, the location is not ideal: this is a busy and noisy thoroughfare, not very friendly for young children in its proximity to the road and sidewalk, and potentially susceptible to vandalism and trespassing.

Community Outreach





# COMMUNITY ENGAGEMENT 4



## Community Engagement

Multiple methods of outreach were utilized to gather community insight and priorities for library services. These included an online community survey, key informant interviews, focus groups targeting Children, Youth and Teens and two “Dream Library” workshops for adults.

### **“Dream Library” Public Workshops**

As part of this Needs Assessment effort, two public meetings on the evenings of October 11 and November 2, 2016, were held. Catered dinner and child care were provided, and the meetings were well-attended with more than 100 patrons each. The Needs Assessment team encouraged attendees to dream big about the specific needs and wants for their particular community. Images of many different types of library amenities were shown as examples – from two-person tutoring rooms to teen gaming rooms, cafés to community gardens.

A translator was on hand for both meetings, communicating with Spanish-speaking attendees via headsets. Many of these people were students of English classes offered at the library. There were many astute questions asked regarding funding, possible relocation, and expansion of hours and services: the Needs Assessment team encouraged the community to set practical concerns aside for a moment and to consider this a brainstorming session for anything and everything they would wish to have in their Library.

Recurrent discussion topics included the need for more seating, more personal space, and a quiet place to work and study. More desktop computers and other tech devices were also frequent requests. Improvements to the Children's Library area were often discussed, including more space, infrastructure, play opportunities, and event programming.

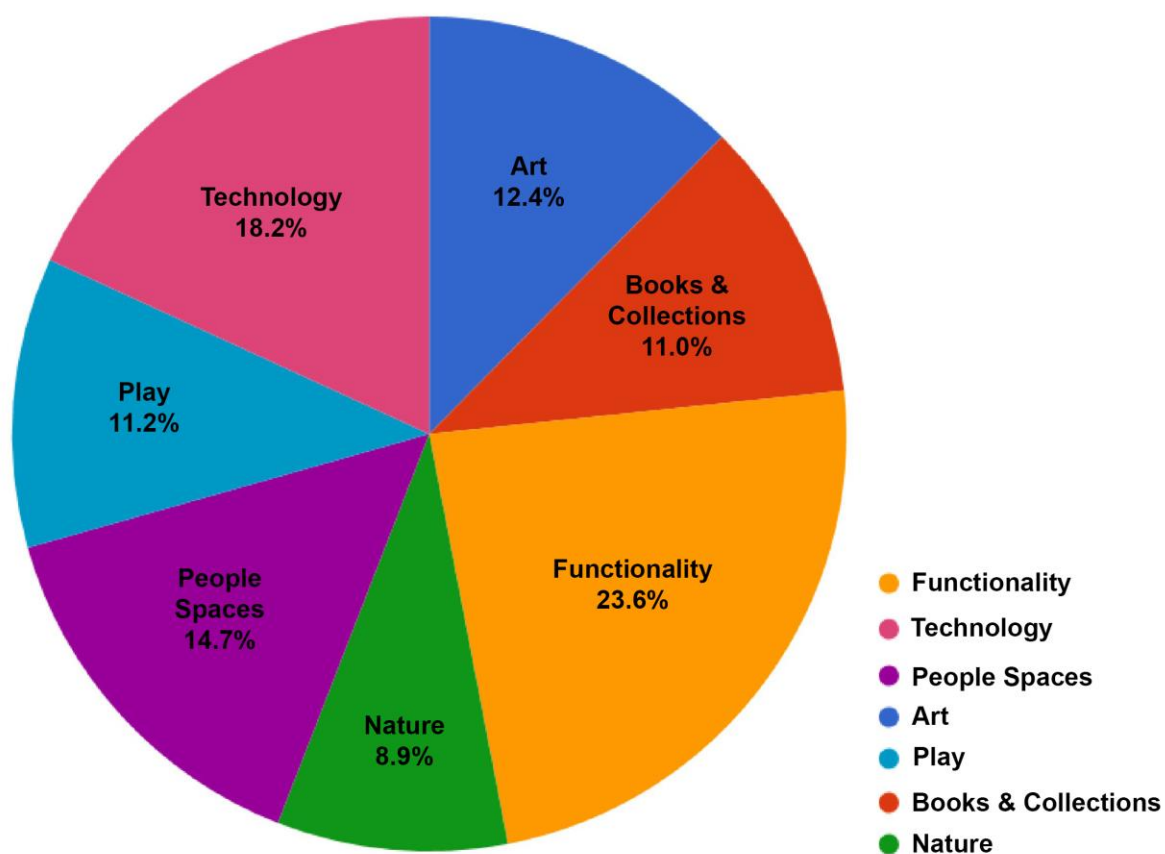
Many of the patrons were familiar with Mitchell Park and Rinconada Libraries, which are part of the Palo Alto City Library system and are quite close by to East Palo Alto. These facilities are new and offer outstanding amenities such as outdoor reading rooms, study rooms, cafés, and separate children's areas; these were repeatedly used as a basis of comparison while discussing the possibilities for a new EPA Library. The Mitchell Park Library has been included for Peer Library analysis, along with several other libraries.

## Patron Requests Summary

### Community Input

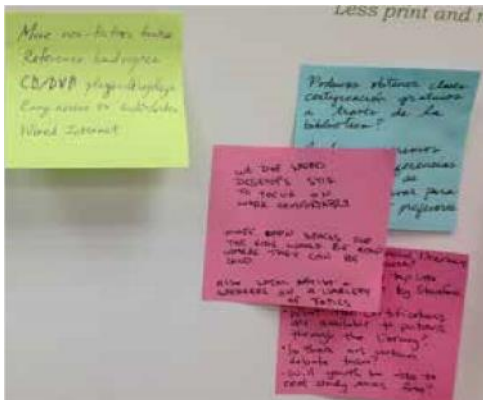
During both public meetings, the participants were encouraged to ask questions and make suggestions for possible future library amenities. Sticky notes and pens were readily available for notes and ideas, and patrons made good use of them by jotting down their requests and mounting them to boards. Additionally, to ensure that persons who were not able to attend meetings could contribute their ideas, an online community survey was sent out to all East Palo Alto card holders and a “Dream Board” was mounted next to the Library Service Desk for several weeks, collecting layers of sticky note requests. The survey asked what was important in life, where the respondents see themselves 10 years from now, what physical space(s) they would like to see in the East Palo Alto Library and what services/programs are important to the respondent now or in the future. All these notes were transcribed and combined with the requests received from children, teens and the Quest students. In the analysis of more than 500 recent patron requests, a set of broad categories and subcategories emerged:

Patron Requests by Category





Sticky note requests from Meeting No.1



Questions during Meeting No.1



## Patron Wish Lists

### Input from Youth

Twelve teenagers who frequent the EPA library were given an opportunity to share their own ideas via a focus group held on October 19, 2016. Participants used a worksheet to jot down keywords and notes prior to speaking together as a group. In addition to the expected requests for gaming equipment and snacks, the young people had a number of thoughtful requests involving opportunities to work, study and learn. Please see Appendix D for a transcription.

### Quest students' library wishes

Library staff sought requests from the after-school Quest Learning Center students. This tutoring program, for 3rd through 12th grade students, is particular to the East Palo Alto location and is one of its most significant programs. Computers, gaming devices and art featured prominently among the wishes of this group. Many of the kids asked for more comfortable places to sit, more books, and food.

### Children's library wishes

Staff held a special storytime event for younger children on October 18, 2016, during which craft materials were available for the young ones to make models of their Dream Library. The kids also verbally summarized their wishes:

- Decorations
- Outdoors
- Cozy
- Plants
- Benches
- More crafts
- Climbing
- Monkey bars
- Toys to play on
- Computers with Dora!
- More toys
- Sections for kids
- Spanish classes
- A lot of toys
- More kids activities
- A lot of food
- Butterfly
- Bigger library

Child's dream library model



## Patron Requests Analysis

### Art (12.4%)

The importance of art in all its forms was reflected in community wish lists. Some requested a gallery area for rotating and local art display, as well as ideas for local artists and speakers to present their work.

Children's art opportunities were especially well represented by requests for spaces where children could explore art, crafts, music, theatre, dance and other creative endeavors. Parents would like access to rooms where kids can make messy art, such as cooking facilities. An image of an "Idea Room" lined with floor-to-ceiling chalkboards sparked interest and enthusiasm for similar freewheeling opportunities. Some teens liked the idea of a room where they could spray paint and make murals.

Wishes for guitars, drums, keyboards, an LP record collection, recording equipment and soundproof recording rooms reflected an interest in the making of music. More than just facility decoration in the public-art mode, people were interested in making their own art by way of tools and spaces offered at the Library.

### Books and Collections (18.2%)

Many requests for "more books" came from the youth and child contingent; adults had specific requests such as the reestablishment of a local Ravenswood/East Palo Alto history archive, and more materials reflecting the Latino cultural experience. Patrons would like to see more Spanish materials, as well as language instruction materials and books in other languages.

Non-print loan items were also requested, such as tools, musical instruments, sewing machines, art supplies, laptop computers, cameras, gardening implements and seeds. Some of the requests were for collection items that have become disused in other communities but are still the tools of choice for many people without tech devices: for example, hardcopies of reference materials, and telephone directories.

### Functionality: Quiet, Space/Facility, and Work/Study (23.6%)

These three request categories are related due to the shortcomings of the Library's location in the Government Center building. This particular facility is too small for its user base, and suffers from its configuration: one room, with an undifferentiated flat ceiling plane and no opportunity to modulate the activity of different groups within the space.

**Quiet** - Because of the heavy and often noisy use by young people – especially during afterschool tutoring hours – the rest of the room is too loud for focused work or study. The patron requests reflected this complaint: many people complained directly about the noise, and many others indirectly, by requesting separate spaces for teens and children, or separate quiet rooms for working.

In some facilities, shelving stacks are grouped in banks – so that seating and computer opportunities are distributed throughout the facility in a way that offers more privacy and quiet. The EPA layout, with shelves lining the perimeter walls and pushed to the

edges, is optimized for line-of sight monitoring and for maximizing the number of study tables in the Quest area. As a result, there are few opportunities to get away from the crowd at the center. The available square footage is too small to comfortably accommodate surges of library users.

**Space/Facility** - The most common refrain in both languages was "Space!" More space, flexible space, mas grande, a bigger library... these words show up again and again on the patrons' wish lists. Many specifically noted the need for individual areas, privacy and separation. This category also includes commentary on other physical shortcomings of this building, such as the lack of restrooms, the need for a safe and separate children's play space, and the need for a bigger and more functional staff area.

**Work/Study** - Items in the Work & Study category include specific kinds of spaces that facilitate effective work and concentration. There are no enclosed study rooms or conference rooms in the current facility, and this situation exacerbates the above problem. Nor are there any designated quiet zones, and given the room configuration, it would be impossible for staff to enforce such a zone at any rate. The requests for "silent rooms" describe what is sorely needed here, especially study rooms of all sizes: enclosed rooms would offer a quiet place to work, or could isolate noisy groups within. Huddle rooms for one or two persons would allow phone calls, class streaming or private tutoring. Small group study rooms would acoustically isolate discussions from the rest of the facility. Larger meeting or class rooms could accommodate classes or storytimes. Large multipurpose rooms would provide a meeting venue for community groups such as veterans, book clubs, and volunteers.

There are other specific items that patrons would appreciate in order to work and study effectively at the library: visible clocks, day lockers, a phone booth, more copy and fax machines, office supplies, white boards, bulletin boards, and more desks and work tables.

### **Nature (8.9%)**

The need for a better connection to nature and the outdoors was represented by a surprising number of requests. People asked for outdoor patios "like at Rinconada", a Palo Alto City Library with beautiful mature landscaping in two serene enclosed patios. They also asked for humbler elements, such as seats close to windows, or a courtyard where kids might safely work off their energy. Daylight and plants were specifically requested. Access to sunlight and the natural world has been proven to improve concentration and well-being, and this was borne out by meeting discussion and sticky-note requests for more of it.

To incorporate nature to an even greater extent, several people wished for a community garden as part of their Library facility, where they could grow their own food and even learn to cook it at classes that could be offered in a Library kitchen. The Teens reflected an interest in this idea that nearly rivaled their requests for PlayStations and Minecraft gaming rooms.

### **People Spaces: Connect and Relax (14.7%)**

These two categories are related in that they represent the EPA Library as both a living room and a sort of town center for the community - so much more than a place to check out books.

**Connect** - In the Connect category, the team has grouped requests for a place that accommodates community activities: open-mic nights, holiday festivals, public debates, author visits, book groups and the like. This is interesting because the Government Center does currently have a Community Room across the lobby from the Library; but since it seems to lack an operations structure and instead is so frequently used by Library Quest and other programs, the library services are now its principal community connection.

**Relax** - The Relax category might have been labeled "Eat", since many notes specifically mentioned food and drink. But the people seem to want broader opportunities to buy snacks, a meal, a cup of coffee – even though there is a fast-food restaurant on the adjacent corner. Aside from food, the allure of "cozy" and "comfortable" seating, eating and napping areas, and a place to talk on the phone were all requested. The bookstore-style café that so many new libraries have incorporated would be very welcomed in a new facility.

### **Play (11.2%)**

The importance of play was revealed in many requests from adults and young people alike: in keeping with the perception that the Library is essentially a community center, participants want opportunities for play at their library. Parents and younger children asked for toys, monkey bars and climbing elements, puppets and dramatic play accessories and a small stage – even the option to bring pets. There are a few interactive play panels in the children's area that are meant to be changed out periodically. Unlike many other recent facilities, there are no other playful elements aimed at young children such as portals, tunnels, climbing or stacking elements. Older children offered many requests for computer-related play, such as gaming rooms for online multiplayer games such as Minecraft. They also asked for other electronic devices such as Wii, Xbox and Playstation. "Games" and "toys" of any kind appeared frequently, along with the opportunity to get "cool stuff" at a store. As several put it, kids at the library want to "have fun!"

### **Technology (18.2%)**

Technology of all types was the biggest single wish category. Requests included more computers, wired Internet connections, free printing availability, classes, game devices, computer game servers, and laptops that would be available for checkout. The majority of Quest and teen requests included technology in some way – reflecting both the obsessions of the newest generation, and the inevitable immersion in Silicon Valley tech as it surrounds East Palo Alto.

Interestingly, there were no specific requests for Maker-type equipment to augment the 3D printer already available at the Library. The focus among adults and youth alike was on providing more desktop computers. This is likely directly related to the economic

situation of a community who generally lack the disposable income to buy their own hardware, and who depend on the library for computers essential to modern work, study and play.

### **In Addition: Services and Location Requests**

A number of recent patron requests involved services that are largely outside the scope of an architectural assessment. These have been omitted from the categories above to maintain clarity in regards to architectural and space-planning issues. However, they reveal what kind of services are important to this particular community and therefore what kind of spaces might be wanted to accommodate them. These include: extended hours or even 24/7 operation; programs and activities for children of different age groups; elder services; cooking classes; Spanish classes; financial aid for college prep; study abroad or foreign exchange programs; financial literacy courses; satellite lecture streaming; life skills classes; computer programming classes; field trips; family counseling; and parenting classes.

Public feedback opportunities also resulted in some direct requests to “keep the Library where it is”. These were from patrons who live close to the Government Center and who rely on walking to get to the library. Other related requests were for free bus transportation to and from the Library, and sheltered bike parking and repair services. While possible relocation sites for the Library are outside the scope of this Needs Assessment, the inclusion of this request category reflects the importance of car-free access to many patrons.

### **A Center of Community Life**

More than in most communities, the patrons of East Palo Alto consider the library to be much more than a place to check out books: their specific wish lists show that the library is considered a center of community life. They desire a library facility with all the amenities offered by the libraries of their more affluent neighbors: meeting rooms; arts and crafts; cutting-edge technology; places to eat, relax and socialize; access to the natural world; and the very best opportunities for their children.





Word Cloud graphics representing the frequency of words appearing on sticky note requests collected from the Public Meetings and Library Dream Board, in both English and Spanish





## Peer Library Reviews

Based on the information provided in Sections 1 & 2 and focusing on the quality of library services, this section offers an evaluation of key library metrics with respect to service delivery. This data is intended to provide strategic insight into East Palo Alto's Library Service Needs through direct numerical comparison.

The Project Team developed a list of peer libraries in order to study key metrics. These libraries were selected because they align most closely with the following key criteria established by the Project Team:

- Population: 24,000 to 68,000
- Size of the Building: 20,000 to 56,000 SF
- Community Served: Peninsula Urban Communities
- Building Opened or Renovated: within the last 20 years

The Project Team determined a peer library to be considered a suitable benchmark if it met a substantial portion, but not necessarily all of the criteria. Strong consideration was also given to known successful regional library models. Some key criteria ranges were extended to accommodate East Palo Alto patrons' familiarity with nearby, non-San Mateo County Libraries.

### Historical Benchmarking Metrics

Through a comparative analysis, one can note that certain elements of East Palo Alto's existing library services either exceed or fall short of the peer library metrics. In addition to the compilation of peer data, the analysis is also being compared to the San Mateo County Libraries average. Each key metric studied also incorporates the trimmed mean of the selected peer library data. This average is established by removing the highest and lowest numbers in the data range and then averaging the remaining numbers. The trimmed mean helps to adjust the range of information for any outlier data points that could skew the overall data to reflect results outside of normal experience and general pattern of distribution.

The goal of this exercise is to use multiple library service metrics to establish a baseline for what other similar libraries are providing to their communities now and for future growth.

## Key Metrics Overview

The following are Key Metrics studied to create a basis for Peer comparison:

Facility Size as compared to:

- Population
- Projected 2035 Population
- Circulation
- Collection Size

Collection Size as compared to:

- Population
- Building Size

Annual Circulation as compared to:

- Population
- Collection Size (Turnover Rate)
- Building Size

Computers and Technology (Number of Public Computers) as compared to:

- Population
- Building Size

Reader Seating (Number of Seats) as compared to:

- Population
- Building Size

Children's Area (measured in square feet assigned)

Meeting Rooms & Amenities

- Number & Type of Public Meeting Spaces
- Unique features like a Café, Garden or Outdoor Area

San Mateo County Averages denoted by dashed line — — — —

Data shown reflects the 2015-2016 fiscal year. Unless otherwise noted, population used was from the 2010 US Census. It is important to note that no Community Library is the same; each Library serves a unique community with a unique set of service needs. With this in mind, the Project Team identified 8 libraries in 3 County and Municipal systems throughout the Peninsula. The following facilities most strongly fit the selection criteria.

## Peer Libraries

### San Mateo County Libraries

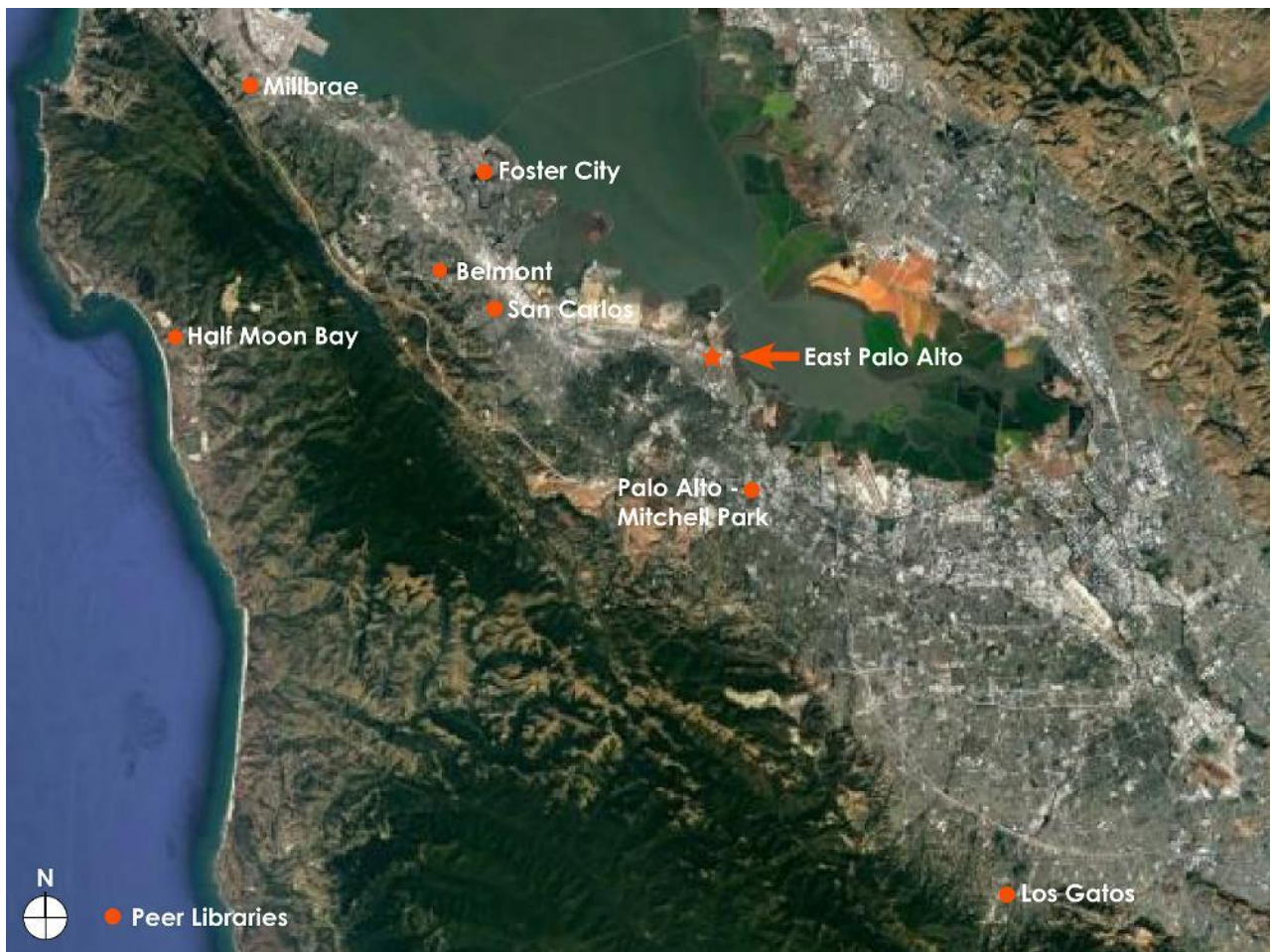
Belmont Library	20,230 SF
Foster City Library	23,708 SF
New Half Moon Bay Library	22,000 SF*
Millbrae Library	26,200 SF
San Carlos Library	21,836 SF

### Other Libraries

Los Gatos Library	30,250 SF
Mitchell Park Library	56,332 SF

\*Library currently under construction

### Regional Map of Peer Libraries





## Amenities Comparison

### Belmont

- Large Children's Room and Storytime areas
- Three small meeting rooms
- Fireplace with soft seating area
- Secure patio in amphitheater configuration
- Small café
- High ceilings and views to outdoors
- Maker space

Belmont – Secure Patio



### Foster City

- Children's Room
- Meeting rooms upstairs in Community Center
- Maker space

Foster City – Children's Area



### New Half Moon Bay

- Very large Children's Collection and Storytime areas
- Teen room
- Large Community Room accessible after hours
- Isolated Quiet Room in addition to several small meeting rooms
- Green roof
- Secure, landscaped outdoor room

Half Moon Bay – Community Room  
rendering: Noll & Tam



### Millbrae

- Children's Library
- Plentiful daylighting and connection to nature

Millbrae – Children's Area



### San Carlos

- High skylit central dome
- Very large Children's Library
- Several meeting rooms
- Small secure patio
- Teen room

San Carlos – Children's Area



### Mitchell Park

- Very large Kids' Place with dedicated Children's Patio
- Large Teen Zone
- Several meeting rooms of various sizes
- Green roof and roof terrace
- Adjacent to large Community Center offering Teen Center, courtyard, sporting facilities, and numerous meeting rooms

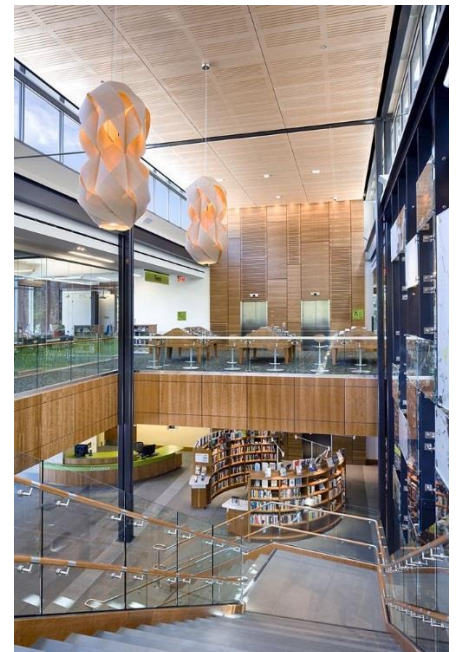
Mitchell Park – Kid's Place



### Los Gatos

- Very large Children's Collection and Storytime areas
- Teen Room
- Several meeting rooms of various sizes
- Small café
- Abundant daylighting and openness
- Small secure courtyard

Los Gatos - Daylighting





## Benchmarking Summary

The Peer Library analysis intends to demonstrate whether the East Palo Alto Library facility serves its community to the degree that comparable library facilities are able to serve. These exhibits also compare how other, similar libraries accommodate flexibility for future service models by way of space planning and infrastructure.

Looking at the data, East Palo Alto Library is highly used by its community and specifically for access to technology. The library has comparatively smaller collection sizes, in part as a purposeful effort to prioritize available space for high demand activities such as Children's programs, after-school tutoring and technology.

East Palo Alto Library falls within the bottom tier of its peers when considering its facility size and population served. Compared to its peers, the Library is undersized to serve current as well as future populations. This Library has access to a shared Community / Program space; however, this room is not always available – which limits its flexibility to the Library in providing programming.

The Library's Children's area has adequate capacity for its collections but falls short in providing space to accommodate activities like studying, small workshops, programs and storytimes. In comparison with peer libraries, the data bears out its size inadequacies, and validates anecdotal complaints of noise and overcrowding during periods of heavy use by children and families.

One of the areas in which EPA exceeds its peers is in providing its Community access to technology. Despite the limited space, the County has made a priority to provide desktop computers, laptop checkouts and access to WiFi hotspots and a 3D printer. This much is evident in the metrics comparing Population per Computer.

3d printer workstation



## Benchmarking Data Observations

Please see bar graphs that support these findings in the following section.

**Building Size / Population** (SF / Capita): SMCL benchmark average building size is 3 times higher than East Palo Alto's. The County average branch size is 22,795 SF and average SF/Capita is .60 SF/Capita, more than 2 times that of EPA's.

**Collection Size / Building Size** (Volume/SF): EPA's volume per square foot is just under the County average.

**Collection Size / Population** (Volumes/Capita): EPA's volume per population is very low, just half of the County average and the lowest of the peer group assessed.

**Turnover Rate** (Circulation/Collection Size): EPA's turnover rate is about half of the County average. There is significant evidence to point to the Community's reduced demand for checking out physical books. The branch's inter-library loan program has average utilization.

**Population / Computer:** The number of people per computer in EPA is well below the County average as noted in the summary, indicating the Library already is working diligently to meet local demand for access to technology.

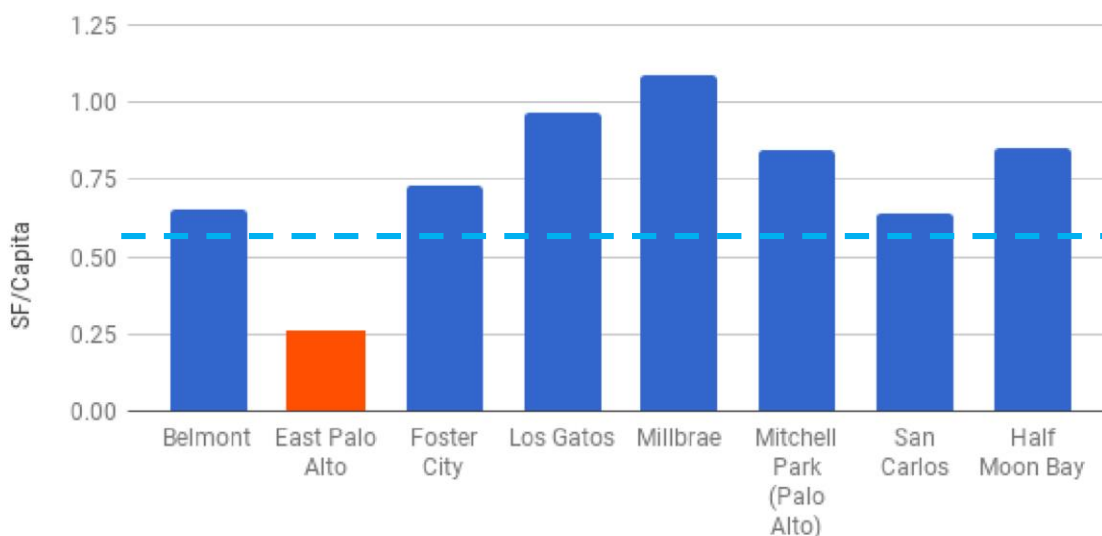
**Building Size (SF)/ Computer:** This metric is very low again indicating a higher level of technological density at this facility compared to the County average.

**Population / Reader Seat:** Similar to the SF/Reader Seat, this metric shows the lack of space for common seating areas.

**Building Size (SF) / Reader Seat:** This is an area that is lacking based on the data – providing spaces and furniture for people to sit, meet and otherwise comfortably occupy. With a significant amount of square footage dedicated to Quest, the current space is utilized mostly for technology and collections.

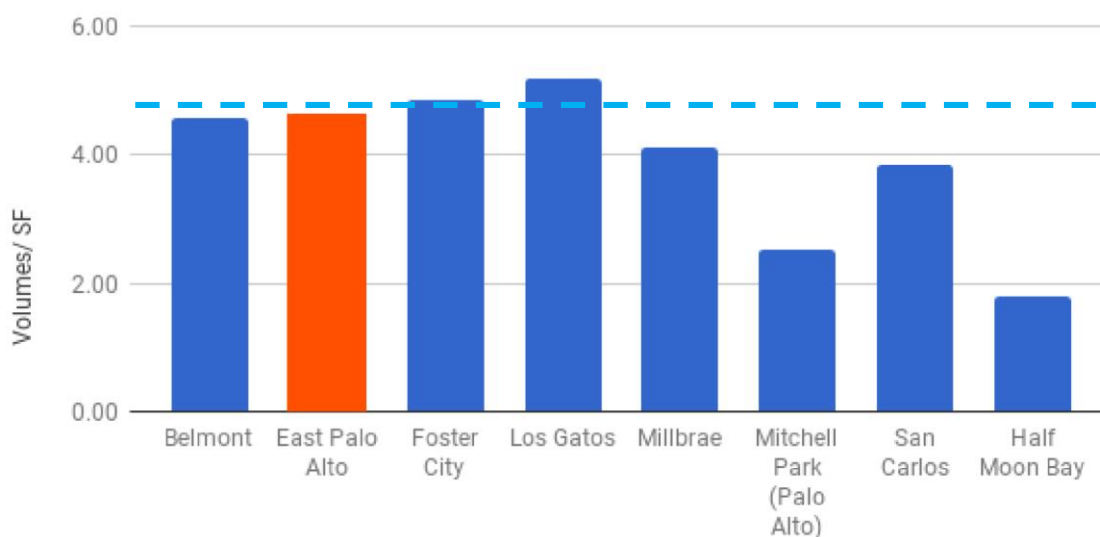
**Visits per Building SF** (by Year): This metric exemplifies the exceptional use of the current facility and its limited space.

**Children's Area Size** (SF): The Children's spaces at EPA are very tight, for existing collections as well as utilization of the space for small to moderate storytimes.



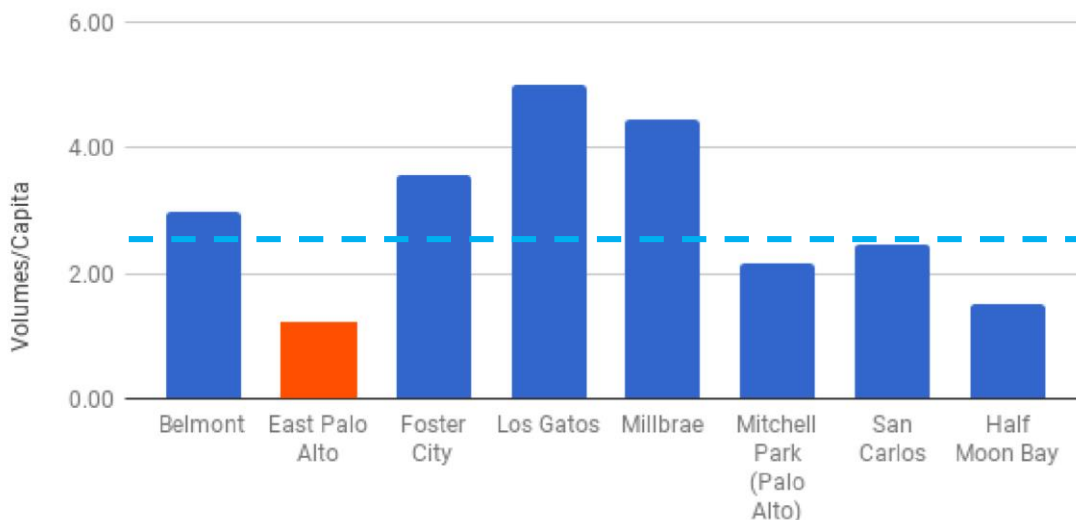
### Building Size / Population (SF / Capita)

- Peer Library Trimmed Mean is .78 SF / Capita
- SMCL average (.60) is more than 2x that of East Palo Alto's (.26)
- Only the Pacifica Libraries have a smaller building as relates to its population served
- County average facility size is 12,553 SF, peer group trimmed mean is 24,037 SF
- Proposed Half Moon Bay Library SF (22,000) used



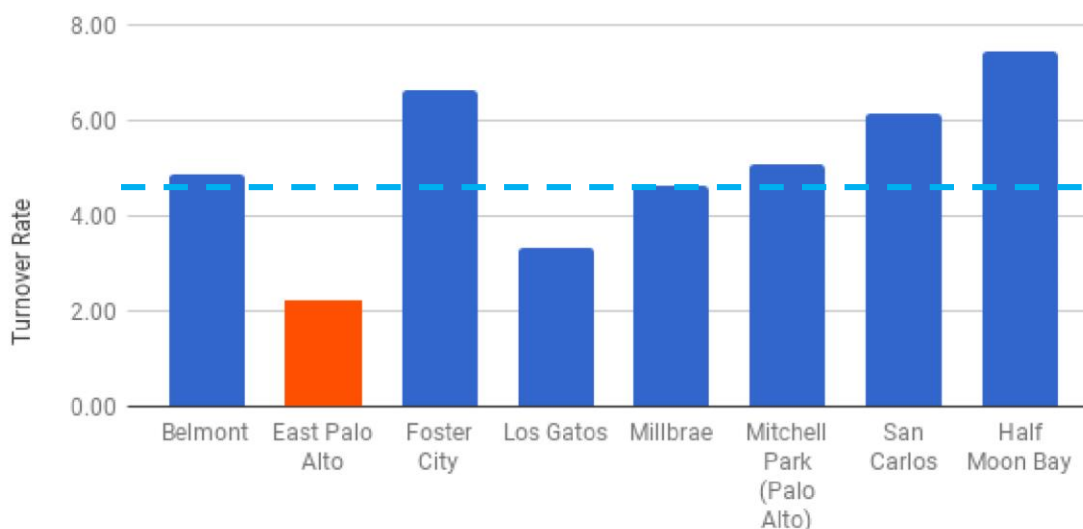
### Collection Size / Building Size (Volumes / SF)

- Peer Library Trimmed Mean is 4.09 volumes/SF
- East Palo Alto (4.63) is just below SMCL average (4.75). Combined with turnover rate data, this indicates that East Palo Alto's current space housing books and collections is in line with its peers. East Palo Alto's circulation per square foot of 9 is also less than half the County average (21) further indicating current demand.
- Proposed Half Moon Bay Library SF (22,000) used



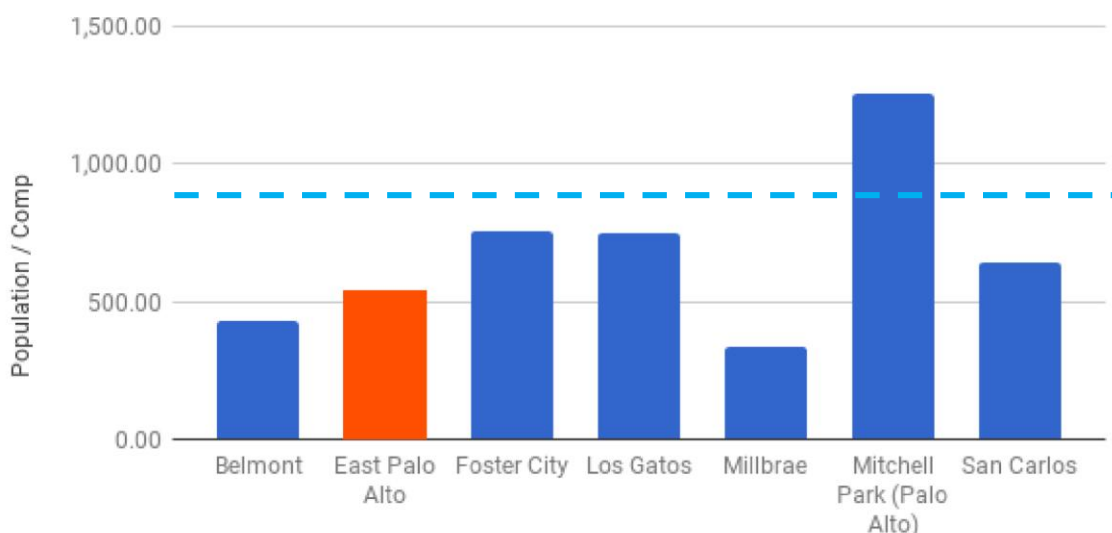
### Collection Size / Population (Volumes / Capita)

- Peer Library Trimmed Mean is 2.85 volumes/capita
- SMCL average (2.6) is 2 times that of East Palo Alto's
- East Palo Alto has the lowest collection size as relates to its population within this peer study. This is reflective of both space restraints as well as intentional collection reduction and reliance on inter-library loans.



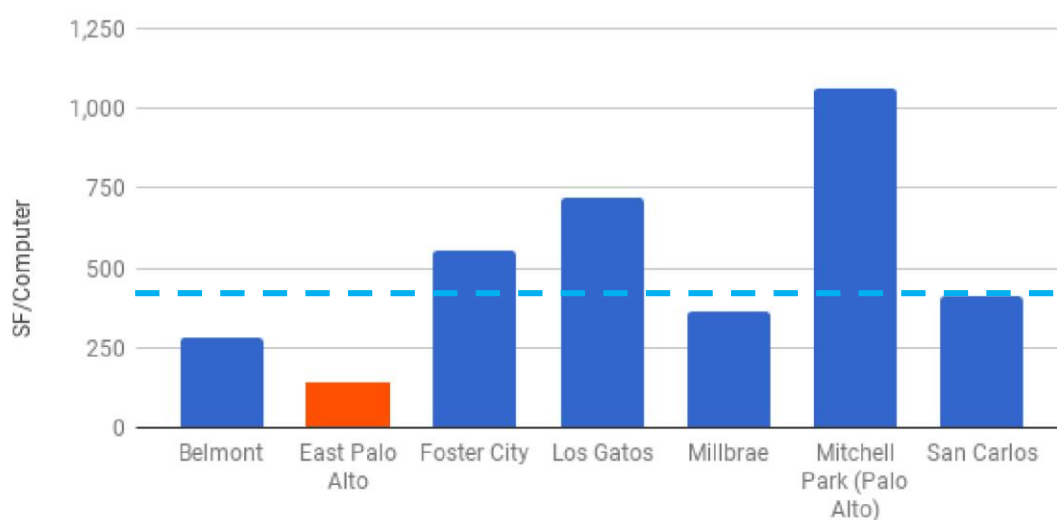
### Turnover Rate (Circulation / Collection Size)

- Peer Library Trimmed Mean is 5.11.
- SMCL average (4.58) is about 2 times that of East Palo Alto's
- This is indicative of the lower demand for EPA's book collection



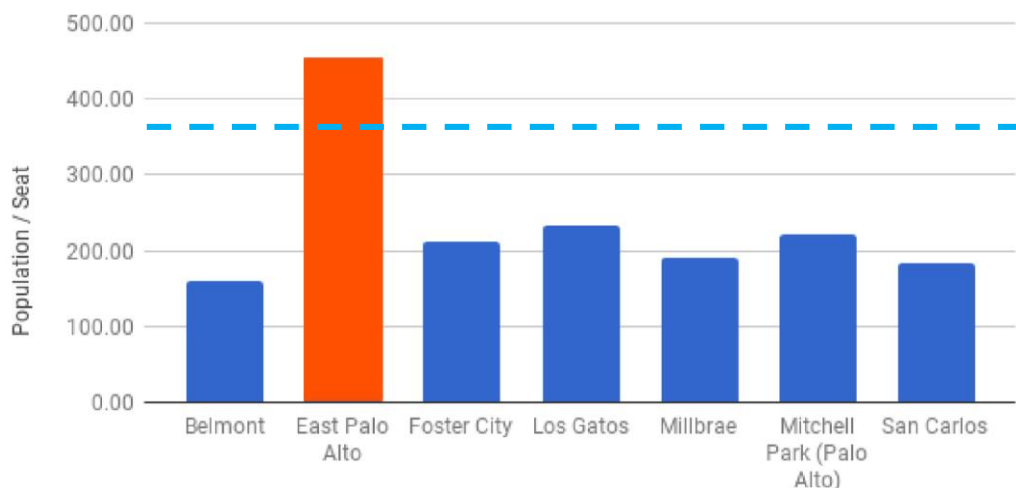
### Population / Computer

- Peer Library Trimmed Mean is 621.12 people/computer
- SMCL average is (864 people/computer) is significantly higher than that of East Palo Alto (535 people/computer)
- Demand for access to technology is high at East Palo Alto, any expansion should consider expanding this access a high priority. Comparatively, East Palo Alto's low square footage per computer of 140, the lowest in the County, and compared with the County average of 393 further emphasizes the existing technological density which is in high demand.
- Data unavailable for Half Moon Bay Library



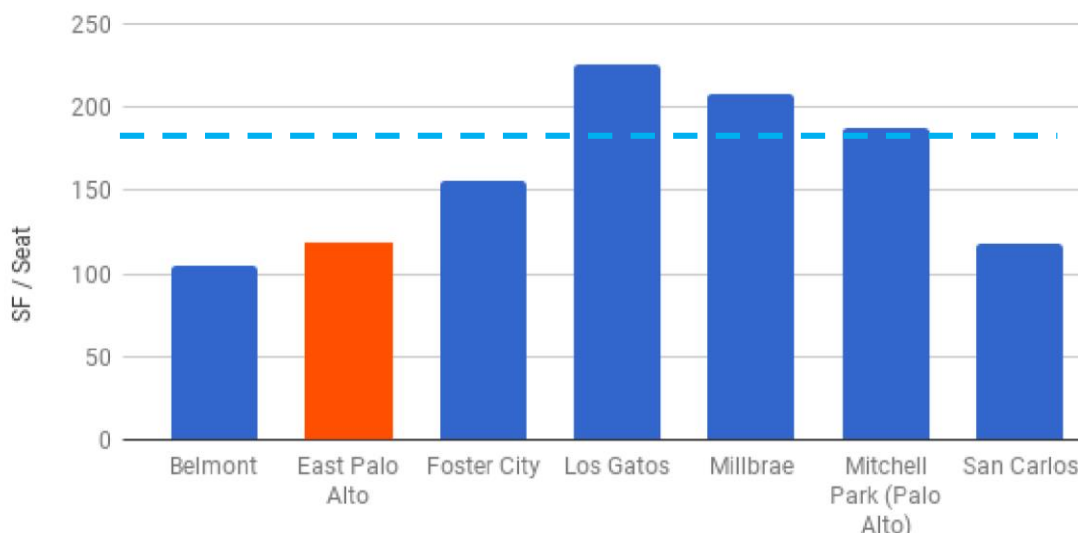
### Building Size (SF) / Computer

- Peer Library Trimmed Mean is 466 sf/computer
- SMCL average (427) is significantly higher than that of East Palo Alto (140).
- East Palo Alto has 55 computers available for public use, this significantly exceeds the County average of 33 computers and combined with the SF/Computer further exposes the branch's lack of space.
- Data unavailable for Half Moon Bay Library



### Population / Reader Seat

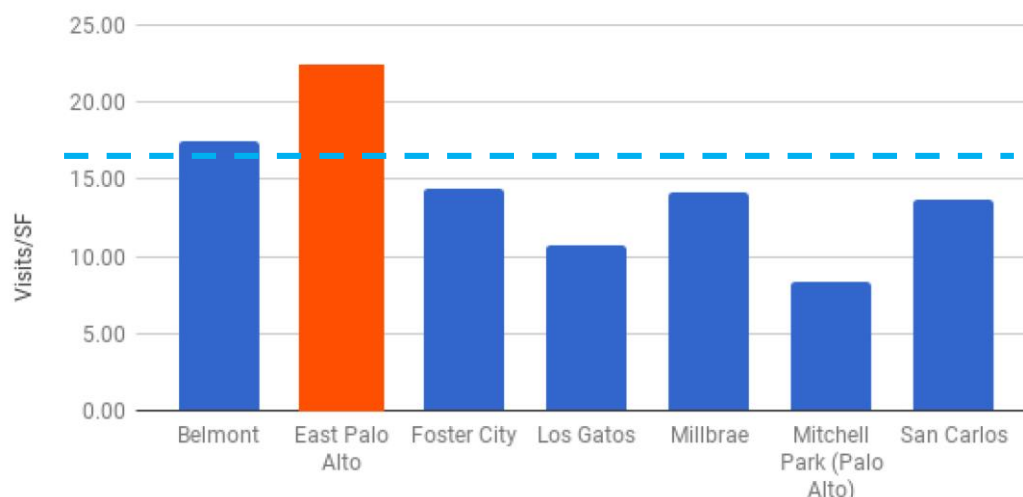
- Peer Library Trimmed Mean is 208 people/seat
- SMCL average (373) is significantly lower than East Palo Alto (452)
- This metric indicates EPA is significantly under-served with respect to general reading space for patrons, which is strongly correlated with its limited space.
- Data unavailable for Half Moon Bay Library



### Building Size (SF) / Reader Seat

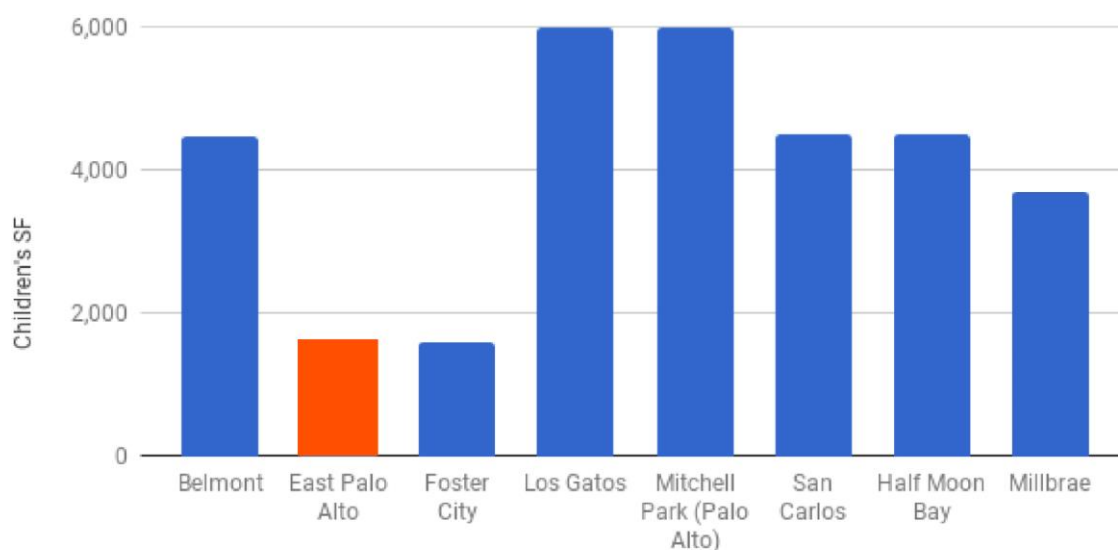
- Peer Library Trimmed Mean is 158 SF/seat
- SMCL average (180) is approximately 50% higher than East Palo Alto (118)
- Data unavailable for Half Moon Library





### Visits per Building SF

- Peer Library Trimmed Mean is 14.07 Visits/SF
- East Palo Alto number of visits (172,319) is right in line with SMCL County average (179,834)
- East Palo Alto has the highest number of visits per square foot (22.04) of any of the peer group and significantly higher than the County average (16.46) indicating high usage and limited space.
- Data unavailable for Half Moon Bay



### Children's Area Size (SF)

- Peer Library Trimmed Mean is 4,132 SF
- At 1,622 SF, East Palo Alto's Children's area is undersized for its current use as well as compared to its peers.
- Data unavailable for County-wide averages

# LIBRARY NEEDS AND 6 RECOMMENDATIONS



## Library Program Area Recommendations

### Needs Summary

The East Palo Alto Library should provide its community with the spaces and services that meet and anticipate its growing needs. The current Library's location is good as it provides a high level of availability in a building known as "City Hall". That said, the space devoted to the Library is too small to serve the community's current and growing service needs. To perform these roles, the East Palo Alto Library needs more space – for collections, for people spaces, for program space and for greater efficiency of Library operations.

This Needs Assessment recommends a total building size in the range of 21,000 to 27,000 square feet, plus potential outdoor amenities.

### Program Area Recommendations Summary by Use

Program Element	Recommended Assignable Area
Entry and Service Areas	2,100 – 2,700 SF
Kids and Family Areas	5,040 – 6,480 SF
Teen Area	1,680 – 2,160 SF
Collections and Discovery	5,040 – 6,480 SF
Meeting and Program Rooms	4,100 – 5,670 SF
Operations	2,940 – 3,780 SF
<b>Potential Outdoor Amenities</b>	
Outdoor Reading Room	700 SF
Bike Racks and Sheds	200 SF
Community Garden	2,000 SF

## Detailed Program Area Descriptions

### Entry and Service Area 2,100 – 2,700 SF

Entry Vestibule: A vestibule is recommended to manage energy costs by mitigating outside air exchange; it also can serve as a noise buffer and as a shared access point for restrooms or community room.

Information Desk: Desk should be near the entrance, near reserves / holds shelving. Ideally it would be adjacent to book processing and other administrative areas. A view of the media items, the restrooms, teen areas, and any enclosed study rooms is preferable. Actual desk area requires less space than in the past, thanks to self-service technology.

Self Check Out: This square footage can accommodate (4) machines @ 25 ASF each, which should be located near the Information Desk and the exit.

Café: This recommendation would accommodate a small area selling coffee / prepackaged foods, with potentially a small table or counter area. Cooking would not be provided in this area.

Art Exhibit Hall / Wall: Potential gallery space or art opportunity that would address many patron requests for a cultural connection to this unique community. Should be near entrance and could be secured depending on exhibits.

Restrooms: This recommendation accommodates (2) multi-occupant restrooms at 200 ASF each, for the Library's dedicated use. Ideally these are within visual control of the Information Desk.

### Kids and Family Areas 5,040 – 6,480 SF

Children's Collections: Stacks, portals, play equipment and other stationary items are reflected in this area recommendation. The number of shelving units could potentially double from the 28 singlesided and 12 double-sided sections currently provided. Acoustically separate from main space.

Children's Area / Storytime Space: Seating for 40 children and stroller parking can be accommodated in this area. Includes dedicated Storytime Space for smaller groups; the assumption is that larger groups could utilize a larger multipurpose / community room. Acoustically separate from main space.

Family Restroom: A family or assisted-use restroom is highly recommended, located near the Children's area, ideally within line of sight of the Information Desk.

## **Teens Area 1,680 – 2,160 SF**

Teen Room: A dedicated zone for teens is recommended. This could potentially share space with Children's spaces depending on patterns of use during the day, though the materials and style of each space tend to be different. Acoustically separate from main space, but this area should be within line of sight of the Information Desk.

## **Collections and Discovery 5,040 – 6,480 SF**

New Books / Media / Periodicals: Should be located adjacent to the entrance and offer display opportunities.

Adult Collections: This square footage assumes expansion of collection items in the future. Some overlap of seating and computer space is anticipated, in order to create varied opportunities for use throughout. Area includes Holds, Reserves, and special collection items.

Local History: An area dedicated to local items of interest would address many patron requests for a cultural connection to this unique community.

Reader Seating: Assumes a variety of seating options with WiFi, natural daylighting and other amenities.

Public Computers: Dedicated desktop computers are still in high demand at this facility, and an increase in computer seats is recommended. This square footage reflects a recommendation for (25) desktop computers.

## **Meeting Rooms 4,410 – 5,670 SF**

Quiet / Reading Room: Given the usage patterns at this facility, an enclosed Quiet Room is recommended. A mix of seating, computers and periodicals would provide a much-needed zone for quiet study or work. Would require staff enforcement of rules, and should be visually open.

Focus Rooms: Assumes (2) rooms or partially enclosed spaces at 80 ASF each. Should be observable from the Information Desk. Include suitable meeting technology.

Study Rooms: Assumes (2) rooms at 100 ASF each. Should be observable from the Information Desk. Include suitable meeting technology.

Group Study Rooms: Assumes (2) rooms at 240 ASF each. Should be observable from the Information Desk. Include suitable meeting technology.

Maker/Learning Room: A multipurpose room that could seat 20-30 people could serve several of the "wish list" programs most requested by EPA patrons: a tutoring space for

Quest students, a venue for cooking classes, craft sessions, large meetings, or an overflow Storytime Room. Include suitable meeting technology. Ideally the room would have cleanable surfaces and a sink, and be within visual control of the staff.

Community Meeting Room: Given the way that this Library is used as a center for community life, a dedicated large community room is recommended. Should be adjacent to the main entrance and be secure and separated for after-hours access. This square footage could seat up to 100, and might include a kitchenette for food service and storage. Should be acoustically separated from other spaces and have a preferred ceiling height of 14-20 feet. Include suitable meeting technology. Offers potential for revenue by community rental.

### **Operations 2,940 – 3780 SF**

Staff Meeting Room: Functionality of staff operations would benefit from a small, dedicated staff meeting area. This could also double as a confidential room for tutoring or patron meetings. Include suitable meeting technology.

Collection Processing Room: The book return area requires a larger and more organized space. Locate on an exterior wall near main entry to accommodate book drops and an automated-material-handling system. Ideally, would be adjacent to other staff space as well.

Staff Open Office: Staff open work areas would benefit from more space that offers a more organized layout. Assume workstations for 6-7 full time staff.

Staff Office: The current size of the Manager's Office appears to be suitable. Include 2 guest seats and suitable conferencing technology.

Storage: Storage currently is dealt with throughout the staff areas, but should be accorded a dedicated storage room or rooms. Functionality of the facility would benefit from general storage rooms of appropriate number and configuration.

Staff Break Area: Include 2-3 tables, cabinet storage, sink, and refrigerator.

Staff Restroom: Provide ADA-compliant single occupant restroom adjacent to the other staff areas.



## Bibliography

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<sup>1</sup> ("The Heart and History of East Palo Alto" by Virginia King, [https://issuu.com/medao.okelo/docs/ravenswood\\_june\\_-\\_july\\_2016\\_\\_2\\_](https://issuu.com/medao.okelo/docs/ravenswood_june_-_july_2016__2_))

<sup>2</sup> ([https://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml))

<sup>3</sup> (<http://abag.ca.gov/planning/research/forecasts.html>) (<https://www.census.gov/acs/>

<sup>4</sup> [www/data/data-tables-andtools/data-profiles/2015/](http://www.data/data-tables-andtools/data-profiles/2015/))

<sup>5</sup> Draft Environmental Impact Report, <http://vista2035epa.org/documents/>

## Appendix A – Public Workshop #1 Post-It Requests

### Transcription of English Notes

- Spaces for different activities - Art - Music
- Art is good for kids they can relax and they can be more creative
- I would like a place for art cause kids can draw and draw so I would like to go with art
- Also local artist + speakers on a variety of topics
- Music Room
- (drawing of something saying in speech bubble, "NO")
- Sensory room
- Art gallery area
- Art room / recycle art room
- Keep the paper versions
- Tel- directories
- History of EPA items: - Used to be on shelving next to staff's inner office; - Include archive of EPA's own newspapers & magazines
- More non-print items for checkout, eg. keyboards, drums, sewing machine, GoPro camera, tools, etc.
- More non-fiction books
- Reference hardcopies
- More updated materials (books) very culturally appropriate
- Newspapers, magazine room
- Literacy library
- Tools - gardening
- Modular Storage
- Large work room for staff with shared areas & individual offices
- Keep the Books
- Public debates
- Teen space
- Social space cafe for eating / drinking
- Social room
- Veteran center
- Kitchen for programs
- Kitchen space for cooking instructions
- A larger veteran pace not placed at the back
- Idea / Public transportation / Coffee place
- Elderly services
- For younger children a separate room for ages 5 and under. They need more space to move around.
- Place for our Kids
- Family room for children / 0-3 / 4-6 / 7-10 / 11-13
- Activities for Infants
- Storytime in their own age room - something like Mitchell Park
- More space! Classrooms!
- Research forums
- We want something we can walk to please

- Walking Distance
- Don't move our library from its current location
- EPA Shuttles, to connect every corner of city to the Library/Libraries
- Transportation to and from the library. For the city
- If it has to move, distance will have an effect, there is only this one in area
- Bike support - Lockers & shed (rain) / "Repair cafe" space / tools
- Outdoor space. Nature! Transparent Spaces!
- Community Garden, seed library
- Community garden
- With a Garden.
- Natural light, garden space, ecological display
- Community Garden
- Outdoor activities / Place to relax / Community multicultural garden to the community
- We need a big library and organize space for play children
- A place to play
- A place for play
- More open spaces for the kids would be good where they can be loud
- Quiet Zone
- Ban games / loudness / Separate kids <18 / Enforce adult supervision / Strict behavioural codes about harassment
- More space between stations
- More staff involvement in patron use & monitoring
- Separation spaces for quiet room, children room, or group study room
- A better combination of both social and private space
- Privacy or the students - age appropriate
- There should be a place for the partaking of light meals
- Can we have a cafe deli restaurant
- Cafeteria
- Tea room
- Modular furniture
- Place to relax
- Decent bathroom
- Patios e.g. Rinconadas within its bldg footprint & outside bldgs, walls, including landscaping, where you can eat & talk (on cell)
- 1 day use lockers
- Financial Aid for high school students
- Study abroad or foreign exchange program
- Will there be financial literacy courses for youth?
- Can the library tap into satellite lectures for Stanford professors?
- What free certifications are available to patrons of the library?
- Is there an urban debate team?
- Extended hours 24/7 :)
- More resources
- Extended hours
- Computer classes
- Program for parents like English classes
- Library open for 7 days - Sundays for homework <3

- A better way of distribution for hot spot check
- Extended study for adults / Life skills and common sense for everyone (program)
- Interactive learning for kids separated
- We def need desktops still to focus on work comfortably
- CD/DVD player / displays
- Wired Internet
- DVD / CD players; display / monitors
- There should be more computers for children to take home
- We need WIFI compatibility
- A place for technology
- Newer Technology
- Smart board
- Ham radio / Internet audio/video / VoIP collaboration
- Adult & Child space for computer
- Technology - update support - old - access - learning opportunity
- Cultural Studies Center
- Will youth be able to rent study rooms free?
- Study rooms / meeting rooms
- Study spaces, group room
- 2 offices for social services organizations
- Meeting room for literacy events
- Work Zone
- We need a place to work read & study
- Silent room to study
- Middle school room / High school & college room / With doors
- Quiet rooms
- Need xerox / fax machine, office supplies, desks & work tables, white board, bulletin board for community - Working support
- Like Palo Alto library system / Study rooms

### **Transcription of Spanish Notes**

- Programas de Arte para los ninos
- Y mas espacio para creatividades con los ninos
- Que hubiera mas arte para ninos
- Necesitamos mas arte para los ninos y adultos
- Me gustaria una biblioteca mucho mejor que esta
- Tener mas espacio para los ninos y actividades recreativas y productivas para ellos
- Tener un cuarto cerrado para los chicos que bienen al programa despues de escuela
- Nos gustaria que no se sacara la biblioteca de la ciudad
- Como venimos caminando yo no quiero que la muevan
- Que no muevan la biblioteca a otro lugar mas lejos
- Escaleras solares
- Espacios naturales con plantas y vegetales
- Biblioteca con espacios naturales estilo parque o awario
- Que hicieran un jardin y los ninos vean como crecen las plantas

- Luz solar
- Tambien me gusta la idea de tener espacios con naturaleza. O clases como mantener nuestros - Jardines limpios y bonitos
- Jardines
- Tener mas apoyo para los ninos en algunas materias que ellos necesitan y poder tener espacio para nosotros como Padre con tranquilidad
- Que estobieran separados, lugar para ninos, lugar para adultos, y lugar para los que vienen a estudiar
- Que los que estudian en las computadoras este aparte del area de ninos y hacen ruido y no dejan estudiar concentrados
- Se necesita espacios, separados, de acuerdo a las edades e intereses
- Ocupamos espacios cayados para los ninos y los adultos
- Mas espacios para estar tranquilo sin ruidos
- Espacios tranquilos para adultos y especiales para los ninos para que interactuar
- Podemos obtener clases certificacion gratuitos a traves de la biblioteca?
- Y tener mas talleres para los padres
- Orario extendido
- Que brinden apoyo a nosotros como Padres como poder resolver algunos problemas
- Tener mas personal para alguna pregunta que nosotros como Padres tenemos
- Clases como hacer nuestros propios negocios
- Programa para infantes 2 & 3 anos
- Programas para bebes
- Horario extendido
- Poder tener cuarto de computadoras
- Poder tener mas tecnologia para ninos y para adultos
- Flor - Me gustaria una libreria mas grande para las computadoras
- Programas de Computacion para Adultos
- Espasios para tecnologia
- Necesitamos computadoras
- Necesitamos tecnologia
- Muchas computadoras
- Tambien, queremos salas de conferencias privadas que se puedan reservar para estudiantes o profesores
- Espasio para los programas de alluda con las tareas para ninos

## Appendix B – Public Workshop #2 Post-It Requests

### Transcription of English Notes

- I love art because you could make whatever you want
- Interactive pieces. Maybe reach out to MMap to create student murals
- Local art exhibits
- Flexible space that is enabled by flexible furniture (everything on wheels) - our space is too small for fixed furniture & use (see Stanford D.School bldg)
- Books in different languages for all ages
- I think we should have more space :)
- Partition to separate the room
- Instrument Library
- Cafe / food vending machines for students / patrons who come to work / study
- Group study rooms
- Conference rooms for the public to use (similar to Belmont and Redwood City)
- Open mic nights
- Baby Spaces!
- Cooking spaces
- Book in Spanish
- Window seats
- Outdoor reading nooks
- More plants, life in the building
- Courtyard safe & visually pleasing space
- Interactive play
- A space for adult literacy. Quiet space
- Sound proof room for special programs
- Quiet Rooms
- Resources & classes for programming, etc., goal is to train skills to community to get tech jobs
- Satellite locations / services / activities throughout city - schools, YMCA, etc.
- Classes for 3D printing and how to use software
- Internet and computer classes
- Teleconferencing capabilities

### Transcription of Spanish Notes

- Mas programas de arte para los ninos
- Tener mas oportunidad para tener arte para los ninos y poder participar como padre con ellos
- Saber mas de arte
- Salon para clases de danza
- Estar mas involucrado con lo que pasa en la libreria y participar con los ninos
- Programas para adultos
- Area para obras de teatro
- Comida maquina



## Appendix C – Dream Board Post-It Requests

### Transcription of English Notes

- Art room - Bring own supplies with lockers
- (drawing of rocket)
- Craft / maker lab
- Art supplies and tools for checkout
- Art is so so cool
- I think this is so great (image of Idea Box chalkboard room)
- Art
- Art contest
- An art classroom or something
- Art supplies
- Census 2024
- Space
- cool stuff
- More space
- Adult Coloring Program Fridays every week all year long
- Movie watching equipment (or other)
- This one (image of round bleacher seating)
- Teen lounge
- The dreams is in the one your living
- Good idea
- Author visits and book groups
- I would like a place for kids
- Programs for kids 5-10 years
- Music instruments
- I want this! so much! I want a jumper so bad! (image of "beachy" courtyard)
- Community garden
- Outdoor grass area
- Light
- Outdoor area with comfy seating
- I want a toy in here
- Bubbles
- Games
- Family play time kits
- Games
- Games
- Games
- Games
- Game room
- New Anime and Manga section
- Music room
- Want to have fun!!
- This one (image of kids playing guitar game)
- Toys
- Puppets and dramatic play accessories

- A mini stage for performances
- Cool stuff
- No Quest
- Eating Area
- Napping area
- Snack machine
- coffee!
- Pizza
- Snack / beverage bar
- Librarian
- Field trips
- Stay open
- Family counseling
- Free parenting classes moms and dads!
- More Mother support groups!
- Free printing for wifi print requests
- Video games to check out
- Sound on laptops
- Color copier
- More WIFI devices
- Make Envisionware easier to use for patrons
- Charger place
- Headphones
- Phones
- Color printer
- Photo and document batch scanner
- Phone booth
- Visible clocks
- Reservable conference rooms for meetings
- Program room
- Lockers

### **Transcription of Spanish Notes**

- Baile
- Me encanta esta idea (image of "beachy" courtyard)
- Luz
- No Ruido
- Area de comida solamente para comida no en areas de libros o comus
- Maquinas de snacks

## Appendix D – Children, Teen and Quest Workshop Requests

### Transcription of English Requests (combined, all three workshops)

- Basketball court
- Kitchen where one could learn how to cook
- Cooking classes
- Use produce from the Library Garden
- More stalls
- Bathroom just for the library
- Roblox on all the computers
- Minecraft on all the computers
- iMacs
- Computer lab
- Better, faster computers
- Better programs (like iMovie)
- Better bathrooms
- More computers
- Music studio
- Recording capabilities
- Keyboards, guitars, drums
- Old albums that you can listen to and get inspired by
- More coding classes
- Design technology class
- Individual space
- Gives you a space to do work in by yourself
- Headphones, outlets, computers, white-board, table
- Big, colorful signs around the library
- White-board tables
- Built in touchscreen tablet inside the table
- Art space
- Space or wall where you can paint, spray paint, have murals
- Space that can get messy
- Bus/shuttle that picks up patrons to bring to the library for free
- Function on the SMCL app that can pick you up
- Library Uber
- Get on the bus for free with your library card
- Decorations
- Outdoors
- Plants
- Benches
- More crafts
- Bigger library
- Sections for kids
- Spanish classes
- A lot of toys
- More kids activities

- Kitchen library
- A lot of food
- Computers with Dora!
- More toys
- Butterfly
- Cozy
- Climbing
- Toys to play on
- Monkey bars
- Big library
- Homework
- iPad
- Art class
- Play games
- Books
- Bring pets
- Use the computers
- Computers
- A different section for the people that are always sleeping
- Have fun
- books
- Food
- Computers
- Holidays
- Charging area for phones
- More green on the inside / nature
- Computers, iPads, print
- More space
- I like to read
- Rooms to study
- To play games
- Books, games
- Game center in Quest, Xbox One
- Toy section and store section
- Play on the computer
- Peace and quiet
- Relaxing sofas and snack bars
- Read books
- More kid books
- Eat
- Play on the computers
- I wish it had seats close to the window
- Play on the computer
- Read at the Library
- A play room for the kids
- A food place
- Windows
- Space for you to sit

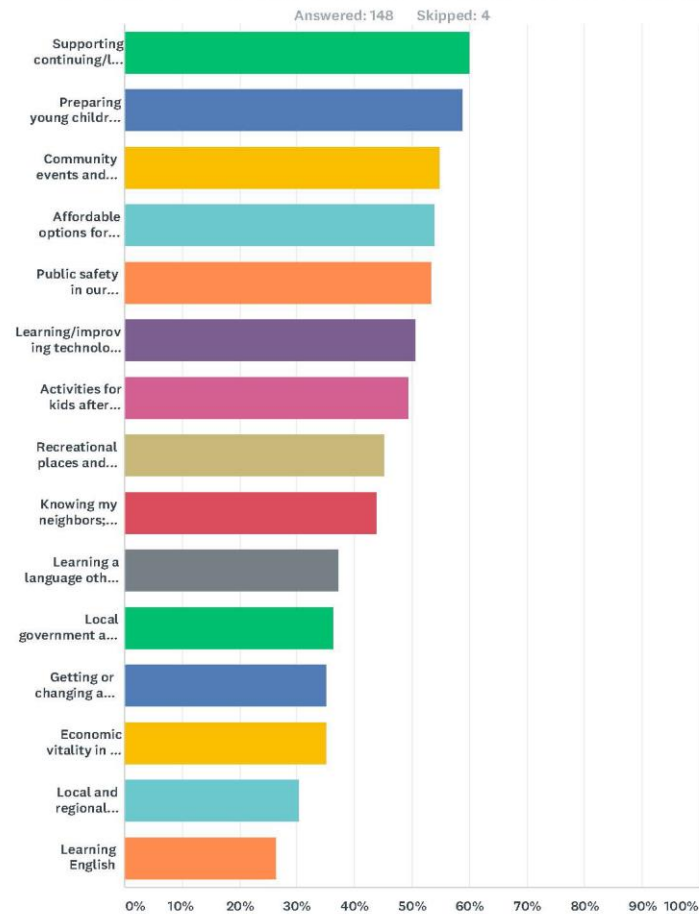
- A chalkboard
- Toys and gaming station
- Read
- Books
- Art
- Minecraft
- iPads
- The books
- PS4
- Eat
- Computers
- Music room
- Playhouse
- Read
- Chefs
- My tutor Jenny
- Puppy books
- PS4
- iPad
- Computers
- Play with people and talk
- We read
- Games and other cool things
- Use the computers
- Read my books
- Holidays
- Read
- Books
- Food
- Use the computers
- Read the book
- Toys section
- community activities

#### **Transcription of Spanish Requests (combined, all three workshops)**

- Los libros
- Hay muchos libros
- Mas libros
- Me gustaria que mas padres asistieran a este tipo de reuniones para que este proyecto se lleve acabo y tengamos mas espacio para una biblioteca mas grande
- Me gusto mucho la idea mas grande la biblioteca y espero tengamos mas programas

## Appendix E – Community Online Survey Results

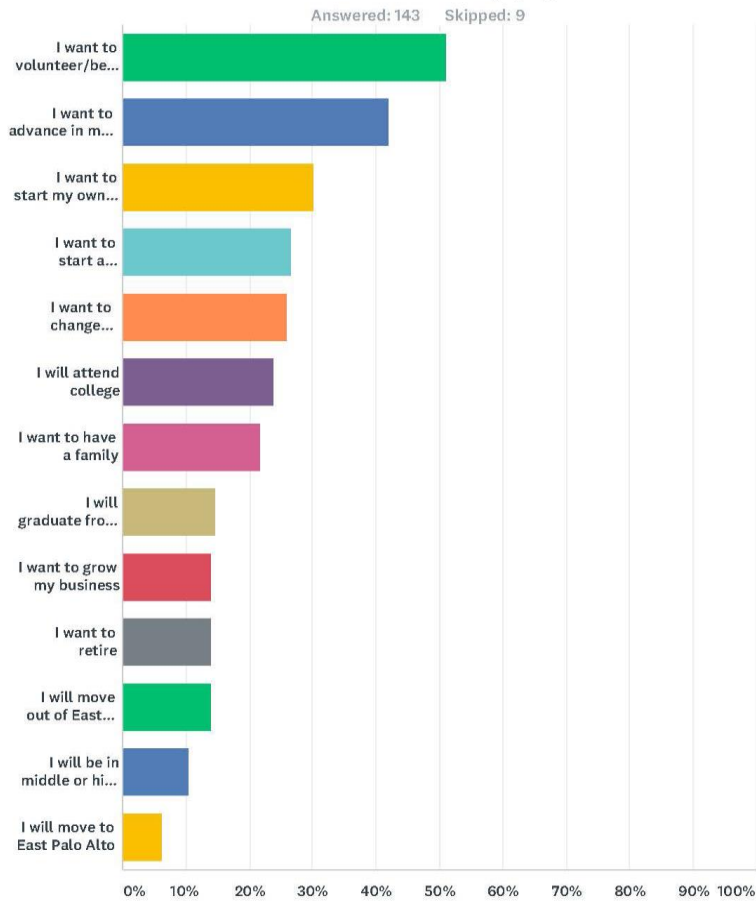
### Community Survey Q1 What would you say are the most important issues for you/your family? Please select all that apply.



Answer Choices	Responses	
Supporting continuing/lifelong learning	60.14%	89
Preparing young children for school	58.78%	87
Community events and celebrations	54.73%	81
Affordable options for entertainment/recreation	54.05%	80
Public safety in our community	53.38%	79
Learning/improving technology skills	50.68%	75
Activities for kids after school	49.32%	73
Recreational places and activities	45.27%	67
Knowing my neighbors; building strong neighborhoods	43.92%	65
Learning a language other than English	37.16%	55
Local government and representation	36.49%	54
Getting or changing a job/career	35.14%	52
Economic vitality in our community	35.14%	52
Local and regional history	30.41%	45
Learning English	26.35%	39
Total Respondents: 148		



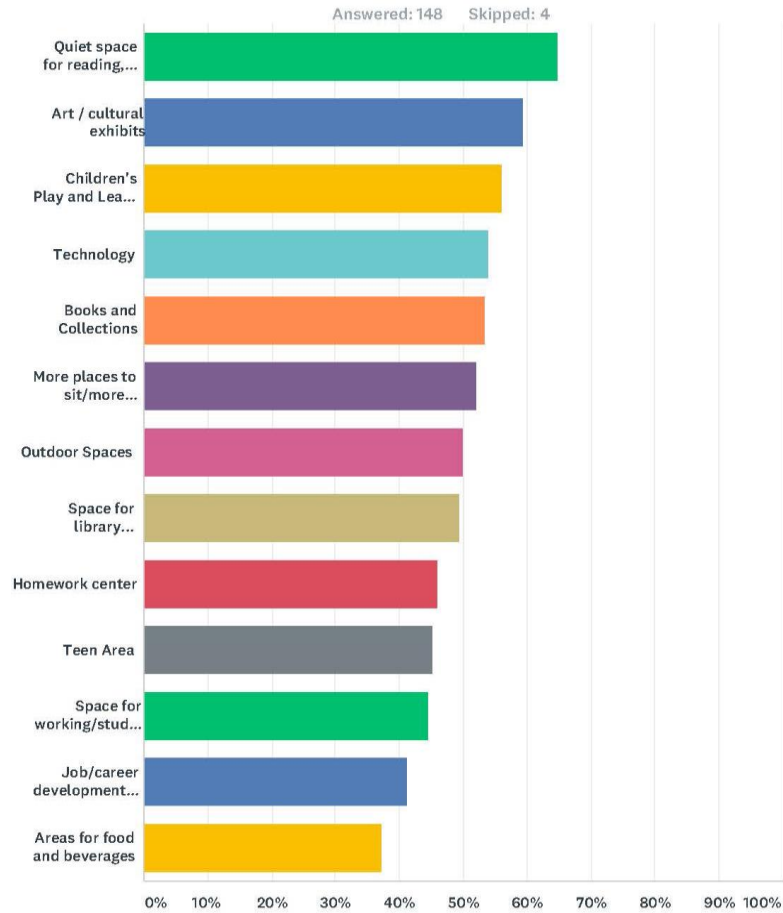
## Q2 How might your life change in the next 10 years? Please select all that apply.



Answer Choices	Responses	
I want to volunteer/become more active in my community	51.05%	73
I want to advance in my job/career	41.96%	60
I want to start my own business	30.07%	43
I want to start a job/career	26.57%	38
I want to change jobs/careers	25.87%	37
I will attend college	23.78%	34
I want to have a family	21.68%	31
I will graduate from high school	14.69%	21
I want to grow my business	13.99%	20
I want to retire	13.99%	20
I will move out of East Palo Alto	13.99%	20
I will be in middle or high school	10.49%	15
I will move to East Palo Alto	6.29%	9
Total Respondents: 143		

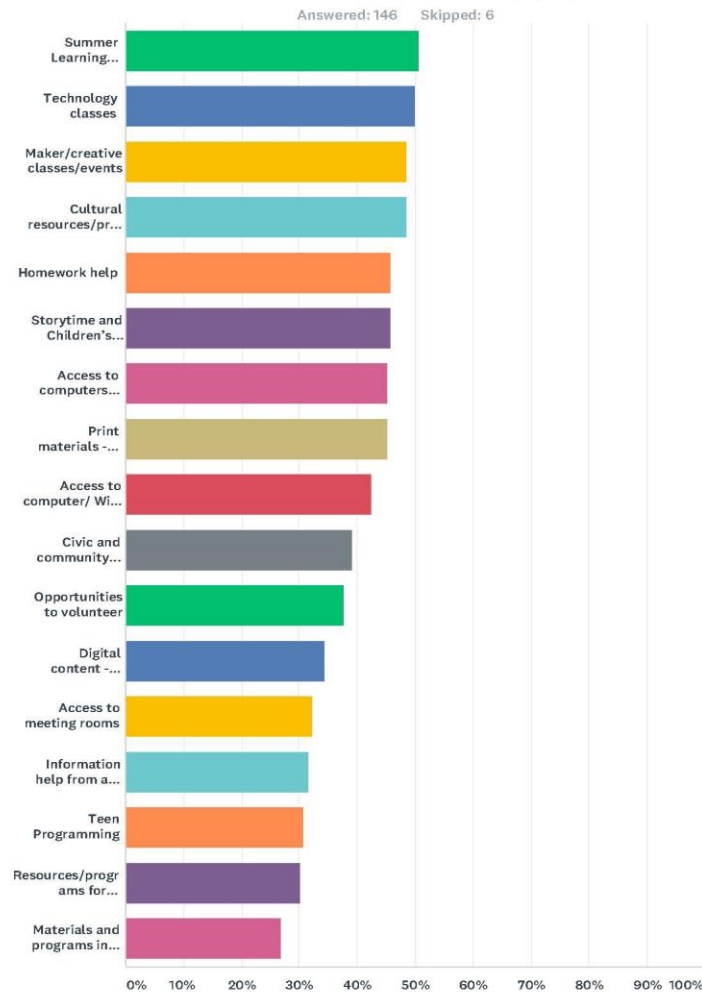
Community Survey

**Q3 What would you like to see (or see more of) in the East Palo Alto Library? Please select all that apply.**



Answer Choices	Responses	
Quiet space for reading, work, or study	64.86%	96
Art / cultural exhibits	59.46%	88
Children's Play and Learn area	56.08%	83
Technology	54.05%	80
Books and Collections	53.38%	79
More places to sit/more variety in seating choices	52.03%	77
Outdoor Spaces	50.00%	74
Space for library programs and community meetings/events	49.32%	73
Homework center	45.95%	68
Teen Area	45.27%	67
Space for working/studying with others	44.59%	66
Job/career development center	41.22%	61
Areas for food and beverages	37.16%	55
Total Respondents: 148		

**Q4 Which library services, programs, and amenities are most important to you/your family now, or are likely be in the future?**  
Please select all that apply.



Answer Choices	Responses	
Summer Learning Programs/ Camps	50.68%	74
Technology classes	50.00%	73
Maker/creative classes/events	48.63%	71
Cultural resources/programs	48.63%	71
Homework help	45.89%	67
Storytime and Children's Programs	45.89%	67
Access to computers and/or Wi-Fi	45.21%	66
Print materials - books, magazines, reference materials	45.21%	66
Access to computer/ Wi-Fi use outside of the library	42.47%	62
Civic and community information	39.04%	57
Opportunities to volunteer	37.67%	55
Digital content - books, magazines, music, movies	34.25%	50
Access to meeting rooms	32.19%	47
Information help from a librarian	31.51%	46
Teen Programming	30.82%	45
Resources/programs for businesses	30.14%	44
Materials and programs in languages other than English	26.71%	39
Total Respondents: 146		

Community Survey

**Q5 Please tell us any other suggestions or concerns that you may have about the library.**

Answered: 73 Skipped: 79

Little Staff Learn Connect Study PS4 Kids  
Children's Area Books Think Library  
Roblox on all Computers Space Teach Reading Loud  
Program Homework Place



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To: JPA Operations Committee  
From: Anne-Marie Despain, Director of Library Services  
Date: October 24, 2017  
Meeting: October 30, 2017  
Re: 2018 Library JPA Meeting Schedule

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### Background

The San Mateo County Library JPA Agreement states that the Operations Committee will meet at least quarterly and shall be responsible for administration and oversight of the day-to-day operations of the library system, working through the Library Director; and the Governing Board shall meet at least annually to consider and approve the budget of the Library JPA. The Governing Board is required to submit an annual budget to the County Board of Supervisors for its approval, and shall be responsible for establishing policies in accordance with the JPA Agreement.

Each year a proposed meeting schedule is submitted for approval to the Library JPA Operations Committee and Governing Board.

### Discussion

The JPA Governing Board currently meets five times a year in the months of February, May, June, September and November. The recommended Operations Committee meeting dates and agenda items correspond with the Governing Board meetings and agenda items. Currently, the Operations Committee meetings begin at 1:30 p.m. and the Governing Board meetings begin at 8:15 a.m. All meetings, unless reassigned, are held at Library Administration, 125 Lessingia Court, San Mateo.

The table below outlines the 2017 proposed meeting schedule. Also included is a list of items agendaized on an annual basis. Notice of the time and place and the conduct of all regular meetings are in accordance with the Ralph M. Brown Act. The agenda is posted and distributed at least 3 days in advance of scheduled meetings. Additional agenda items are added to the schedule as needed and special meetings may also be held as convened by the Operations Committee Chair or the Governing Board Chair.

2018 Proposed Meeting Dates San Mateo County Library JPA		
Operations Committee	Governing Board	Agendized Items
January 30	February 5	<ul style="list-style-type: none"> <li>Financial Audit Report</li> <li>Mid-Year Report</li> </ul>
May 15	May 21	<ul style="list-style-type: none"> <li>Introduction to the Recommended Budget</li> </ul>
June 5	June 11	<ul style="list-style-type: none"> <li>Adoption of the Recommended Budget</li> <li>Proposed Uses of Library Donor Funds</li> <li>Election of Officers</li> </ul>
September 11	September 17	<ul style="list-style-type: none"> <li>Grant Activities Report</li> <li>Investment Report</li> <li>Approval of the Final Adopted Budget</li> <li>Library Director Evaluation</li> </ul>
October 30	November 5	<ul style="list-style-type: none"> <li>Approval of JPA Meeting Schedule</li> <li>Approval of Library Policies</li> </ul>

### **Fiscal Impact**

There is no fiscal impact associated with approving the proposed 2018 Library JPA Operations Committee Meeting Schedule.

### **Recommendation**

Recommend JPA Operations Committee approve the proposed 2018 Library JPA Operations Committee Meeting Schedule.





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To: JPA Operations Committee  
From: Anne-Marie Despain, Director of Library Services  
Date: October 24, 2017  
Meeting: October 30, 2017  
Re: Director's Report

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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.**

Brisbane Library Project

Progress continues toward designing a new library in Brisbane. Work is being facilitated by City staff who are leading the community's library planning stakeholder group (composed of members from the City Council, City staff, SMCL staff, the Friends of the Brisbane Library, the Brisbane Elementary School District, the Mothers of Brisbane, and Parent Teacher Organizations). On September 20, Siegel and Strain/Karin Payson Architects, met with the group to gather input on furnishings and finishes concepts. The project team will incorporate this stakeholder feedback into the final design of the building.

Pacifica Library Project

Earlier this year, Council directed City staff to continue work with Group 4 Architects and the Library Advisory Committee (LAC) to engage the community and revise the library site analysis and alternative service options for a new facility. So far, LAC has identified four preferred library sites: Sharp Park Library, the southwest corner of Palmetto and Monticito, City Hall location on Francisco and Santa Maria, Corporation Yard located at Oceana and Milagra. The final report will present multiple alternatives with site-related information with identified challenges and strengths, and policy considerations related to each site.

There will be a community open house and workshop on November 2 at the Pacifica Community Center at 4 pm. Current feedback from the community has indicated that there is a strong preference to keep a dual facility service model for Pacifica. LAC is currently studying how a dual facility model can be accomplished within the 60 library JPA operating hours allocated for Pacifica. City staff has requested information from Library staff regarding alternative service models (e.g. self-service hold pick-up) and providing other community center and program services at Sanchez via Parks, Beaches, and Recreation programming. The detailed report on LAC's findings and recommendations is anticipated to be presented to City Council on November 27.

### Administration Building Improvement Project

Improvement work to enhance the interior building space with new paint, flooring, furniture, and new workstations will take place during the month of December. Since the remodel impacts locations in the building, the majority of staff will need to work at other locations. It is anticipated the work will be completed by January 8.

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

### Top Innovator Library Award

On October 12, the Urban Libraries Council announced that San Mateo County Libraries was one of the twenty most innovative libraries in the nation for Big Lift Inspiring Summers, an academic camp that serves low-income children and reverses the loss of learning that occurs over the summer. Participating children gained an average of one month of reading skills, a remarkable gain as compared to their peers. This is the second consecutive year that the Library received national recognition in the *Learning: Birth through Teen* category.

### Starling Pilot Project

As part of the California State Library's 2017-18 Early Learning with Families initiative, San Mateo County Libraries was one of ten libraries selected to participate in the Starling Pilot Project: Helping Build Infant and Toddler Vocabularies. The Starling is a wearable tech device, similar to the LENA Research Foundation's "talk pedometer" we use in our award-winning Talk Read Sing program. The Starlings will be available for checkout and will allow parents to get feedback about how much exposure to words their children are getting by downloading an app. San Mateo County Libraries will receive 10 Starling devices, along with staff training and support to pilot this new approach to building early literacy skills in families.

### Mid-Autumn Festival

The Mid-Autumn Festival is a traditional festival throughout Asia, where families gather together to celebrate the moon and the fall harvest. We honor this tradition by offering a variety of programs designed to bring our patrons together. This year Mid-Autumn programming expanded from two to ten of our community libraries, with over 900 people attending festival events at Foster City and Millbrae libraries alone. Each library presented a diverse collection of programs and performances for adults, children and their families. In keeping with tradition, moon cakes were given to festival participants.

### National Voter Registration Day

The United States is the world's oldest continuous democracy, yet every year millions of Americans find themselves unable to vote because they miss a registration deadline, don't update their registration, or aren't even sure how to register. National Voter Registration Day, held on the fourth Tuesday of September since 2012, celebrates this most basic right. All community libraries participated, helping community members register to vote. National Voter Registration Day is part of the San Mateo County Libraries Community Conversations initiative.

### Tricycle Music Festival

The Tricycle Music Festival returned this fall to promote early childhood learning and brain development through music, dancing, and play. This month-long event, presented in partnership with the San Francisco Public Library, featured Grammy-award winning and acclaimed artists offering a musical spectrum of jazz, indie, punk rock, and pop for children. Each event featured a concert and hands-on, fun, family engagement activities. In the spirit of play, all concert-goers have a chance to participate in a drawing for a tricycle or scooter at each event.

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

### Outside the Lines

For the third year in a row, we participated in Outside the Lines, a national campaign designed to engage and get the community to think and talk about the library in a different way. This weeklong celebration in September showcased the library's new innovations and provided people, who may not have visited our libraries, with fun activities for all to enjoy. This year we utilized our book bikes, 3D printers, and virtual reality kits to go into our communities, and we held programs such as pop-up ukulele lessons in Half Moon Bay, a hula-hoop-while-reading competition in East Palo Alto, a "pop up" library in Foster City's new Senior building, and more.

### Women's Hall of Fame

We partnered with the San Mateo County Commission on the Status of Women to host a traveling multimedia exhibit of the extraordinary recipients of the San Mateo County Women's Hall of Fame. The exhibit launched with a reception on October 19 at the Belmont Library. Speakers included San Mateo County Supervisor and Libraries' Governing Board Member Carole Groom, Belmont Councilwoman Davina Hurt and Belmont City Clerk Terri Cook.

### Poet Laureate

This summer, San Mateo County Poet Laureate Lisa Rosenberg initiated a new community writing project called Spoken Art, in which community members respond to a piece by a local artist through poetry. Over the summer, three artists were featured and over 100 submissions were received, a very robust response to this new project. A reading and reception will be held at the Belmont Library on November 2, 7:00 pm, with both poets and artists in attendance.

### Youth Library Cards

In July 2016, we introduced fine-free library cards for children and teens, and the first year brought amazing results. While adult circulation decreased by 14% between FY 2015-16 and FY 2016-17, children's circulation increased by 28%. Registration for new adult cards increased by 1% in the same time period, while new children's cards have increased by 70%. Removing barriers to use has been a key strategy of San Mateo County Libraries, and we are thrilled to see the results!

### Senior Library Cards

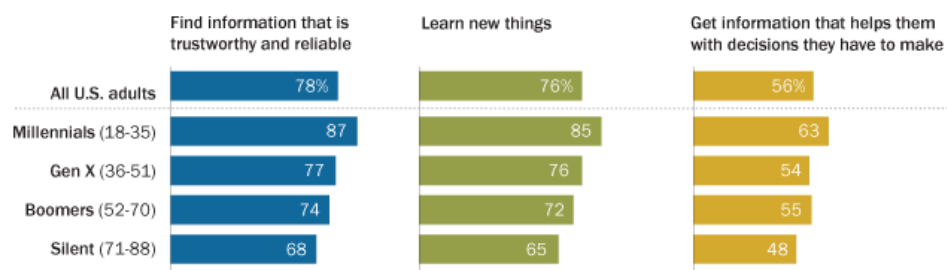
Building on the success of last year's Youth Library Card program, which eliminated late fines for youth, we are implementing a similar program for seniors age 62 and up. Beginning December 1, we will offer Senior Library Cards which do not accrue overdue library fines. Late fines can be a significant barrier to library access, particularly among individuals with low or fixed incomes or who have transportation issues. Community input gathered as part of our strategic planning work clearly indicated that cost of living is the largest challenge in our communities. The goal of the Senior Library Card program is to improve seniors' access to timely, current information and increase their social connectedness.

### Pew Report

In August, the Pew Research Center released an analysis of library utilization by adult age group. They found that 78% of Americans find libraries helpful in meeting their information needs, a statistic that rises to 87% for Millennials, who are also the most likely to learn new things at the library (85%) and use library services to make informed decisions (63%). <http://www.pewresearch.org/fact-tank/2017/08/30/most-americans-especially-millennials-say-libraries-can-help-them-find-reliable-trustworthy-information/>

#### **Millennials more likely than older generations to say libraries help them find trustworthy information, learn new things and make informed decisions**

*% of adults who say they think the public library helps them ...*



Source: Survey conducted Sept. 29-Nov. 6, 2016.

PEW RESEARCH CENTER

### Library Personnel News

I am pleased to make the following personnel announcements:

Welcome to Tiffany Tate-Borg who was hired as a Payroll/Personnel Services Specialist. Tiffany has a Bachelor of Arts and Masters in Public Administration from Notre Dame de Namur University. Her previous experience includes teaching and recently working as an Office Assistant for the County's Human Services Agency.

Two employees were honored by the County for their completed years of service: Race Chen, Library Assistant at the Millbrae Library (10 years), and Mary Wilmes, Library Assistant at the Half Moon Bay Library, (10 years). Congratulations to Race and Mary for their many years of service and numerous contributions to the San Mateo County Libraries!

Finally, I am pleased to share the news that Conrad Yamamoto has announced his retirement in December. Conrad has worked as a Librarian at the Foster City Library since 1989, a career spanning 28 years. Conrad helped plan and open the new Foster City Library in 1997 and has seen dramatic changes to the profession and our system (including the formation of the Library JPA) during his tenure. Not only has he dedicated his career to public service, he has been a champion for staff. Working for many years as one of the Library's union steward, he has devoted many hours and late nights to labor relations and contract negotiations. Conrad will be greatly missed by patrons and staff alike.

#### 2018 Library Holidays and Closures

Since 2003, the Library has incorporated several additional days into the regular holiday closure schedule based on the calendar year and usage patterns. These closures are typically adjacent to holidays and have usually occurred on Sundays. All library closures are posted for public notice well in advance of a scheduled closure. In 2005, this practice was reviewed, and the Governing Board determined a permanent continuation of this practice was prudent and should be communicated through the Director's Report.

Monday, January 1	New Year's Day
Monday, January 15	Martin Luther King, Jr., Day
Monday, February 19	Presidents' Day
Sunday, April 1	Easter
Sunday, May 27	Library Closure
Monday, May 28	Memorial Day
Wednesday, July 4	Independence Day
Sunday, September 2	Library Closure
Monday, September 3	Labor Day
Monday, October 8	Columbus Day
Sunday, November 11	Veterans Day
Monday, November 12	Veterans Day (Observed)
Wednesday, November 21	Libraries close at 5:00 p.m.
Thursday, November 22	Thanksgiving Day
Friday, November 23	Day after Thanksgiving
Monday, December 24	Libraries close at 5:00 p.m.
Tuesday, December 25	Christmas Day
Monday, December 31	Libraries close at 5:00 p.m.