



Joint Powers Authority Operations Committee

George Rodericks, Atherton	Angela Louis, Millbrae
Afshin Oskoui, Belmont	Kevin Woodhouse, Pacifica
Clay Holstine, Brisbane	Jeremy Dennis, Portola Valley (Chair)
Jaime Fontes, East Palo Alto	Crystal Mui, San Carlos
Jeff Moneda, Foster City	Peggy Jensen, San Mateo County
Matthew Chidester, Half Moon Bay (Vice Chair)	Kevin Bryant, Woodside

**San Mateo County Library Joint Powers Authority
Operations Committee Agenda
October 29, 2019, 1:30 p.m.
San Mateo County Library, 125 Lessingia Court, San Mateo**

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|---|-------------|
| I. Call to Order | Action |
| II. Public Comments | Information |
| III. Consent Agenda | Action |
| A. Approval of the September 10, 2019, Minutes | |
| B. Unapproved Minutes of the Governing Board Meeting of September 23, 2019 | |
| C. 2020 Library JPA Meeting Schedule | |
| IV. Summer Learning 2019 Report | Action |
| V. Approval of Library Policies | Action |
| VI. Director 's Report | Information |
| VII. Operations Committee Members Announcements | Information |
| VIII. Adjournment | Action |

2019 Governing Board Meeting: November 4

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



San Mateo County Libraries Joint Powers Authority
Operations Committee Meeting
Minutes of September 10, 2019

Board Members Present:

Jeremy Dennis, Portola Valley (Chair)
Matthew Chidester, Half Moon Bay (Vice Chair)
George Rodericks, Atherton
Abby Partin, Brisbane
Jaime Fontes, East Palo Alto
Jeff Moneda, Foster City
Kevin Woodhouse, Pacifica
Crystal Mui, San Carlos
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 1:33 p.m.
 - II. Public Comments. Chair Dennis welcomed new member Jaime Fontes, City Manager of East Palo Alto.
 - III. Consent Agenda. The Consent Agenda included the June minutes, Investment Report for FY 2018-19 Grant and Fundraising Report for FY 2018-19 and Director's Report.

Motion: Approve the Consent Agenda without changes. Passed (MSP: Chidester/Moneda).
 - IV. Approval of the Final FY 2019-20 Adopted Budget. Financial Services Manager Ramirez gave an overview of the final proposed FY 2019-20 Adopted Budget. Based on fiscal year-end closing activities and availability of updated information, the proposed Adopted Budget is balanced and now totals \$61,546,697. The position count remains at 123, however additional extra-help funding was requested to support six limited-term positions. Member Woodhouse inquired about the length of a limited-term position; the limited-term positions are for 1-3 years and they are funded by one-time monies.

Motion: Approve the Final FY 2019-20 Adopted Budget. Passed (MSP: Woodhouse/Moneda).
 - V. Library Mobile Outreach Services. Deputy Director Pasini gave an overview of the Library's mobile outreach services which currently consists of a Bookmobile, a Lookmobile, four outreach vehicles and a fleet of Book Bikes. The Bookmobile will soon reach the end of its useful life, and with Governing Board approval, staff is planning for the purchase of a new Bookmobile in FY 2020-21; the purchase of a second Bookmobile is not recommended at this time. Additional new mobile outreach services will be added in 2020 and include a Makermobile and a Playmobile. Member

Chidester inquired about the staffing which will vary, from dedicated staff to support from the various libraries. Chair Dennis asked whether there was a perceived need by the Governing Board member who had asked staff to look into the possibility of a second Bookmobile; and also whether schools have reached out to the Library, requesting Bookmobile services. Director Despain explained that there had been discussions around services to schools and how we can best support them, but there have been no specific requests from schools. Also, we have several new Board members who are not aware of all the mobile services the library is providing, hence the request for a report.

Motion: Accept the Library Mobile Outreach Services report. Passed (MSP: Rodericks/Chidester).

- VI. Customer Satisfaction Report. Deputy Director Pasini gave an overview of the Customer Satisfaction Report. A customer satisfaction survey was conducted from June 11-22, 2019, and received 4,700 responses. Overall, patrons reported high levels of satisfaction with library services, and staff are analyzing opportunities for improvement. On page four of the report, there is a correction to the first number to correctly read "6% of negative comments..." not "89% of negative comments...". Director Despain added that information on fine-free was added due to the Committee's interest, and final information will be included in the Annual Report. Vice Chair Chidester asked about the negative comments regarding collections. Deputy Director Pasini responded that 78% of the responses were positive; and the mixed and/or negative comments focused on increases (more space, more collections, etc.). Vice Chair Chidester also inquired about the library response to noise complaints. Deputy Director Pasini said that staff manages the noise and that libraries have different zones in the library, like quiet rooms. Member Woodhouse asked for an electronic copy of the full report.

Motion: Accept the Customer Satisfaction Report. Passed (MSP: Mui/Moneda).

- VII. Operations Committee Members Announcements. Development Manager España announced the Foundation Launch on September 19. Communications Manager Woods announced that for Library Card Sign-Up Month, the Library is offering new limited-edition animal library cards that double as a free ticket to CuriOdyssey, a science playground and zoo, on October 5 and November 16. Sign-up so far has been very strong. Chair Dennis asked how many people are using the app to access the library; Communications Manager Woods will look into this.
- VIII. Adjournment. The meeting adjourned at 2:01 p.m.
- IX. Convene Closed Session: Public Employee Performance Evaluation Closed Session pursuant to Government Code Section 54957 (Director of Library Services). The meeting convened at 2:03 p.m.
- VI. Reconvene Regular Meeting. The meeting reconvened at 2:14 p.m. No reportable items.
- X. Adjournment. The meeting adjourned at 2:15 p.m.



San Mateo County Libraries Joint Powers Authority
Governing Board Meeting
Minutes of September 23, 2019

Board Members Present:

Charles Stone, Belmont (Chair)
Rick DeGolia, Atherton (Vice Chair)
Catherine Mahanpour, Foster City
Reuben Holober, Millbrae
Mike O'Neill, Pacifica
Maryann Derwin, Portola Valley
Sara McDowell, San Carlos
Carole Groom, San Mateo County
Dick Brown, Woodside

Staff Present:

Anne-Marie Despain
Karina Labrenz
Nicole Pasini
Danae Ramirez

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- I. Call to Order. The meeting was called to order at 8:17 a.m.
- II. Public Comments. None.
- III. Consent Agenda. The Consent Agenda included the June minutes, Investment Report for FY 2018-19, Grant and Fundraising Report for FY 2018-19, and Director's Report.

Motion: Approve the Consent Agenda without changes. Passed (MSP: DeGolia/Mahanpour).

- IV. Approval of the Final FY 2019-20 Adopted Budget. Financial Services Manager Ramirez gave an overview of the final proposed FY 2019-20 Adopted Budget approved by the JPA Governing Board on June 10 and implemented on July 1. Based on fiscal year-end closing activities and availability of updated information, the Adopted Budget for FY 2019-20 is balanced and now totals \$61,546,697. The position count remains at 123, however additional extra-help funding was requested to support six limited-term positions. A discussion ensued. Member DeGolia inquired about term-limited positions, the number of FTE and whether we have full-time staff slated for the Big Lift program. Financial Services Manager Ramirez replied that limited term employees are hired for a 1-3 year period to support specific projects; the 1 FTE requested would be in addition to permanent staff that are already supporting the Big Lift and system youth services.

Motion: Approve the Final FY 2019-20 Adopted Budget. Passed (MSP: O'Neill/Holober).

- V. Library Mobile Outreach Services. Deputy Director Pasini gave an overview of the Library's mobile outreach services which currently consists of a Bookmobile, a Lookmobile, four outreach vehicles and a fleet of Book Bikes. The existing Bookmobile will soon reach the end of its useful life; it is recommended to budget for a replacement Bookmobile in FY 2020-21. The purchase of a second Bookmobile is not recommended at this time. Additional new mobile outreach services will be added in 2020 and include a Makermobile and a Playmobile. A discussion ensued. Member Brown suggested that the library look for opportunities to reach out to more adults, in specific the non-English speaking communities, since only 2% of non-English speaking patrons participated in the library survey. Director Despain replied that during the development of the new Strategic Plan, which is coming up soon, the Library will evaluate all services for all communities. Vice Chair DeGolia inquired about the difference between the Bookmobile and the Lookmobile and whether services are coordinated with the schools. Deputy Director Pasini stated that the difference is in the service design: the Bookmobile has a regular schedule and the Lookmobile is used for special events. The library does coordinate services with the schools. Member O'Neill suggested to use the mobile services also for Seniors and offer social services programs. Member Derwin asked whether the mobile service vehicles are utilized in navigation centers where people live in their cars or RVs. Staff will check and report back. Member Mahanpour asked if there is a downward trend in Bookmobile usage. Director Despain replied no, but that from a staffing and efficiency point of view, it makes sense to look at alternative sized vehicles, which would allow the Library to increase services and purchase an electric vehicle.

Motion: Recommend JPA Governing Board accept the Library Mobile Outreach Services report. Passed (MSP: Groom/McDowell).

- VI. Customer Satisfaction Report. Deputy Director Pasini provided an overview of the Customer Satisfaction Report. A customer satisfaction survey was conducted from June 11-22, 2019, and received 4,700 responses. Overall, patrons reported high levels of satisfaction with library services and staff are analyzing opportunities for improvement. Member Brown suggested to survey how well the general population is aware of the library and our services. Vice Chair DeGolia suggested in order to increase the response rate, the Library might want to invest in obtaining a marketing firm. Member Holober suggested integrating future surveys with other City/County services to reach a broader population.

Motion: Recommend JPA Governing Board accept the Customer Satisfaction report. Passed (MSP: Brown/Derwin).

- VII. Governing Board Members Announcements. Member O'Neill announced that the City of Pacifica is holding its Annual Fog Fest this weekend. Member Brown said that Woodside is holding its annual Weekend of the Horse in October. Chair Stone stated

that Belmont is hosting its annual School District Education Foundation "Save the Music" event on October 6. The Library Foundation's launch party was very successful, and Development Manager Espana thanked the board members who were able to attend. Communications Manager Woods announced that for Library Card Sign-Up Month, the Library is offering new limited-edition animal library cards that double as a free ticket to CuriOdyssey, a science playground and zoo, on Oct. 5 and Nov. 16. Sign-up so far has been very strong. Director Despain handed out the Library's 2018-19 Annual Report which is also available on the Library's website.

- VIII. Adjournment. The meeting adjourned at 9:07 a.m.
- IX. Convene Closed Session: Public Employee Performance Evaluation Closed Session pursuant to Government Code Section 54957 (Director of Library Services). The meeting convened at 9:09 a.m.
- X. Reconvene Regular Meeting. The meeting reconvened at 9:29 a.m. No reportable items.
- XI. Adjournment. The meeting adjourned at 9:30 a.m.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Date: October 23, 2019
Meeting: October 29, 2019
Re: 2020 Library JPA Meeting Schedule

Background

The 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 2020 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.

2020 Proposed Meeting Dates		
Operations Committee	Governing Board	Agendized Items
February 4	February 10	<ul style="list-style-type: none"> • Financial Audit Report • Mid-Year Report
May 12	May 18	<ul style="list-style-type: none"> • Introduction to the Recommended Budget
June 9	June 15	<ul style="list-style-type: none"> • Adoption of the Recommended Budget • Proposed Uses of Library Trust Funds • Election of Officers
September 15	September 21	<ul style="list-style-type: none"> • Grant Activities Report • Investment Report • Approval of the Final Adopted Budget • Library Director Evaluation
November 3	November 9	<ul style="list-style-type: none"> • Approval of JPA Meeting Schedule • Approval of Library Policies

Fiscal Impact

There is no fiscal impact associated with approving the proposed 2020 Library JPA Operations Committee Meeting Schedule.

Recommendation

Recommend JPA Operations Committee approve the proposed 2020 Library JPA Operations Committee Meeting Schedule.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Nicole Pasini, Deputy Director of Library Service
Date: October 23, 2019
Meeting: October 29, 2019
Re: Summer Learning 2019 Report




Background

We successfully offered another summer of engaging programs and impactful learning experiences aimed at preventing summer learning loss and helping those in our most vulnerable communities. The 2014 investment of Measure A funds into our summer programming enabled an expansion of our efforts and reach, and continuation of funding through Measure K has allowed our continued growth in offering inspirational summer opportunities to ignite growth and discovery at any age. Our innovative efforts to maintain the educational momentum of the school year have been honored with a 2015 County of San Mateo Stars Award, a National Association of Counties 2016 Achievement Award, a 2017 Bright Spot Award from the Campaign for Grade-Level Reading, and a Urban Library Council Innovations Honorable Mention in 2017.

Through the Summer Learning Challenge, Big Lift Inspiring Summers, Summer Meals, and the Summer Youth Employment program, our libraries have provided thousands of children and families with a summer full of enriching, educational, healthy opportunities for exploration and success.

Discussion

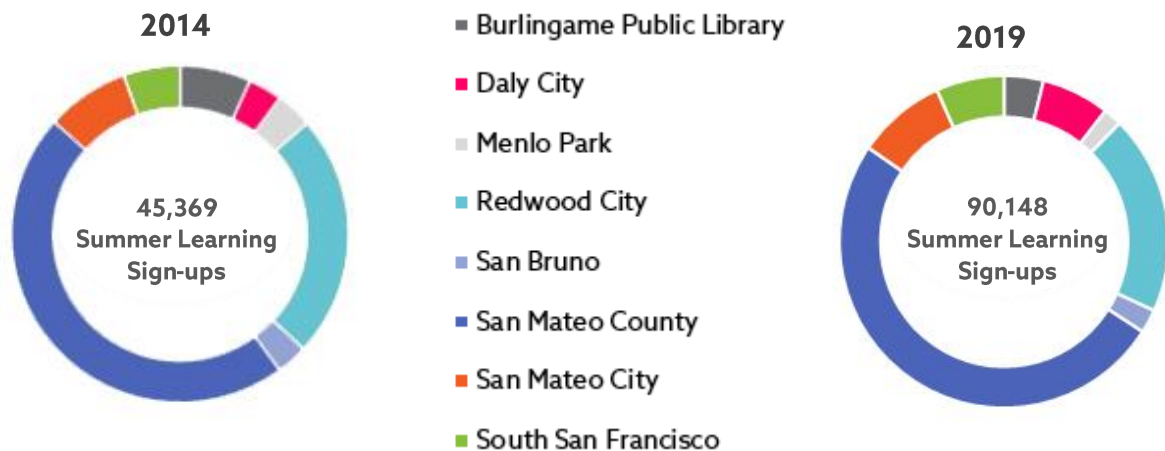
Summer Learning Challenge

The Summer Learning Challenge is offered by all public libraries in the County, encouraging children and teens to read and participate in learning experiences throughout the summer by offering creative programming, and books to build home libraries.

San Mateo County Libraries leads this countywide effort, working with our city library partners in the Peninsula Library System. In 2014, 45,369 children and youth participated in the Summer Learning Challenge. This year, libraries across the County reached 90,148 children through innovative programming and extended outreach efforts. That is the equivalent of 56% of the total youth service population.

San Mateo County Libraries is responsible for signing up just over half, reaching a total of 45,490 or 78% of children in our service area. Additionally, libraries distributed a total of 117,357 books to children, including bilingual books in Spanish and Chinese. This is more than double what was distributed in 2014 when the program started.

Summer Learning Challenge Participation



Since the investment of Measure K funds, the program has made significant bounds by increasing the number of children who are first-time participants, and by strengthening our relationships with schools to tackle the negative effects of what is known as the summer slide. Summer Learning Challenge survey results concluded that an impressive 40% of children participated in the challenge for the very first time. In addition, 87% of parents said their family read more, learned more, and had more active learning experiences or attended more library programs as a result of the program.



"We love summer reading. Good way to help bridge the gap between school ending/beginning. I feel it encourages children to read and keep reading."

–Summer Learning Challenge Parent

"I love reading! This program has made my love of reading stronger."

–Summer Learning Challenge Participant

Big Lift Inspiring Summers

The Big Lift is a county-wide collective impact effort led by the County of San Mateo, San Mateo County Office of Education, and Silicon Valley Community Foundation, largely funded by Measure K, to reach the goal of 80% of San Mateo County kids reading proficiently in third grade.

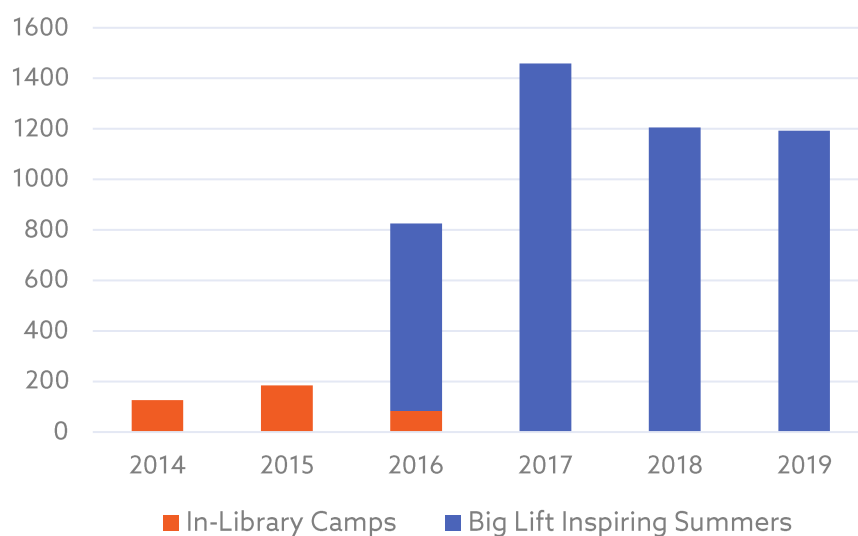
Our summer learning camps, Big Lift Inspiring Summers, are a partnership between San Mateo County Libraries, seven school districts, and the national nonprofit BellXcel, and currently serve children entering kindergarten through second grade in the lowest income communities in the County. Kids in the program engage in literacy building, hands on STEAM learning, and mindfulness activities.



In Summer 2019, 1,193 children attended the program compared to 826 in 2016, the first year of Big Lift Inspiring Summers. In 2014, before Inspiring Summers was established, 185 children attended in-library summer camps.

We are proud to report that 91% of children who started the program completed it. Parents also continue to express high levels of satisfaction with 98% reporting that their child enjoyed the program and 96% reporting that their child tried new things as a result of the program.

Inspiring Summers Enrollment



Studies have shown that low-income children experience an average two months loss of reading skills during the summer. On average, children in Inspiring Summers camps gained 1.5 months of reading skills and children performing in the 40th percentile or below in reading at the beginning of the program have gained an average of 2 months of reading skills.



"My child is much more motivated and engaged in learning. He really enjoys being a part of this program."

-Big Lift Inspiring Summers Parent

"Having a 4 weeks free program helps us a lot financially and keeps her engaged with academics while off from school."

-Big Lift Inspiring Summers Parent

Big Lift Inspiring Summers will expand to serve rising third graders in summer 2020 through the support of a \$250,000 LSTA grant from the California State Library.

Summer Meals

San Mateo County Libraries continues to address food insecurity, which increases during the summer break when children lose daily access to free and reduced-price lunches at school. California Food Policy Advocates estimate that 71% of San Mateo County youth who received free and/or reduced-price meals during the school year did not receive a free meal during the summer of 2017. The San Mateo County Libraries lunch program at the East Palo Alto Library, and breakfast and lunch programs at three Inspiring Summers school sites this summer served 18,102 meals, compared to 10,364 meals served in 2014.

"I need the snack pack and the meal. When I go home I feed them but not myself."

-Parent Participant

"We see kids here every day, and we know the ones that go hungry. I am fortunate to work for a library system that understands the impact of hunger on learning."

-Library Staff



Summer Youth Employment Program

Our summer programs benefited from the energy and enthusiasm of our summer interns. To support the Summer Learning Challenge, we hired 48 college and high school interns who received training on working with youth and families, basic customer service skills, as well as real-life work expectations on professionalism and attendance. Interns were able to provide additional summer learning experiences for children throughout the County via outreach and in-house library events, all while promoting the Summer Learning Challenge. Feedback from these interns was overall positive, with 91% rating the internship as worthwhile.

We also hired 130 college interns to work at our Big Lift Inspiring Summers sites; over half, 55% were returning for their second, third or fourth summer. 82% of the interns said that they would likely return next summer, and 80% said they would recommend the internship to a friend. A heartening 45% of interns said that the experience made them more interested in working in education or with children as a career.



"This job has been very rewarding. I felt like I did make an impact with a lot of the families or people I helped out at our programs. I remember assisting a family and a child gave me a little note that said, "thank you library" on it. I really felt like I was making a difference in people's lives. I will never forget the experience I had."

-Summer Learning Challenge Intern

"I had a great time working for the program again. I was in a kindergarten classroom and had many immigrant/Spanish speaking children. When I started kindergarten, I was only Spanish speaking, and I remember how difficult it was for me. I saw myself reflected in these children and it's a great, humbling feeling to have as I continue the next steps of my career in education at Columbia's Teacher's College in New York!"

- Big Lift Inspiring Summers Intern

Fiscal Impact

There is no fiscal impact associated with accepting this report.

Recommendation

Recommend JPA Operations Committee accept the Summer Learning 2019 Report.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Carine Risley, Director of Library Services
Date: October 23, 2019
Meeting: October 29, 2019
Re: Approval of Library Policies

Background

As outlined in the 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. San Mateo County Libraries policies provide the structure for the implementation of the Library's vision, mission and goals. From time to time it is necessary to evaluate and update policies to reflect current library practices, uses and issues.

Additionally, under a staff services agreement between the Library JPA and County of San Mateo, all library staff are County employees and are responsible for following County policies including: Ethical Conduct, Political Activities, and Equal Employment Opportunity; these and other County Policies can be found at <http://hr.smcgov.org/county-policies>.

Discussion

Staff is recommending the approval of three policies.

Sustainability Policy

It is recommended that the Library JPA establish a Sustainability Policy to encourage employees to consider the environment when conducting library business. Establishing a formal policy would also allow our libraries to become Green Certified.

Privacy Policy

The Library's Privacy Policy sets guidelines to protect each user's right to privacy and confidentiality. The current Privacy Policy was approved by the Governing Board in October 2002. The attached revised policy does not reflect any substantive changes, but updates the information based on the amended state law which expanded privacy protections to include written or electronic records which reflect a user's identification.

Exhibit and Display Policy

The Exhibits and Display Policy was established in June 2001. This policy has been updated to reflect the Library's current mission and outline existing practices in library spaces.

Fiscal Impact

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

Recommendation

Recommend Library JPA Operations Committee approve the Sustainability Policy, the Privacy Policy, and the Exhibit and Display Policy.

Attachments

1. Sustainability Policy – (Recommended-New)
2. Privacy Policy – (Recommended)
 - 2a. Privacy Policy – (Revisions)
3. Exhibit and Display Policy – (Recommended)
 - 3a. Exhibit and Display Policy – (Revisions)

SUSTAINABILITY POLICY – (Recommended – New)

Sustainability is an important goal of San Mateo County Libraries. This includes implementing innovative green practices in our policies, purchasing, programming, and buildings. San Mateo County Libraries seek outcomes that conserve natural resources, educate staff and the community about the environment, create environmentally sustainable spaces, and reward environmentally conscious manufacturers.

We Strive to Conserve Natural Resources

San Mateo County Libraries strive to conserve natural resources by reducing, reusing and recycling when possible.

This means that staff will:

- Reduce single occupancy road travel by conducting online meetings
- Recycle all paper, cardboard, wood, metals, bottles, plastics, packaging and cans.
- Compost food
- Use washable and reusable items instead of disposable items.
- Strive to host zero waste meetings or events. Reusable cutlery, plates, cups are encouraged.

We Strive to Promote Environmental Education

San Mateo County Libraries strive to educate employees and the community about the environment.

This means that the community will:

- Be offered programming or services that incorporate sustainable values. This may include partnering with other organizations focused on sustainability to share information with the public about sustainable practices and/or the biodiversity in our area. Or, it may involve deliberate consideration of sustainable practices when planning and executing a program.

This means that staff will:

- Be encouraged to use public transit, bike to work and carpool
- Be supported to learn about resource conservation, recycling, composting, and sustainable purchasing

San Mateo County Libraries occasionally offers food as part of programming. When the Library offers food to the community, we will consider the full cycle of the food we serve, including how it is grown, harvested, packaged, transported, and disposed of.

We Strive to Create Environmentally Sustainable Spaces

San Mateo County Libraries strive to create environmentally sustainable spaces.

This means that staff will:

- Conserve energy and water when possible
- Use natural lighting where feasible
- Turn off lighting in unoccupied rooms

San Mateo County Libraries support its eleven cities and the County in its efforts to create and maintain sustainable buildings. San Mateo County Libraries provide services at library buildings that are owned and maintained by our member cities and/or the County and work in partnership with them to support their sustainable building practices.

We Reward Environmentally Conscious Manufacturers

When purchasing a product or service, San Mateo County Libraries' employees will evaluate the environmental and financial cost of a product over the course of its life.

This means that staff will:

- Evaluate product/service durability, useful lifespan, maintenance needs, and environmental impact of use or disposal as outlined in the San Mateo County Libraries' Purchasing Policy.

PRIVACY POLICY - (Recommended)

San Mateo County Libraries value and protect each library user's right to privacy and confidentiality. This policy affirms our commitment to the ALA Code of Ethics and the ALA Bill of Rights and our compliance with state law (California State Government Code section 6267).

All registration and circulation records of library users shall remain confidential and will not be disclosed to any person, local, state, or federal agency unless required by law or court order, nor by request or consent of the library user themselves. Confidentiality extends to database search records, computer use records, and all other personally identifiable uses of library materials, programs, spaces, or services.

Library staff may not access or share any information about any library user for any purpose except what is related to the transaction of library business. Only the Library Director (or designee) is authorized to respond to subpoenas, search warrants, or other legally enforceable court orders.

PATRON-PRIVACY POLICY GUIDELINES– (Revisions)

San Mateo County Libraries value and protect each library user's right to privacy and confidentiality. This policy affirms our commitment to the ALA Code of Ethics and the ALA Bill of Rights and our compliance with state law (California State Government Code Section 6267). ~~of the California State Government Code regarding registration and circulation records of public libraries states:~~

All registration and circulation records of library users shall remain confidential and will not be disclosed to any person, local, state, or federal agency unless required by law or court order, nor by request or consent of the library user themselves. Confidentiality extends to database search records, computer use records, and all other personally identifiable uses of library materials, programs, spaces, or services. ~~any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed to any person, local agency, or state agency except as follows:~~

- ~~a. — By a person acting within the scope of his or her duties within the administration of the library~~
- ~~b. By a person authorized in writing, by the individual to whom the records pertain, to inspect the records.~~
- ~~c. — By order of the appropriate superior court.~~

~~As used in this section, the term "registration records" includes any information which a library requires a patron to provide in order to become eligible to borrow books and other materials, and the term "circulation records" includes any information which identifies the patrons borrowing particular books and other materials.~~

~~This section shall not apply to statistical reports of registration and circulation nor to records of fines collected by the library.~~

~~The policy of the San Mateo County Library is not to give out~~ share ~~information about either the patron record or what the patron has checked out unless required to by law.~~ any library user for any purpose except what is related to the transaction of library business. Only the Library Director (or designee) is authorized to respond to subpoenas, search warrants, or other legally enforceable court orders.

~~Approved by the Library JPA Governing Board Oct. 7, 2002~~

EXHIBITS AND DISPLAYS POLICY – (Recommended)

San Mateo County Libraries welcome exhibits and displays that strengthen our community by creating an inclusive sense of place and an environment for learning.

Libraries with dedicated exhibit or display spaces may showcase content prepared by the Library, Friends of the Library, Foundation for San Mateo County Libraries, or other partner organizations. When exhibits are not being used by the Library or other partner organizations, the space may be temporarily offered to the public based on the terms outlined below:

- All displays in the Library are open to the public, free of charge, and free of commercial advertising and direct solicitation.
- The Library will not exhibit information or art about political candidates or issues that are currently on the ballot or being heard in the Legislature.
- All exhibits will clearly identify the individual or group responsible for the exhibit.
- The provision of exhibit spaces for public use does not constitute or imply Library endorsement of the beliefs or viewpoints of topics advocated by the exhibits or the individuals or groups responsible for an exhibit.
- The Library has final authority over the review, selection and arrangement of all exhibitions and will base selection of exhibitions using the following criteria:
 - Connection to Library mission, vision and goals
 - Relevance to local communities and priorities
 - Suitability of artwork to the available space
- The Library does not provide insurance coverage for displays and cannot assume responsibility for loss of or damage to exhibited materials.
- Artwork remains the property of the exhibitor.
- Each exhibitor is responsible for the timely installation and removal of the exhibit during regular Library hours as arranged with the Library. Exhibitions must remain within pre-designated display spaces.
- Exhibitors assume responsibility for any damage to Library property resulting from their use of Library facilities. The Library or the City which owns the building may assess charges for damage.
- Library staff cannot facilitate sales. Contact information for the exhibitor may be provided as part of the exhibit for interested parties to inquire about purchases.

- Items on display may be photographed and reproduced in library publications and/or for publicity purposes connected with the exhibit. The Library may promote exhibits as staff capacity allows, but exhibitors are not entitled to Library promotional efforts.
- The Library reserves the right to cancel an exhibit space reservation for any reason.
- The Library retains the right to deny the space to any user whose planned use of the space does not comply with these terms. Violation of these terms may result in denial of future access to the space.

For consideration, exhibitors must complete a Library Exhibit and Display Agreement and agree to waive any right or cause of action, of any kind whatsoever, arising as a result of damage or theft from which any liability may or could accrue to the Library or their agents individually.

EXHIBIT AND DISPLAY AGREEMENT

Please review the Exhibit and Display policy before completing an application.

Name of exhibitor or organization: _____

Person Responsible: _____

Mailing Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Title of exhibit: _____

Brief description of exhibit: _____

Audience: _____

Number of items in exhibit: _____

Desired dates of exhibit: _____

Exhibit space requested: _____

Hold Harmless Agreement

I agree to waive any right or cause of action, of any kind whatsoever, arising as a result of damage or theft from which any liability may or could accrue to the Library or their agents individually. I hold the Library, City, County, and their employees harmless for all liabilities resulting from any damage or loss to the display. Exhibitor assumes all and any loss or damage, destruction or theft of any part of its exhibited display, and waives any and all rights that exhibitor may have against the Library for such damage, destruction or theft.

Signature: _____ **Date:** _____

EXHIBITS AND DISPLAYS POLICY – (Revisions)

San Mateo County Libraries welcome exhibits and displays that strengthen our community by creating an inclusive sense of place and an environment for learning.

The San Mateo County Library's Mission is to connect our diverse community with opportunities for individual growth and enrichment. In keeping with this mission, the Library features exhibit space in as many of their facilities as possible.

Libraries with dedicated exhibit or display spaces may showcase be used for exhibits or displays content prepared by the Library, Friends of the Library, and Foundation for San Mateo County Libraries, Foundation groups, or other Library-related partner organizations. When exhibit spaces are not being used by the Library or Library-related other partner organizations, the space will be available to the public on equal terms, regardless of the beliefs or affiliations of individuals or groups requesting their use. may be temporarily offered to the public based on the terms outlined below:

The terms for public use of exhibit spaces are:

- Exhibit spaces are available to organizations and individuals engaged in educational, cultural, informational, intellectual, and charitable activities.
- All displays in the Library are open to the public, free of charge, and free of commercial advertising and direct solicitation.
- The Library Users may will not exhibit information or art about political candidates or issues that are currently on the ballot or being heard in the Legislature.
- The space is not intended for on-going exhibits. Scheduling will be limited as necessary to insure equitable access to the space for the entire community.
- The provision of exhibit spaces for public use does not constitute or imply Library endorsement of the beliefs or viewpoints of topics advocated by the exhibits or the individuals or groups responsible for an exhibit.
- The Library has final authority over the review, selection and arrangement of all exhibitions and will base selection of exhibitions using the following criteria:
 - Connection to Library mission, vision and goals
 - Relevance to local communities and priorities
 - Suitability of artwork to the available space
- The Library does not provide insurance coverage for displays or exhibit items, nor displays and cannot assumes responsibility for loss of or damage to exhibited materials.
- The provision of exhibit spaces for public use does not constitute Library endorsement of the beliefs or viewpoints of topics advocated by exhibits or the individuals or groups responsible for an exhibit.
- The exhibit will include a clearly visible sign identifying the individual or group responsible for the exhibit.

- Each exhibitor is responsible for the timely installation of the exhibit during regular Library hours as arranged with the Library. Exhibitions must remain within pre-designated display spaces.
- ~~Exhibitors assume responsibility for removing the exhibit at the time and in the manner specified when they schedule the exhibit. The Library cannot accept responsibility for any safekeeping during or after removal of materials from the display area~~
- Exhibitors assume responsibility for any damage to Library property resulting from their use of Library facilities. The Library or City which owns the building may assess charges for damage.
- ~~Materials exhibited may be offered for sale, though the Library does not participate in a sale. A price list of all works, furnished by the exhibitor may be available at the Public Service desk, so that library staff can provide information to the public who inquire.~~
- Items on display may be photographed and reproduced in library publications and/or for publicity purposes connected with the exhibit. The Library may promote exhibits as staff capacity allows, but exhibitors are not entitled to Library promotional efforts.
- The Library reserves the right to cancel a reservation for exhibit space if the space is required for any reason ~~use by the Library or Library-related organizations.~~
- The Library retains the right to deny the space to any user whose planned use of the space does not comply with these terms. Violation of these terms may result in denial of future access to the space.

To be considered for an exhibit or display, complete the Exhibit & Display Agreement.

EXHIBIT AND DISPLAY APPLICATION

Please review the Exhibit and Display policy before completing an application.

Name of exhibitor or organization: _____

Person Responsible: _____

Mailing Address: _____

City/State/Zip: _____

Phone #: Home: _____

Work: _____ Email: _____

Title of Exhibit: _____

Brief description of Exhibit: _____

Number of items to display: _____

Desired dates of exhibit/~~display~~: _____

Exhibit/~~display~~ space requested:

Children's: _____ Adult's: _____

Exhibit cases: _____

Other: _____

HOLD HARMLESS AGREEMENT

I agree to waive any right or cause of action, of any kind whatsoever, arising as a result of damage or theft from which any liability may or could accrue to the Library or their agents individually. I hold the Library, City, County, and their employees harmless for all liabilities resulting from any damage or loss to the display. Exhibitor assumes all and any loss or damage, destruction or theft of any part of its exhibited display, and waives any and all rights that exhibitor may have against the Library for such damage, destruction or theft.

Signature: _____ **Date:** _____



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Date: October 23, 2019
Meeting: October 29, 2019
Re: Director's Report

This report summarizes significant library services and programs that have occurred since the last meeting of the Operations Committee. Activities and accomplishments align with current year budget priorities and Strategic Plan Goals.

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

New Atherton Library Project

Construction crews have been busy this summer and fall preparing the site for the new library. Currently, crews are focused on the rebar installation in preparation for the concrete pour. In the next couple of weeks, work will also begin on a mockup for the rammed earth wall of the Library. Demolition of the interior of the Town Hall building is complete. This historic building will ultimately become a part of the new Library connected via patio doors and an inviting community deck. The Town of Atherton has installed a construction web camera that captures live video and images as library construction continues. Progress can be viewed at: <https://www.ci.atherton.ca.us/519/Project-Webcams>

New Brisbane Library Project

Construction work continues on the new Brisbane Library with framing and roughing in plumbing and electrical. Insulation and drywall work are anticipated in the coming weeks. Next steps include the remainder of the major construction work and interior. In order to ensure the new library is welcoming and open for exploration, staff will be working with the City to coordinate the new furniture and technology installations once construction is complete. Through a number of successful fundraising efforts, the Friends of the Brisbane Library are nearly at their \$100,000 fundraising goal. Additionally, in September, a \$50,000 grant was received from Sunlight Giving to support a play installment for the Brisbane Children's area. This is the second grant from Sunlight Giving to create inspiring spaces for children and exciting news as we get closer to the grand opening date. Additional project information at: <https://brisbaneca.org/new-brisbane-library>

East Palo Alto Library Conceptual Designs

Staff is wrapping up work with wHY Architecture on conceptual design plans for a new library in East Palo Alto. Through public engagement and work with a stakeholders group, wHY has developed a plan that reflects the wants, needs and desires of the community. Based on the preliminary draft plan, the new library will range from 22,000-25,000 square feet and include two stories. The final Conceptual Design Plans and Cost Model will be completed shortly and shared with the City, County and Library JPA soon.



Half Moon Bay Library LEED Certification

Thrilling news this month—we just learned that the Half Moon Bay Library has achieved LEED Platinum, the highest level of certification offered under the U.S. Green Building Council's Leadership in Energy and Environmental Design program. LEED is the most widely used green building rating system providing independent verification of the building's green features. The 22,000 square foot library opened its doors in August of 2018 and was designed to meet LEED Silver standards. The design of the building, construction, operations and maintenance of resource-efficient, high-performing, healthy project elements have surpassed the original LEED Silver certification goal. City staff are working on a celebratory event that will take place this fall to celebrate this significant accomplishment. Certification information at: <https://www.usgbc.org/projects/half-moon-bay-library?view=overview>

Pacifica Library Conceptual Designs

The City of Pacifica and the Library Advisory Committee are focusing efforts on a comprehensive citizen outreach program that is geared towards educating and informing the community about the need to improve library facilities. The City recently launched a website outlining plans to repair and transform both Pacifica Libraries. In conjunction with the new website, there have been digital advertising campaigns, social media posts, and postcard mailers sent out to the community. The City plans to re-poll voters and share the results with the City Council before the end of this year. More project information can be viewed at: <https://pacificalibraryproject.com/>



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

Entrepreneurship for Teens

San Mateo County Libraries has offered a number of entrepreneurship support program for adults who want to start small businesses. New this summer, a cohort of 16 teens at the Millbrae Library were enrolled in the program and learned about starting their own business. As our first teen cohort, our goal was to introduce the youth to the concepts and principals of entrepreneurship and business development, and emphasize that these practices are attainable to anyone, including teens. Some of the business ideas they worked on included creating an online up-cycled clothing portal and a company focused on developing interesting and disgusting flavored ice cream or other foods.

Library Card Sign-Up Month

To celebrate Library Card Sign-Up Month, we partnered with CuriOdyssey, a local science playground and zoo, this September by creating a limited-edition animal library card. These cards doubled as a free ticket to CuriOdyssey on October 5 and November 16. The promotion was a resounding success for our libraries, our patrons, and CuriOdyssey. During the month of September, we gave out 9,898 limited-edition cards and had 1,651 new patrons obtain a limited-edition library card. Overall, we saw nearly a 65% increase of new patrons registered in September compared to our monthly average in the past fiscal year. During CuriOdyssey's first free day on Oct. 5th, 530 library patrons received free admission. Additionally, our social media efforts to promote the campaign reached more than 16,000 people.

National Voter Registration Day

Tuesday, September 24 was National Voter Registration Day. For a second year, we approached the day as an opportunity to engage with teens on their right to pre-register to vote. All of our community libraries offered voter registration and preregistration tables, and some of our libraries worked with community partners such as the American Association of University Women and League of Women Voters. Our libraries registered 53 voters and pre-registered 10. We were pleased to be part of a nationwide effort, with over 400,000 individuals registered to vote on this important day.

Library Meeting Rooms and Equipment

One of the popular services we provide is a variety of rooms and equipment to assist community members in accomplishing personal, school and business goals. In September, we launched an improved online reservation system to manage public meeting rooms as well as special equipment including virtual reality stations, 3D printers, and other maker equipment. Anyone may view availability online and place reservations using their library card. Rooms can be reserved up to two weeks in advance, for up to two hours per day per group. Since the online reservation system launched last month, over 2,000 room reservations and 150 3D printing appointments have been placed. The online reservation system creates a simplified, consistent and efficient method for making reservations, and saving both staff and the public time and effort.

Poets Laureate Gathering

San Mateo County Poet Laureate Aileen Cassinetta convened a day long gathering of poets laureate representing all nine Bay Area counties. The gathering took place at the Millbrae Library on September 21, including a program of meeting and reflection followed by an all-star poetry reading open to the public. Twenty poets laureate participated in the day, which was funded in part by the San Mateo Arts Commission.

Electronic Collections and eResources Update

Several vendors and publishers have introduced new terms of service and restrictions recently. LinkedIn has acquired the database Lynda.com and will be rebranding as LinkedIn Learning later this year. With this rebrand come new terms of service for all users. This new requirement is contrary to the American Library Association's [Library Bill of Rights](#) addressing library users' privacy. Libraries have an ethical obligation to keep a person's use of library resources confidential. Furthermore, this change violates the [California Codes and Regulations](#) (Sec.6267) relating to public libraries as well as our [Website Policy](#), which states that San Mateo County Libraries and its contractors will not distribute or disclose patron names. Due to these new changes in their terms of service, we have had to discontinue our subscription to protect library users' privacy. We are monitoring this issue and directing patrons to use some of our other online learning resources such as [Skillsoft](#), [NicheAcademy](#), [Brainfuse HelpNow](#) and [Safari Books Online](#).

Additionally, several major publishers have proposed new restrictions that would limit libraries' ability to offer users new digital material. Macmillan Publishers, one of five major publishers in the United States, recently announced a new lending model that limits public libraries to only one copy of newly-released titles in digital formats, followed by an eight-week embargo on purchasing additional copies. The American Library Association has denounced these restrictions because they will harm populations who already face significant barriers to equitable access – including youth, people living with disabilities and those with limited financial means. The Peninsula Library System is working on a public response to our communities, and we will be working with our advocates to push out information about how these new policies will negatively impact users. A petition and more information is available at: <https://ebooksforall.org/index.php/faq/>

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

Volunteer Satisfaction Survey

In July, a Satisfaction Survey went out to all active volunteers to get feedback on their activities and overall experience as volunteering with San Mateo County Libraries. Over 200 (30%) responded to the survey and 95% shared they are satisfied/very satisfied with their volunteer experience. From one volunteer, "The Library staff and student workers are so wonderful to work with. Their commitment to promoting and supporting programming that will benefit the community is admirable. What would we do without our Public Libraries? They are the jewel in the crown of public services."

Emergency Preparedness

Following the County's recent PG&E Public Safety Power Shutoff, we are taking the opportunity to review and update our emergency protocols. Safety is a top priority, and we are dedicated to making sure that all employees feel safe and confident on what steps they need to take during any emergency. Over the next three months, emergency handbooks and emergency go-bags will be updated, Managers and Supervisors will receive training, and each library will be equipped with a dedicated emergency cell phone. Each phone will be pre-programmed with a contact list and group text feature to help streamline efforts and ensure timely communication during a crisis.

Library Personnel News

It is my pleasure to announce the following personnel updates:

Ashley Larsen has accepted a permanent Librarian position in Pacifica. Ashley has a BA in English from Amherst College and an MLIS from UNC Chapel Hill. She has worked for San Mateo County Libraries as a permanent and Extra-Help Librarian for twenty years. Ashley has led multiple Talk Read Sing cohorts, established a very popular series of ukulele workshops, has a wealth of experience working with children and is a master at musical storytimes.

Jamie Westfold has accepted the position of permanent Library Assistant in Portola Valley. He has a BA from UC Santa Cruz in Pre and Early Modern Literature and has worked for the system since 2013. Jamie started as an Library Aide at the Woodside Library where in addition to shelving books, he ran the local LEGO clubs. He became an Extra-Help Library Assistant in 2017 and has been an incredible asset working at both Portola Valley and Woodside Libraries.

Ronald Ho was promoted to the position Senior Library Technician in Access Services. He received his BA in Anthropology with a focus in Human Osteology from UC Davis. Ronald has worked for San Mateo County Libraries since 2013, initially starting as a Library Aide before becoming a Library Technician. During this time, he streamlined many behind-the-scenes systemwide projects including the Student Success Initiative, Find It! our world-based classification system, and system data collection and reporting.

Janise Belson retired at the end of September after working 49 years for the County! Janise started her career as a supervisor in the County Social Services Agency, transferring to the library in 1984. During her library tenure she shouldered various responsibilities including managing periodicals and government documents as well as monthly statistical reports, but her most recent passion was undoubtedly the Belmont Library Mystery Book Group to which she devoted her considerable talents as a discussion facilitator. Janise will be missed but we look forward to seeing her often in her new role as library patron!

Congratulations to Janise, Ashley, Jamie and Ronald!

Service Awards

Two employees were honored by the County for their completed years of service: Anna Koch, Library Manager, Foster City Library (10 years); and Sereptha Strong, Librarian, East Palo Alto Library (20 years). Congratulations to Anna and Sereptha for their many years of service and numerous contributions to San Mateo County Libraries!

Employee Award

Kayla Marie Figard, Senior Librarian at Portola Valley Library, was recently nominated by staff and selected by the County for a Wellness Leadership Award. Kayla was recognized for her leadership on creating a healthy work environment and promoting a culture that promotes employee health, safety and well-being. Congratulations Kayla!

2020 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.

The current holiday and closure dates for 2020 are:

Wednesday, January 1	New Year's Day
Monday, January 20	Martin Luther King, Jr., Day
Monday, February 17	Presidents' Day
Sunday, April 12	Easter
Sunday, May 24	Library Closure
Monday, May 25	Memorial Day
Friday, July 3	Independence Day Observed
Saturday, July 4	Independence Day
Sunday, July 5	Library Closure
Sunday, September 6	Library Closure
Monday, September 7	Labor Day
Monday, October 12	Indigenous Peoples' Day
Wednesday, November 11	Veterans Day
Wednesday, November 26	Libraries close at 5:00 p.m.
Thursday, November 27	Thanksgiving Day
Friday, November 28	Day after Thanksgiving
Thursday, December 24	Libraries close at 5:00 p.m.
Friday, December 25	Christmas Day
Saturday, December 26	Library Closure
Sunday, December 27	Library Closure
Thursday, December 31	Libraries close at 5:00 p.m.