



Joint Powers Authority Operations Committee

George Rodericks, Atherton

Afshin Oskoui, Belmont

Clay Holstine, Brisbane

Jaime Fontes, East Palo Alto

Dante Hall, Foster City

Matthew Chidester, Half Moon Bay (Vice Chair)

Mackenzie Brady, Millbrae

Kevin Woodhouse, Pacifica

Jeremy Dennis, Portola Valley (Chair)

Crystal Mui, San Carlos

Justin Mates, San Mateo County

Kevin Bryant, Woodside

**San Mateo County Library Joint Powers Authority
Operations Committee Agenda
November 3, 2020, 1:30 p.m. Teleconference Meeting**

COVID-19 ADVISORY NOTICE

On March 17, 2020, the Governor issued Executive Order N-29-20 suspending certain provisions of the Ralph M. Brown Act in order to allow for local legislative bodies to conduct their meetings telephonically or by other electronic means. Thus, pursuant to Executive Order N-29-20, in addition to local and statewide health orders and the CDC's social distancing guidelines which discourage large public gatherings, this meeting of the Operations Committee will be conducted **by videoconference only**.

PUBLIC PARTICIPATION

Members of the public may join this videoconference meeting through Zoom by clicking the following link:

<https://SMCL.zoom.us/j/91791860805?pwd=T2pnTGRGUS8rcEt6WDdtZVVrMm0xQT09>

Or Telephone: +1 669 900 6833 Meeting ID: 917 9186 0805 Password: 345398

In addition, members of the public may also email written public comments in advance of the meeting to despain@smcl.org. Your email should include the specific agenda item on which you are commenting or note that your comment concerns an item not on the agenda or on the consent agenda. The Committee will make reasonable efforts to read into the record all emails received before the meeting. All emailed written comments, regardless of when received, will be included in the administrative record.

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|---|-------------|
| I. Call to Order | Action |
| II. Public Comments | Information |
| III. Consent Agenda | Action |
| A. Approval of the September 15, 2020 Minutes B. Unapproved Minutes of the September 21, 2020 Governing Board Meeting C. 2021 Library JPA Meeting Schedule | |
| IV. Approval of Library Policies | Action |
| V. Fair Oaks Library Service Agreement | Action |
| VI. Director's Report | |
| VII. Operations Committee Members Announcements | Information |
| VIII. Adjournment | Action |

2020 Governing Board Meetings: November 9

ADA-ACCOMODATION REQUESTS

Individuals who require special assistance or a disability-related accommodation to participate in this meeting may contact Anne-Marie Despain before 8:00 a.m. the day of the meeting by sending an email to despain@smcl.org or by calling 650-312-5245.



San Mateo County Libraries Joint Powers Authority
Operations Committee Meeting
Minutes of September 15, 2020

Committee Members Present:

George Roderick, Atherton
Afshin Oskoui, Belmont
Clay Holstine, Brisbane
Jaime Fontes, East Palo Alto
Matthew Chidester, Half Moon Bay (Vice Chair)
Kevin Woodhouse, Pacifica
Jeremy Dennis, Portola Valley (Chair)
Crystal Mui, San Carlos
Kevin Bryant, Woodside
Justin Mates, San Mateo County

Staff Present:

Anne-Marie Despain
Carine Risley
Danae Ramirez
Lindsey Freeland

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- I. Call to Order. The meeting was called to order at 1:35 p.m.
 - II. Public Comments. None
 - III. Consent Agenda. The Consent Agenda included the June 9, 2020 Minutes, Investment Report for FY 2019-20, Grant and Fundraising Report for FY 2019-20 and Summer Learning Report.

Motion: Approve the Consent Agenda without changes. Passed (MSP: Bryant/Fontes).

- IV. Resident and Library Patron Survey Results. EMC Research, who worked with us in 2014, was engaged to survey and gain understanding of the demographic profile of our service area and conduct both a public opinion survey of residents in the service area and of our library patrons. Tom Patras and Jillian Prusa from EMC presented the survey results and answered questions. Results show that the library is overwhelmingly rated very high in all areas particularly trust and favorability. Vice Chair Chidester asked about open-ended questions to provide specific feedback. Mr. Patras explained that the survey was primarily a closed ended survey. Director Despain mentioned that in 2014, this information informed our strategic planning work that included a robust outreach and community effort. She asked the committee to weigh in on staff's recommendation to extend or update the current strategic plan in order to focus resources on responding to the pandemic. Member Oskoui asked how old the strategic plan was, Director Despain stated it is the fifth year of a 5-year plan; he and other members agreed it was still very relevant.

Motion: Approve the Resident and Library Patron Survey Results. Passed (MSP: Oskoui/Chidester).

- V. Current Operating Status and Phased Reopening Update. Deputy Director Risley presented the update. Since June, more than 34,000 curbside appointments have been booked and over 73,000 items have been checked out. For the health and safety of all, staff recommend continuing Phase Two Operations and Curbside Service through the end of 2020. Staff will use remainder of the year to prepare facilities to open to the public as early as January 2021. Member Mui asked about variances in curbside use and continued curbside once doors are open to public. Deputy Director Risley responded that curbside use follows a trend that is seen in our libraries and staff will continue to evaluate. Vice Chair Chidester asked about how to integrate the library in certain circumstances like a power shut-off. Members Holstine, Woodhouse, and Oskoui and Chair Dennis shared they are not anticipating the library for that use. Chair Dennis commented that he appreciates the thoughtfulness and approach to reopening. Member Mates shared that January 2021 is similar to the timing being considered by schools and county.

Motion: Approve Current Operating Status and Phased Reopening Update. Passed (MSP: Woodhouse/Rodericks).

- VI. Approval of Agreement Regarding the Advancement of Funds from the Library JPA to the Town of Atherton. Director Despain gave an overview of the new library that is currently under construction. In September 2018, the Governing Board approved the Town of Atherton's request to advance library funds to ensure the timely completion of the new library. The Agreement details how the Library JPA will advance \$5,391,725 to the Town and be reimbursed by retaining excess funds that would otherwise be set aside at the end of every year. The current estimate of excess funds annually is \$1.6 million, full reimbursement of the advancement would be expected by FY 24-25. Member Bryant asked how the agreement aligns with excess funds provision in the JPA Agreement. Director Despain stated that the 50/50 split provision is tied to the completion and opening of the Atherton Library.

Motion: Approve Agreement Regarding the Advancement of Funds. Passed (MSP: Holstine/Bryant).

- VII. Approval of the FY 2020-2021 Adopted Budget. Interim Financial Services Manager Freeland gave an overview of the proposed FY 2020-21 Adopted Budget. The FY 2020-21 Recommended Budget was approved by the JPA Governing Board on June 15 and implemented on July 1 totaling \$57,662,212. The proposed FY 2020-21 Adopted Budget has more changes than is usually proposed at this point in the budget cycle to better align and support libraries key priorities. Based on fiscal year-end closing activities and updated information, the FY 2020-21 Adopted Budget now totals \$66,419,925. Member Holstine asked about San Carlos excess funds and if it will be on-going. Director Despain replied that staff will continue to monitor but are viewing it as a one-time event.

Motion: Approve Adoption of FY 20-21 Adopted Budget. Passed (MSP: Fontes/Oskoui).

- VIII. Operations Committee Updates. Chair Dennis appreciated the library staff for hosting the upcoming author event with Professor Eberhardt on race and equity issues. It is part of a series of conversations Portola Valley and the first of four events for the town. Director Despain shared that over 288 people have already signed up for the event.
- IX. Adjournment and Convene to Closed Session: Public Employee Performance Evaluation Closed Session pursuant to Government Code Section 54957 (Director of Library Services). The meeting adjourned at 2:42 p.m. with no further actions to discuss after closed session.



San Mateo County Libraries Joint Powers Authority
Governing Board Meeting
Minutes of September 21, 2020

Board Members Present:

Reuben Holofer, Millbrae (Chair)
Rick DeGolia, Atherton
Charles Stone, Belmont
Karen Cunningham, Brisbane
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
Carine Risley
Danae Ramirez
Lindsey Freeland

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- I. Call to Order. The meeting was called to order at 8:17 a.m.
 - II. Public Comments. None
 - I. Consent Agenda. The Consent Agenda included the approval of the June 15, 2020 Minutes, Investment Report for FY 2019-20, Grant and Fundraising Report for FY 2019-20, and Summer Learning Report.

Motion: Approve the Consent Agenda without changes. Passed (MSP: Cunningham/Brown)

- II. Resident and Library Patron Survey Results. EMC Research, who worked with us in 2014, was engaged to survey and gain understanding of the demographic profile within our service area and conduct both a public opinion survey of residents the service area and of our library patrons. Due to COVID-19 and the Census, the demographic study has been postponed.

Director Despain introduced Tom Patras, Principal and Chief Operating Officer and Jillian Cruza, Director and Project Manager from EMC Research to present the results and answer questions. Mr. Patras shared that the library is well liked both on trust and favorability, similar to the results in 2014. The Libraries are highly regarded and well respected as a trusted source of information in the community. After the presentation, member Stone asked if we have data of respondents based on race, ethnicity, and gender. Director Despain will share the subgroup data with the board. Member O'Neil asked about zip code information. Ms. Prusa replied that zip code data is available but for analysis, data was broken down into two regions, coastside and bayside. Member DeGolia commented how adult literacy is highly rated and an opportunity is available to put some more focus on that service area. He also noted that the coastside performance rating was high and wondered if that had to do with

the opening of the Half Moon Bay Library. Member Cunningham stated it is important to get the word out about all services across the entire library system. Chair Holober asked for feedback on whether to hold off or move forward with a new strategic plan process. Member Groom recommended a mini-session to review the strategic plan to make sure we are on track and on target. Member Stone shared that the board might want to think about consolidations or expansions and what the system would look like in 10-20 years. Chair Holober said that he would work with staff to schedule a study session or mini-retreat to refresh and update the plan.

Motion: Approve the Resident and Library Patron Survey. Passed (MSP: DeGolia/Stone)

- III. Current Operating Status and Phased Reopening Update. Deputy Director Risley presented the update. Since June, more than 34,000 curbside appointments have been booked and over 73,000 items have been checked out. For the health and safety of all, staff recommend continuing Phase 2 Operations and Curbside Service through the end of 2020. Staff will use the remainder of the year to prepare facilities to open to the public as early as January 2021. This includes further refining of current operations, introducing new services, increasing support of schools, addressing the digital divide with expanded technology access, and delivering support to vulnerable populations.

A discussion followed the presentation. Member O'Neil asked about hotspots and wondered about supporting school districts. Deputy Director Risley replied that all hotspots are loaned out and we are working with community partners to get them distributed to those who need them. Director Despain shared that Member O'Neil can send additional requests to the library. Vice Chair McDowell asked about the increase of summer learning books and Deputy Director Risley stated that the number of items was higher than Summer 2020 and was quite successful along with the virtual programs. Member DeGolia asked about WiFi usage in library parking lots and all hotspot usage. Director Despain stated that the Library is expanding WiFi at all locations and is working closely with the County on their broadband initiative. Member Groom commented that the County is investing several million dollars to expand broadband access and make sure needs are being met.

Motion: Approve Current Operating Status and Phased Reopening Update. Passed (MSP: Groom/McDowell)

- IV. Approval of Agreement Regarding the Advancement of Funds Action from the Library JPA to the Town of Atherton. Interim Deputy Director Ramirez gave an overview of the new library that is currently under construction. In September 2018, the Governing Board approved the Town of Atherton's request to advance library funds to ensure the timely completion of the new library. Member DeGolia mentioned that the report shares that the reimbursement would come in FY 2024-25, but it might be fulfilled in FY 2023-24 due to savings from the project contingency funds.

Motion to Approve of Agreement Regarding the Advancement of Funds Action from the Library JPA to the Town of Atherton. Passed (Cunningham/Derwin).

- V. Approval of the FY 2020-2021 Adopted Budget. Interim Financial Services Manager Freeland gave an overview of the proposed FY 2020-21 Adopted Budget. The FY 2020-21 Recommended Budget was approved by the JPA Governing Board on June 15 and implemented on July 1 totaling \$57,662,212. The proposed FY 2020-21 Adopted Budget has more changes than is usually proposed at this point in the budget cycle to better align and support libraries key priorities. Based on fiscal year-end closing activities and updated information, the FY 2020-21 Adopted Budget now totals \$66,419,925. Member Brown cautioned that we need to be careful about adding new programs due to future reductions in revenue. Chair Holober inquired about the cost savings for vacant positions. Director Despain stated that staff continues to be very conservative in estimating revenue and implementing new programs. Additionally, each vacant position is being reviewed and approved before being filled. Member Stone commented that the JPA is in a good position to know well in advance before any significant changes would occur.

Motion: Recommend JPA Governing Board accept the FY 2020-21 Recommended Budget. Passed (MSP: Stone/McDowell).

- VI. Director's Report. Director Despain highlighted the author event coming up on September 29 with Professor Eberhardt discussing her book Biased. The new Brisbane Library is close to completion and the City will host a virtual dedication ceremony on October 24. Staff just completed the Annual Report for FY 2019-20 and a copy will be sent to each jurisdiction's council. Vice Chair McDowell commented about being excited about on-demand printing. She continued with a request to provide flyers for the schools with all school-related services. Deputy Director Risley shared that staff have reached out to all districts, are customizing services to schools, and connecting with families. Staff are also working on ensuring all students have access to a library card.
- VII. Governing Board Member Updates.
Member DeGolia shared an image of the new Atherton Library.
- VIII. Adjournment and Convene to Closed Session: Public Employee Performance Evaluation Closed Session pursuant to Government Code Section 54957 (Director of Library Services). The meeting adjourned at 9:40 a.m. with no further actions to discuss after closed session.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Date: October 29, 2020
Meeting: November 3, 2020
Re: 2021 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 2021 proposed meeting schedule. Also included is a list of items agendized 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.

| 2021 Proposed Meeting Dates | | |
|------------------------------------|-----------------|---|
| Operations Committee | Governing Board | Agendized Items |
| February 2 | February 8 | <ul style="list-style-type: none"> • Financial Audit Report • Mid-Year Report • Strategic Planning |
| May 11 | May 17 | <ul style="list-style-type: none"> • Introduction to the Recommended Budget |
| June 8 | June 14 | <ul style="list-style-type: none"> • Adoption of the Recommended Budget • Proposed Uses of Library Trust Funds • Election of Officers |
| September 14 | September 20 | <ul style="list-style-type: none"> • Grant Activities Report • Investment Report • Approval of the Final Adopted Budget • Library Director Evaluation |
| November 9 | November 15 | <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 2021 Library JPA Meeting Schedule.

Recommendation

Recommend JPA Operations Committee approve the proposed 2021 Library JPA Meeting Schedule.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services 
Danae Ramirez, Interim Deputy Director of Library Services
Date: October 29, 2020
Meeting: November 3, 2020
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. A complete list of Board approved policies is attached. 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.

Investment Policy

The Investment Policy provides guidance and protection to the Library JPA's cash and investments and promotes financial stewardship. The Investment Policy was last approved by the Governing Board on November 6, 2017 and was revised at that time to provide for periodic, instead of annual, review. The policy is being brought forward for review with no revisions.

Procurement Policy

It is recommended that the Library JPA adopt the revisions to the Procurement Policy to align with the recently revised County of San Mateo policy that increased Department Head approval threshold for purchases and contracts from over \$100,000 to over \$200,000. The revisions propose increasing the Library Directors approval threshold for purchases and contracts from up to \$100,000 to up to \$200,000 and adding language

stating the Library's commitment to solicit proposals from minority, women owned, and small businesses. The [County's Open Data Portal](#) continues to provide an easy accessible view of library expenditures and activity data.

Sustainability Policy

It is recommended that the Library JPA adopt revisions to the Sustainability Policy to encourage employees to consider the environment when conducting library business. The Sustainability Policy was last approved by the Governing Board on November 4, 2019 to establish a formal policy and allow our libraries to become Green Certified. This policy has been reviewed by the Office of Sustainability and updated to strengthen our commitment to environmental stewardship.

Fiscal Impact

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

Recommendation

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

Attachments

1. Library Policies Approved by the Governing Board
2. Investment Policy (No Changes)
3. Procurement Policy (Recommended and Revisions)
4. Sustainability Policy - (Recommended and Revisions)

Library Policies

- Behavior Policy - November 7, 2016
- Child Safety Policy - November 7, 2016
- Communications Policy – February 5, 2018
- Community Bulletin Board Policy – November 7, 2016
- Conflict of Interest Policy – November 5, 2018
- Fund Balance Policy – June 12, 2017
- Furnishings and Equipment Funding Policy – June 9, 2014
- Gift and Donation Policy – November 5, 2018
- Guidelines for Addressing the JPA – November 2005
- Implied Consent Policy – November 7, 2016
- Investment Policy – November 6, 2017
- Library Building Planning Policy – November 7, 2011
- Library Renovations Policy – September 8, 2008
- Material Access and Selection Policy – November 5, 2018
- Privacy Policy – November 4, 2019
- Procurement Policy – November 6, 2017
- Public Computers, Devices and Internet Access Policy – November 7, 2016
- Suspension of Library Privileges – November 19, 2002
- Sustainability Policy – November 4, 2019
- Website Policy – November 7, 2016

INVESTMENT POLICY - (No changes)

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 ensure 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 periodically with the JPA Governing Board to ensure 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.

SUSTAINABILITY POLICY - (Recommended)

Sustainability is an important goal of San Mateo County Libraries. We strive to integrate innovative green practices in our policies, purchasing, services, 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 and vendors.

Strive to conserve natural resources by reducing, reusing and recycling when possible.

This means that we will:

- Recycle all paper, cardboard, wood, metals, bottles, plastics, packaging and cans
- Compost food and food soiled paper
- Use washable and reusable items instead of disposable items
- Strive to host zero waste meetings or events. Reusable cutlery, plates, cups are encouraged
- Practice "right sized" ordering to prevent food waste. When food or meals are required, just enough food will be ordered
- Use an electronics disposal method that will reuse, repair, and recycle products

Strive to reduce our carbon footprint.

This means we will:

- Encourage the use of public transit, bike to work, and ridesharing
- Reduce single occupancy road travel by conducting online meetings
- Promote commute.org Star Award challenges to incentivize alternative transportation
- Offer telework and flex work for library staff who do not have to be onsite
- Transition library vehicles to hybrid or electronic vehicles and look for opportunities to promote electric vehicle charging at library sites
- 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

Strive to provide education and awareness about sustainability and the environment.

This means that we will:

- Promote environmental education provided by the County's Office of Sustainability. This includes programs such as The Sustainability Academy, a free education and outreach program offered by the County of San Mateo designed to raise awareness and empower San Mateo County community members with the knowledge and skills to promote sustainability.
- Strongly encourage innovation in our thinking about community program development and approach to sustainability. This will involve deliberate consideration of sustainable practices when planning and executing a program.
- We will offer programming and services to the public that incorporate sustainable values. This may include partnering with other organizations to share information with the public about sustainable practices or the biodiversity in our area.

Strive to create environmentally sustainable spaces.

This means that we will:

- Conserve energy and water when possible
- Use natural lighting where feasible
- Turn off lighting in unoccupied rooms
- Reduce the use of paper towels in the restrooms

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

Strive to make sustainable purchases.

This means that we will:

- 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
- 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

SUSTAINABILITY POLICY - (Revisions)

Sustainability is an important goal of San Mateo County Libraries. ~~This includes implementing~~ **We strive to integrate** innovative green practices in our policies, purchasing, ~~programming, services~~ 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 **and vendors**.

~~We Strive to Conserve Natural Resources~~

~~San Mateo County Libraries s~~ **Strive to conserve natural resources by reducing, reusing and recycling when possible.**

This means that staff **we** will:

- ~~• Reduce single occupancy road travel by conducting online meetings~~
- Recycle all paper, cardboard, wood, metals, bottles, plastics, packaging and cans
- Compost food **and food soiled paper**
- Use washable and reusable items instead of disposable items
- Strive to host zero waste meetings or events. Reusable cutlery, plates, cups are encouraged
- **Practice "right sized" ordering to prevent food waste. When food or meals are required, just enough food will be ordered**
- **Use and electronics disposal method that will reuse, repair, and recycle products**

Strive to reduce our carbon footprint.

This means we will:

- **Encourage the use of public transit, bike to work, and ridesharing**
- **Reduce single occupancy road travel by conducting online meetings**
- **Promote commute.org Star Award challenges to incentivize alternative transportation**
- **Offer telework and flex work for library staff who do not have to be onsite**
- **Transition library vehicles to hybrid or electronic vehicles and look for opportunities to promote electric vehicle charging at library sites**
- **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 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 offer 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.

Strive to provide education and awareness about sustainability and the environment.

This means that we will:

- Promote environmental education provided by the County's Office of Sustainability. This includes programs such as The Sustainability Academy, a free education and outreach program offered by the County of San Mateo designed to raise awareness and empower San Mateo County community members with the knowledge and skills to promote sustainability.
- Strongly encourage innovation in our thinking about community program development and approach to sustainability. This will involve deliberate consideration of sustainable practices when planning and executing a program.
- We will offer programming and services to the public that incorporate sustainable values. This may include partnering with other organizations to share information with the public about sustainable practices or the biodiversity in our area.

We Strive to Create Environmentally Sustainable Spaces.

San Mateo County Libraries **strive to create environmentally sustainable spaces**

This means that staff **we** will:

- Conserve energy and water when possible
- Use natural lighting where feasible
- Turn off lighting in unoccupied rooms
- **Reduce the use of paper towels in the restrooms**

San Mateo County Libraries support our eleven cities and the County in their 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 works in partnership with them to support their sustainable building practices.

We Reward Environmentally Conscious Manufacturers

Strive to make sustainable purchases.

This means that we will:

- 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.
- 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.

~~Approved by the Library JPA Governing Board on Nov. 4, 2019~~

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. Minority, Women Owned, and Small Business Solicitations:** Where possible, efforts should be made to solicit proposals from small businesses, and women- and/or minority-owned businesses.
- 4. 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.
- 5. 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.
- 6. Insurance Requirements:** The Contractor shall take out and maintain during the life of this Agreement such Bodily Injury Liability and Property Damage Liability Insurance as shall protect him/her while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all operations under this Agreement, whether such operations be by himself/herself or

by any subcontractor or by anyone directly or indirectly employed by either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than \$1,000,000. All contractors performing work/services with the County Library must have a minimum of \$1 million general liability insurance, \$1 million auto insurance, and statutory workers' compensation insurance, and the County Library must be named as an additional insured by insurer-issued written endorsement, a copy of which shall be provided to the Director of Library Services prior to initiation of work by contractor. Carrier's liability insurance at \$0.60 per pound, per item will also be provided.

7. Legal Review: Contracts for services and vendor agreements above \$200,000, 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.

8. Authorized Signatures:

The following are authorized to approve invoices based on the amounts listed below:

| | |
|------------------------------------|---------------------|
| Library Managers: | \$4,999 and Below |
| Director of Library Services | \$200,000 and Below |
| Chair, Library JPA Governing Board | \$200,001 and Above |

The following are authorized to execute agreements, contracts, and amendments or change orders based on the amounts listed below:

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|------------------------------------|---------------------|
| Director of Library Services | \$200,000 and Below |
| Chair, Library JPA Governing Board | \$200,001 and Above |

The value of an agreement shall be determined by the total amount of the agreement. For example, if a contract is for \$120,000 per year for a total of two years, its value is \$240,000.

9. Contract Amendments: 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.

The requirements described in this memorandum also apply to contract amendments. If an amendment causes a contract's total payment amount to exceed \$200,000, all requirements for contracts exceeding \$200,000, including the requirement for approval by the JPA Governing Board Chair, must be met. Contract amendments must not be used to circumvent solicitation requirements when a contract's total payment amount would be reasonably expected to exceed \$200,000.

If a project under contract is underway and extenuating circumstances require an amendment that causes the contract total amount to exceed \$200,000, an exception to the competitive process, where legally justified, may be approved by the JPA Governing Board Chair.

- 10. 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 \$200,000 and below. All contracts in which the Library receives more than \$200,000 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 \$200,000:** 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 \$200,001 and Above:** This category requires that a formal Request for Proposals (RFP) process be followed. RFPs shall be posted on the Library's website along with all answers to questions submitted by potential vendors. The purpose of 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 \$200,000: 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 \$200,001 and Above: This category requires that a formal Request for Quotations (RFQ) process be followed. RFQs shall be posted on the Library's website along with all answers to questions submitted by potential vendors. Bids are to be evaluated based on the requirements and criteria set forth in the RFQ. The evaluation shall be based on the face value of the bid and, when applicable, 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 when applicable: general reputation and experience of the bidder, adherence to the requirements and condition of the RFQ, 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 and legally justified. 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.

PROCUREMENT POLICY - (Revisions)

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. **Minority, Women Owned, and Small Business Solicitations: Where possible, efforts should be made to solicit proposals from small businesses, and women- and/or minority-owned businesses.**
4. 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.
5. 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.
6. 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.~~ The Contractor shall take out and maintain during the life of this Agreement such Bodily Injury Liability and Property Damage Liability Insurance as shall protect him/her while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all operations under this Agreement, whether such operations be by himself/herself or by any Subcontractor or by anyone directly or indirectly employed by either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than \$1,000,000. All contractors performing work/services with the County Library must have a minimum of \$1 million general liability insurance, \$1 million auto insurance, and statutory workers' compensation insurance, and the County Library must be named as an additional insured by insurer-issued written endorsement, a copy of which shall be provided to the Director of Library Services prior to initiation of work by contractor. Carrier's liability insurance at \$0.60 per pound, per item will also be provided.

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The value of an agreement shall be determined by the total amount of the agreement. For example, if a contract is for ~~\$60,000~~**\$120,000** per year for a total of two years, its value is ~~\$120,000~~**\$240,000**.

9. **Contract Amendments:** 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.~~

The requirements described in this memorandum also apply to contract amendments. If an amendment causes a contract's total payment amount to exceed \$200,000, all requirements for contracts exceeding \$200,000, including the requirement for approval by the JPA Governing Board Chair, must be met. Contract amendments must not be used to circumvent solicitation requirements when a contract's total payment amount would be reasonably expected to exceed \$200,000.

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6. Goods ~~\$100,001~~ **\$200,001** and Above: This category requires that a formal ~~or Invitation to Bid (ITB)~~ **Request for Quotations (RFQ)** process be followed. **RFQs shall be posted on the Library's website along with all answers to questions submitted by potential vendors.** Bids are to be evaluated based on the requirements **and criteria** set forth in the ~~ITB~~ **RFQ** ~~which may include criteria to determine suitability for a particular purpose.~~ The evaluation shall be based on the face value of the bid and, **when applicable,** 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 **when applicable**: general reputation and experience of the bidder, adherence to the requirements and condition of the ~~ITB~~ **RFQ**, 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.

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~~Approved by the Library JPA Governing Board on November 6, 2017.~~



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Date: October 29, 2020
Meeting: November 3, 2020
Re: Fair Oaks Library Service Agreement

Background

In 1974, the Fair Oaks Library opened in a 750 square-foot space in the Fair Oaks Community Center. The new library served both Redwood City (City) and unincorporated County of San Mateo (County) residents and was funded jointly by the City and County. A number of cost sharing and service agreements have been in place over the years.

In 1995, the Fair Oaks Library moved to its current location on Middlefield Road sharing space with the County's Human Services Agency. The County and the City entered into a new "Common Use/Shared Facility License Agreement" under which the City agreed to operate the Fair Oaks Library, with the County contributing to the annual operating costs of the Library, on the basis that 50% of the library's service population came from the neighboring unincorporated North Fair Oaks area.

When the San Mateo County Library Joint Powers Authority (Library JPA) was formed in 1999, the Library JPA assumed the County's obligation under the agreement to ensure a continued high level of service to the unincorporated area residents. The agreement between the Library JPA and the City is still based on a set amount that is increased or decreased at the same percentage rate as the change in the Library JPA's property tax revenue from the previous year. The current agreement also allows termination with one year's notice or in the event the County withdraws as a member from the Library JPA.

The County, a member of the Library JPA and representative of the unincorporated areas of the district, regularly reviews usage and library services provided to North Fair Oaks residents to ensure the level of service provided by the City meets or exceeds what is provided by the Library JPA.

Discussion

The County has notified the City that it is interested in transferring operational responsibility of the Fair Oaks Library from the City to the Library JPA. In response, County, City, and Library JPA staff are working collaboratively to discuss options, including a potential new three-party agreement, with the goal of supporting all community members to ensure that they receive the best possible library services and programs.

Potential long-term benefits of the transfer to the Library JPA could include increased programming and hours of service. Indeed, based on data collected from the Redwood City Library and Library JPA, the City is operating the Fair Oaks Library at a lower cost and somewhat lower service level than would occur if the Library JPA were to assume operation.

The Fair Oaks Library service area includes an estimated 25,015 people, with 62% (15,454) representing unincorporated residents and 38% (9,561) representing Redwood City residents primarily located in the neighborhoods of Friendly Acres and Redwood Village. Pre-COVID, the Library was open six days a week, Monday through Saturday, for 50 hours per week. If the Library JPA were to assume operation, the Fair Oaks Library would be entitled to 60 hours per week, based on the current Library JPA Agreement.

In 2018-19, the Fair Oaks Library branch circulated 34,850 items, had 50,000 visitors, and hosted 443 programs that were attended by 9,632 people. Approximately 30% of the service area has a library card and usage by home jurisdiction for July 2019-February 2020 included 47% by City residents, 24% by North Fair Oaks residents, and the remaining 29% coming from other residents throughout the County.

Total Fair Oaks Library operating costs budgeted in FY 2019-20 by the City were \$819,187. Under the terms of the Agreement between the Library JPA and City, the JPA provided \$435,000 in FY 2019-20 to support library operations, or 53% of total operating costs. In the current FY 2020-21 budget a total of \$400,000 has been set aside to support the Fair Oaks Library. These operating costs would likely increase due to expanded service.

Over the next month, County, City, and Library JPA staff plan to jointly conduct community outreach/engagement efforts surrounding the potential transfer of operations from the City to the Library JPA in order to gather input from community residents.

Fiscal Impact

There is no fiscal impact associated with accepting this report and providing input to staff. A total of \$400,000 has been budgeted in FY 2020-21 to support the Fair Oaks Library. If a new agreement is approved by the Governing Board that transfers responsibility of operations to the Library JPA, these funds would be retained to support new operational costs.

Recommendation

Recommend that (a) the Library JPA Operations Committee accept and provide input on this report regarding the possibility of the Library JPA assuming operations of the Fair Oaks Library, and (b) authorize staff to work with County and City staff to conduct community outreach and negotiate a new Fair Oaks Library Cost-Sharing Agreement.

Attachment

Agreement Between San Mateo County Library Joint Powers Authority and City of Redwood City

**AGREEMENT BETWEEN
SAN MATEO COUNTY LIBRARY JOINT POWERS AUTHORITY AND
CITY OF REDWOOD CITY**

THIS AGREEMENT, entered into this ____ day of _____, 2020, by and between the SAN MATEO COUNTY LIBRARY JOINT POWERS AUTHORITY, hereinafter called "JPA," and CITY OF REDWOOD CITY, hereinafter called "City";

W I T N E S S E T H:

WHEREAS, the County of San Mateo and the City of Redwood City have previously entered into a "Common Use/Shared Facility License Agreement" dated June 6, 1995 (hereinafter referred to as the "License Agreement"); and

WHEREAS, that License Agreement calls for the City of Redwood City to operate the Fair Oaks Library at the Middlefield Road facility, with the County contributing annually to the costs of that Library; and

WHEREAS, the initial term of the License Agreement is to "continue in effect as long as both parcels are used for community serving facilities, but in any event the term of the Agreement shall be no longer than (30) years from" June 6, 1995, and

WHEREAS, under the License Agreement the County contribution to the Fair Oaks Library was set at a base of \$94,600 effective FY 1995-96, with increases or decreases each fiscal year set at the same rate as the change in the County Library's base property tax for the previous year; and

WHEREAS, the County and the Cities served by the County Library entered into a Joint Powers Authority Agreement relating to library services in 1999; and

WHEREAS, in July 2000 the JPA agreed to assume the County's obligation under the License Agreement to contribute to the operating costs of the Fair Oaks Library; and

WHEREAS, the JPA Agreement indicated the JPA's intent to continue to support the Fair Oaks Library in recognition that it serves residents of the Fair Oaks unincorporated areas and, by this agreement, to establish a new base rate for annual contributions;

NOW, THEREFORE, IT IS HEREBY AGREED:

1. PAYMENT OF OPERATING COSTS

In consideration of the City's continuing to assume responsibility for operation of the Fair Oaks Library, the Library JPA will contribute funding to the operation of the Fair Oaks Library as follows. For the base year of 2019-20, under the terms of the expiring Agreement, the JPA has paid \$435,000. For FY 2020-21 the base contribution shall be increased or decreased each fiscal year at the same percentage rate as the change in JPA's property tax revenue from the previous year. Said contributions shall be made from the JPA to the City on a quarterly basis.

2. TERM

The term of this Agreement shall commence upon the execution of this Agreement by all parties and continue in effect through fiscal year 2020-21.

3. TERMINATION

This Agreement may be terminated for any reason by either party prior to the end of its initial term as set forth in paragraph 2 above, with one year written notice to the other party. However, in the event that the JPA is terminated or the County withdraws from the JPA prior to the expiration of the Joint Powers Authority Agreement, this Agreement shall be deemed immediately terminated.

4. NOTICES

Any notice, request, demand, or other communication required or permitted hereunder shall be deemed to be properly given when deposited in the United States mail, postage prepaid, or when deposited with a public telegraph company for transmittal, charges prepaid, addressed to:

In the case of the Library JPA:

Library Director
San Mateo County Libraries
125 Lessingia Court
San Mateo, CA 94402

In the case of the City:

City Manager
City of Redwood City
1017 Middlefield Road
Redwood City, CA 94063

5. RELATIONSHIP OF PARTIES

The parties hereto are separate public entities and are independent contractors with respect to this agreement. City's employees involved in operation of the Fair Oaks Library shall be and remain only City employees, and are not and shall not be asserted to be employees or agents of JPA, and neither party shall be vicariously liable for the culpable acts of omissions of the other's employees. Each party will hold harmless, defend and indemnify the other if the other is sued for culpable acts or omissions of an employee of the indemnifying party.

6. ENTIRE AGREEMENT

The foregoing constitutes the entire agreement between the parties and may be modified only by a writing executed by City's City Council and the Governing Board of the Library Joint Powers Authority.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Date: October 29, 2020
Meeting: November 3, 2020
Re: Director's Report

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

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

Expansion of Curbside Services

San Mateo County Libraries has launched new services in order to lessen the digital divide and to foster exploration and discovery. In October, we launched walk-up services, check-out of sewing machines, and Grab-and-Go book bundles at all 12 of our locations.



Patrons are now invited to come to our libraries without an appointment to pick up their holds. This new service makes the library even more accessible and allows staff to – from a safe distance – share our many services. In the first three days of walk-up service, we assisted 480 patrons.

Sewing machines are a tactile, multi-generational tool that provide an outlet for creativity, functional use, and learning a new skill. Patrons can now take a sewing machine home for a week in order to make pillows, pajamas, or a spooky costume just in time for Halloween! One patron wrote: "I was beyond thrilled to see that the library was lending out sewing machines! When the pandemic hit it was impossible to find a machine to purchase. I've grown a ton of herbs over the summer and am planning to try making simple dream pillows for people I know as we could all use a little self-care these days."



Grab-and-Go book bundles allow families to pick up curated groups of picture and board books. This introduces the youth in our communities to new books, authors, and new vocabulary to feed their growing minds. In just a short amount of time, we have checked-out 4,084 books and received great responses: "Thank you for the grab and go book bundles. My grandsons love them."

Preparing for Future Services

We have spent the last seven months heavily investing our time and resources into pandemic operational design and delivery. This work has been important and worthwhile. Circulation of materials is one of many critical functions of San Mateo County Libraries and we have received great feedback from our communities about the importance of virtual and curbside services. Now that this work is stable, we are able to pivot and invest resources in other priority areas.

Knowing that we will extend our Phase 2 operations into January affords us the opportunity to bring management strengths to different areas of our organization. In November, most library managers will begin short-term assignments to support new areas of focus including, re-opening plans and facility preparations, outreach, communications, data/performance analysis, equity and training. Our Senior Librarians and Supervisors will continue to provide local branch support to staff.

We are looking forward to some exciting discoveries and enlightening experiences over the next couple of months. One of the silver-linings of the pandemic has been the opportunity to look at our services in different ways, to prototype quickly, and learn from our communities. We are excited to take advantage of this period of creativity, resilience and adaptability and see where it takes the organization.

Bike to Your Library Day

On September 19, our communities enjoyed the outdoors by participating in our Bike to Your Library Day, a family-friendly celebration of bicycling and community. Participants got to choose a bike-themed giveaway book and take a cool cotton canvas messenger bag from our community partner Commute.org. In total, we distributed 334 books and 567 bags and brought positive awareness to alternative transportation and sustainable practices. To mark this special day, we also brought back our Book-A-Bike program at the Belmont Library!

Elections and Voter Education

We hosted four election related events this election season: three Pro/Con Ballot Measure Forums with the League of Women Voters, one in Spanish and two in English, as well as an election and Census issues panel with partner Thrive Alliance. In addition, our curbside locations distributed bookmarks provided by the Elections Division in each curbside pickup, and posters displayed curbside directed patrons to their nearest ballot drop box location. A staff-created voter resources and education webpage can be found at smcl.org/vote.



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

Outreach to Schools

As the new distance-learning academic year progresses, we are prioritizing efforts to support public schools through virtual class visits. Teachers and educators can request virtual read-alouds, library tours, book talks, resource instruction, author visits, book clubs, teacher and/or student library cards, and even workshops for families. We launched outreach efforts in at the beginning of September and have so far received 82 requests from teachers asking for support in multiple classes. We completed 24 visits serving 787 students, and 58 visits are scheduled for this fall.

To meet the needs of educator requests during this time, we have revamped a new [Teacher and Student Resources webpage](#) with accessible information on requesting class visits, library cards and how-to library tutorials.



Get Live Homework HelpNow!

Connect live w/ expert tutors for homework help in English & Spanish, 7-days a week, 12-10 PM. Includes SkillSurfer learning library.



Get a Library Card!

Sign up to get a library card and unlock a world of adventure!

Bookfest

Our final installment of Bookfest was held on Monday, October 26. Bookfest is a project of San Mateo County Poet Laureate Aileen Cassinetta, who convened authors to read their works, both poetry and fiction, countywide. Reading streamed live on the Poet Laureate Facebook page. Recording of the readings can be found on the Bookfest playlist on our [YouTube page](#). Over 750 participants tuned in for seven reading featuring 33 authors.

Language Classes

We expanded our online English as a Second Language (ESL) services to meet demand and are now offering an ESL Class for Beginners as well as two English Conversation Clubs per week. Our ESL programs continue to fill up quickly and are highly valued by our English language learner community. Says one participant: "You always give me interesting topics that I can learn not only English but also what is happening in the world. They are so exciting to me. Thank you again!"

New Language eResource

We are pleased to offer a new Chinese language eResource with the addition of the HyRead eBook and eAudiobook platform. This new resource will join an already robust lineup of world language materials. The HyRead platform allows us to curate a wide range of Chinese materials covering everything from fiction and cooking to politics and self-help. Parents will be pleased to see an increase in the quality and quantity of the children's collection.



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

New Brisbane Library Dedication

San Mateo County Libraries and our partners, the City of Brisbane and the County, are pleased to share that the new Brisbane Library is making great strides in its progress toward completion. On Saturday, October 24, community members were able to join Brisbane City Council members for a [live virtual dedication event](#) to celebrate the new Library. Virtual attendees were also invited to view a [video](#) featuring Karen Richards, from Siegel and Strain Architects, that walks viewers through the spectacular design elements of this new children's courtyard. Current operations will remain at the old library until the contractor finalizes the incredible features inside this new state-of-the-art building.



PSPS Resource Center

The Half Moon Bay Library continues to be an important community resource during challenging times. Most recently, the library's community room served as the location for PG&E's Community Resource Center during our latest Public Safety Power Shutoffs. This was made possible through a PG&E partnership with the City of Half Moon Bay. The Resource Center provides information, device charging, WiFi connectivity, snacks and water for residents effected by the PSPS. A generator was connected to the building in early October.

Equity Work

On September 29, we hosted one of the world's leading experts on unconscious bias, Dr. Jennifer Eberhardt. Her live lecture explored how bias affects all our lives and answered many questions from the audience. There were over 1,000 registered and 350 attendees. We are committed to education and dialogue and look forward to hosting additional author talks around Racial and Social Equity through 2021.

Grants Received

Over the last few months, we have received several grants to enhance the activities of our library system. The California State Library awarded us with \$86,515 to continue our family and adult literacy programming and \$99,687 for the Big Lift Inspiring Summers program. We received a small monetary and equipment grant, \$2,000 plus 10 monitors, keyboards and mice, from the Office of Sustainability to support telework, and our Friends and Foundation have provided over \$200,000 to support programs, additional WiFi hotspots, meals, and the Makermobile.

Employee Service Awards

Seven employees are being honored for their long careers working for San Mateo County Libraries: Minna Albagli, Millbrae Library Assistant, Gabriela Barraza, Millbrae Library Assistant, and Ana Marcelo Huerta, Access Services Library Assistant reached 10 years of service; Kathleen Beasley, Belmont Library Manager celebrated 20 years; and Eileen Browning, Belmont Library Circulation Manager, Martina Torres, East Palo Alto Library Circulation Manager, and Martina Tello, Half Moon Bay Library Community Program Specialist have each completed an amazing 30 years of service. Congratulations to Minna, Gabriela, Ana, Kathleen, Eileen, Martina, and Martina for their many years of service and numerous contributions to San Mateo County Libraries!

Library Personnel News

We are excited to share the following personnel announcements:

Cloud Bell has been promoted to the position of Brisbane Library Assistant. She has worked as a Library Aide since May 2019. Cloud has an Associate's Degree in Tourism and Travel Services from Vaal Triangle Technikon (Vaal University of Technology).

Xiuwen Chen has been promoted to the position of Brisbane Library Assistant. Xiuwen has worked for San Mateo County Libraries as an Extra Help Library Assistant since October 2015. She has a Bachelor's in Urban Studies and Planning, and a Master's in English with an emphasis in Teaching English to Speakers of other languages from San Francisco State University.

Maureen Garcia has been promoted to the position of Atherton Library Assistant. Maureen has a Bachelor's in Political Science from UC Berkeley and a Master's in Entrepreneurship from San Francisco State University. She joined the system as a Library Aide in August 2018.

Shilpi Khanna has been promoted to the position of Foster City Library Assistant. Shilpi has been working in a number of capacities for the last four years. She has a Master's Degree in Business Administration from the Institute of Management and Information Sciences in Bhubaneswar, IT India.

Jasmine Mithani has been promoted to the position Belmont Library Assistant. She started working for the library as a Library Aide for just over a year. Jasmine is a graduate of UCLA and is excited to learn and continue to grow her skills as a library employee.

Valery Marin-Revolorio has been promoted to the position of Woodside Library Assistant. Valery has worked for San Mateo County Libraries as a Library Aide since 2017. She is currently working toward a double major in Public Health and French and Francophone Studies at Santa Clara University.

Finally, Danae Ramirez has accepted the position of Deputy Director of Library Services. Danae earned a Bachelor's in Communications from UC San Diego and a Master's in Public Administration from San Diego State University. Before working at the Library, she worked as a Management Analyst in the County's Office of Budget, Policy and Performance and as a Strategic Planning Analyst for the Rady Children's Hospital in San Diego. She also has over eleven years of experience working for the County of San Diego as a Legislative Policy Advisor, Policy Advisor, and Human Resources Analyst. Danae began her career at San Mateo County Libraries in 2016 as Financial Services Manager overseeing Human Resources and Budget and Finance which includes oversight of the Library's \$63 million budget and over 300 employees. For the past seven months she has served as Interim Deputy Director and provided strong leadership to our pandemic response as well as taking on new responsibilities including IT oversight and the County's Food Availability Response Team.

Please join us in congratulating Cloud, Xiuwen, Maureen, Shilpi, Jasmine, Valery, and Danae!

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. All library closures are posted for public notice well in advance of a scheduled closure. In 2005, the Governing Board determined a permanent continuation of this practice was prudent and should be communicated through the Director's Report. Based on current operational hours, updated 2020 and 2021 holiday and closure dates include:

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|-----------------------|-----------------------------------|
| Thursday, November 26 | Thanksgiving Day Holiday |
| Friday, November 27 | Day after Thanksgiving Holiday |
| Saturday, November 28 | Library Closure |
| Thursday, December 24 | Library Closure |
| Friday, December 25 | Christmas Day Holiday |
| Saturday, December 26 | Library Closure |
| Thursday, December 31 | Library Closure |
| Friday, January 1 | New Year's Day Holiday |
| Monday, January 18 | Martin Luther King, Jr., Holiday |
| Monday, February 15 | Presidents' Day Holiday |
| Monday, May 31 | Memorial Day Holiday |
| Monday, July 5 | Independence Day Holiday Observed |
| Monday, September 6 | Labor Day Holiday |
| Monday, October 11 | Indigenous Peoples' Day Holiday |
| Thursday, November 11 | Veterans Day Holiday |
| Thursday, November 25 | Thanksgiving Day Holiday |
| Friday, November 26 | Day after Thanksgiving Holiday |
| Friday, December 24 | Library Closure |
| Saturday, December 25 | Christmas Day Holiday |
| Friday, December 31 | Library Closure |