



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)

Tom Williams, 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
September 15, 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/95033626277?pwd=WVliWjFjWTdrd3lKZmhRZVlYRTNqUT09>

Or Telephone: +1 669 900 6833 Meeting ID: 950 3362 6277 Password: 228023

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.

I. Call to Order	Action
II. Public Comments	Information
III. Consent Agenda	Action
A. Approval of the June 9, 2020 Minutes B. Unapproved Minutes of the June 15, 2020 Governing Board Meeting C. Investment Report for FY 2019-20 D. Grant and Fundraising Report for FY 2019-20 E. Summer Report F. Director's Report	
IV. Resident and Library Patron Survey Results	Action
V. Current Operating Status and Phased Reopening Update	Action
VI. Approval of Agreement Regarding the Advancement of Funds from the Library JPA to the Town of Atherton	Action
VII. Approval of the Final FY 2020-21 Adopted Budget	Action
VIII. Operations Committee Members Announcements	
IX. Convene Closed Session: Public Employee Performance Evaluation Closed Session pursuant to Government Code Section 54957 (Director of Library Services)	Information
X. Adjournment	Action
XI. Reconvene Regular Meeting	Action
XII. Adjournment	Action

2020 Operations Committee Meetings: November 3
2020 Governing Board Meetings: September 21, 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 Library Joint Powers Authority
Operations Committee Meeting
Minutes of June 9, 2020

Board Members Present:

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

Staff Present:

Anne-Marie Despain
Danae Ramirez
Carine Risley
Lindsey Freeland

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- I. Call to Order. The meeting was called to order at 1:32 p.m.
 - II. Public Comments. None
 - III. Approval of the May 12, 2020 Minutes. Meeting minutes approved without changes (MSP: Woodhouse/Mui).
 - IV. Adoption of the FY 2020-21 Recommended Budget. Interim Financial Services Manager Freeland gave an overview of the final proposed FY 2020-21 Adopted Budget. The Adopted Budget totals \$57,662,212. General operations total \$36,719,580. Operating and capital reserves total \$20,942,63. Staff shared that property tax revenue remains stable at this time however revisions are expected in September once more information is available on the impact of COVID-19.

Motion: Recommend JPA Operations Committee adopt the FY 2020-21 Recommended Budget. Passed (MSP: Holstine/Chidester).

FY 2020-21 Proposed Uses of Restricted Library Funds. Director Despain provided an overview of the FY 2020-21 Proposed Uses of Library Donor Funds report. Requests for uses of Library revenue in the current fiscal year total \$5,815,992. Funds are in place to offset the requested amounts. Member Holstine asked about the updated provision in the current Agreement to share excess funds. Director Despain responded that the revised provision calls for a 50/50 split to take effect once the Atherton Library is completed. It is estimated that the new library will be completed in the fall of FY 2021-22.

Motion: Recommend JPA Operations Committee approve the FY 2020-21 Proposed Uses of Library Restricted Funds. Passed (MSP: Oskoui/Roderick).

- V. Election of Library JPA Operations Committee Officers. Director Despain noted that Chair Dennis and Vice Chair Chidester have each served one term in their position and are eligible to serve an additional term. Member Holstine nominated Chair Dennis to Chair and Member Oskoui nominated Vice Chair Chidester to serve a second term. No other nominations were received.

Motion for Chair Dennis to serve a second term. Passed (MSP: Holstine/Roderick).

Motion for Vice Chair Chidester to serve a second term. Passed (MSP: Oskoui/Mui).

- VI. Director's Report. Director Despain provided an overview of the report and asked staff to share some highlights. Deputy Director Risley shared that over 150 customers scheduled curbside appointments in the first day increasing to 260 appointments the following day. Member Woodhouse asked how libraries are handling the cleaning of the materials once they are returned. Deputy Director Risley explained that we are following public library best practice and using a 72-hour quarantine before circulation. Chair Dennis commented that he is glad people are taking advantage of curbside and that the library is doing great work.

Interim Deputy Director Ramirez shared information about the Library's equity work. An Equity Workgroup was established in early 2019 and the Library is working with the County through Government Alliance for Racial Equity. Member Holstine asked how people were chosen to be part of the Equity Workgroup. Interim Deputy Director Ramirez shared that staff self-selected into the workgroup. Director Despain shared that the library is looking at ways to engage the community, including the return of Community Conversations and encouraged members to let her know if there are other activities and programs that could support our communities at this time. Chair Dennis shared that Portola Valley has been discussing racial justice and thinks that partnering with the library would make sense.

The Big Lift Inspiring Summers program is moving forward with an in-person program and will operate at seven sites. Member Oskoui asked how the libraries were supporting the school reopening plan presented by Superintendent Nancy McGee. Deputy Director Risley shared that we are looking carefully at other models and working closely with schools through the BLIS summer camps and focusing on making sure families have as much support as possible for success. Member Oskoui said that Belmont is providing a summer camp and the demand is high.

- VII. Operations Committee Updates. Vice Chair Chidester said that they are working with PG&E to make Half Moon Bay Library a CRC (Customer Resource Center). He is working with the library team on their thoughts and asked if anyone else had considered or is currently working on this. Chair Dennis shared that Portola Valley decided not to pursue and Member Woodhouse said they are in the process of negotiations with their Community Center.

- VIII. Adjournment. The meeting adjourned at 2:58 p.m.



San Mateo County Library Joint Powers Authority
Governing Board Meeting
Minutes of June 15, 2020

Board Members Present:

Charles Stone, Belmont (Chair)
Rick DeGolia, Atherton (Vice Chair)
Regina Wallace-Jones, East Palo Alto
Sam Hindi, Foster City
Reuben Holober, Millbrae
Maryann Derwin, Portola Valley
Sara McDowell, San Carlos
Dick Brown, Woodside
Carole Groom, 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 8:20 a.m.
 - II. Public Comments. There were no public comments.
 - III. Approval of the May 18, 2020 Minutes. Meeting minutes approved without changes (MSP: Brown/Groom).
 - IV. Recommended Budget. Interim Financial Services Manager Freeland gave an overview of the final proposed FY 2020-21 Adopted Budget. The Adopted Budget totals \$57,662,212. General operations total \$36,719,580. Operating and capital reserves total \$20,942,63. Staff shared that revisions are expected in September once more information is available on the impact of COVID-19. Member Holober asked about Educational Revenue Augmentation Fund (ERAF) and how that affects the budget. Staff is aware of the unpredictability of ERAF and although it is in the budget, it is at a reduced rate and will be closely monitored. Member Groom assured the JPA that the County is working at the state to keep ERAF intact. Chair Stone suggested that Director Despain draft a letter to send to Sacramento. Member Brown suggested it come from all libraries in the Bay Area if possible.

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

FY 2020-21 Proposed use of Library Restricted Funds. Director Despain provided an overview of the FY 2020-21 Proposed Uses of Library Donor Funds report. Requests for uses of Library revenue in the current fiscal year total \$5,815,992.

Member Hindi asked if this is automatically approved or if board has approval and has at certain points not approved. Director Despain shared that the board needs to give approval but that she could not recall a time when requests were not approved.

Motion: Recommend JPA Governing Board accept the FY 2020-21 Proposed Use of Restricted Funds. Passed (MSP: DeGolia/Brown).

- V. Election of Library JPA Governing Board Officers. Chair Stone shared that this will be his last meeting as Chair and that it was a pleasure working with staff over the last two years. Member Derwin nominated Reuben Holober for Chair. No other nominations were received. Member Derwin noted that member Holober's mother was a member and a Chair of the Library JPA and she would be very proud. Member Groom nominated Member McDowell as Vice Chair. No other nominations were received.

Motion for Reuben Holober to serve as Chair. Passed (MSP: Derwin/DeGolia).

Motion for Sara McDowell to serve as Vice Chair. Passed (MSP: Groom/DeGolia).

- VI. Director's Report. Director Despain provided an overview of the report and asked staff to share some highlights. Interim Deputy Director Ramirez shared that the library recently held space for staff to reflect and process the recent national outrage due to racial injustice and discuss how to move forward as organization. She shared there has been an equity workgroup made up of staff since early 2019. Staff created a Racial and Social Justice booklist for the community. Over the next year, there is a plan to train and continue the work with the County through Government Alliance for Racial Equity.

Director Despain shared that curbside began on June 6. Deputy Director Risley shared that over 1,200 customers picked up requested items. She also mentioned that we have received positive feedback included notes and flowers for staff.

Summer Learning has kicked off and the libraries are distributing books at all locations. The Big Lift Inspiring Summers program is moving forward with an in-person program and will operate at seven sites. Member McDowell asked about the number of participants in this year's Big Lift program. Deputy Director Risley shared that sites are still enrolling so the numbers are fluctuating, and the current estimate is 660 participants. Director Despain shared that a half day program will operate at the seven sites with 12 children per classroom. The libraries will be providing STEM kits and videos to do at home and staff will call to provide support. Member Groom added this was a difficult year but with great work from the libraries with support from the County and the Silicon Valley Community Foundation, it is happening, and she gives her thanks to everyone. Vice Chair DeGolia commented that every decision made around The Big Lift has been excellent and that he is impressed by the management of the project.

- VII. Governing Board Members Announcements. Vice Chair DeGolia shared that Atherton Library construction is actively happening and hopes to share images at the next

meeting. Member Derwin shared that at the last Portola Valley Council meeting, the Council opened a discussion in response to the murder of George Floyd and the aftermath. The discussion included scheduling community conversations, issuing a formal resolution, and choosing a book to read as a community. Member Derwin hoped the library would suggest a few book options. Director Despain shared that staff would be happy to provide a list and copies of recommended titles. Member Hindi thanked Chair Stone and Vice Chair DeGolia for their service and congratulated Chair Holober and Vice Chair McDowell. Chair Stone commented that it was his pleasure serving as Chair the last two years. Chair Stone adjourned the meeting in memory of George Floyd and every person of color or anyone who has unjustly and brutally had their civil rights violated by the police, and with a recognition that libraries provide equity and that we're entrusted with the mission of continuing to make sure that they do the most they can for the community.

VIII. Adjournment. The meeting adjourned at 9:08 a.m.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Lindsey Freeland, Interim Financial Services Manager
Date: September 10, 2020
Meeting: September 15, 2020
Re: Investment Report for FY 2019-20

Background

On September 12, 2009, the JPA Governing Board adopted the Library JPA Investment Policy. The purpose of the investment policy is to provide guidance and protection to the San Mateo County Library Joint Powers Authority's (Library JPA) cash and investments and promote prudent financial stewardship. It is also 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.

The criteria for selecting investments in order of priority are:

- Safety of Principal
- Liquidity
- Yield

In order to minimize risk, the Library JPA's portfolio includes:

- The San Mateo County Investment Pool (SMCIP)
- The State of California Local Agency Investment Fund (LAIF)

As outlined in the Library JPA Investment Policy, the Library Director 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 types of investment, the amount of money invested within the two investment instruments, maturity dates, and interest rate yield on investments in accordance with the Government Code. The report shall also state if the Library JPA investments are in compliance with this policy and able to meet its cash flow obligation. The investment policy is reviewed periodically and was last approved by the JPA Governing Board on November 6, 2017.

Discussion

The Library JPA is a voluntary participant in the San Mateo County Investment Pool which is regulated by California Government Code Section §53600 under the oversight of the County Treasurer. Included in SMCIP's investment portfolio as outlined in its [Investment Policy](#)

are: U.S. Treasury Securities, U.S. Government Agency/Government Sponsored Enterprises, Commercial Paper, Negotiable Certificates of Deposit, Bankers Acceptances, Collateralized Certificates of Deposit, Mortgage and Asset Backed Securities, US Instrumentalities, CA Municipal Obligations, Repurchase Agreements, Local Agency Investment Fund, Mutual Funds and Local Government Investment Pools.

In FY 2019-20, Library JPA funds averaging \$29,538,999 were invested with the San Mateo County Investment Pool producing an average yield of [1.91%](#). Interest earnings in FY 2019-20 totaled \$548,422.

The Library JPA is a voluntary participant in the Local Agency Investment Fund, which is regulated by California Government Code Section §16429 under the oversight of the Treasury of the State of California. Included in LAIF's investment portfolio as outlined in its [Investment Policy](#) are: U.S. Treasury Securities, Federal and Supranational Agency Securities, Bankers Acceptances-Domestic/Foreign, Certificates of Deposit, Collateralized Time Deposits, Commercial Paper, Corporate Bonds/Notes, Repurchases and Reverse Repurchases, and Negotiable Orders of Withdrawal.

In FY 2019-20, Library JPA funds averaging \$2,156,847 were invested with the Local Agency Investment Fund producing an annual average yield of [1.93%](#). Interest earnings totaled \$44,351.

Both SMCIP and LAIF maintain a large percentage of their investments in U.S. Treasury Securities representing obligations issued by the U.S. Government for which the full faith and credit of the United States is pledged for the payment of principal and interest. Neither SMCIP nor LAIF invest in derivative products. In order to minimize risk, the average length of maturity of the funds with the pools (duration a financial asset is held) is limited and outlined in their respective Investment Policies. As a participant in both SMCIP and LAIF, Library JPA funds are always liquid and available.

On an ongoing basis, cash flow requirements are reviewed to ensure that the investment portfolio remains sufficiently liquid to enable the Library JPA to meet all reasonably anticipated operating requirements. Library JPA investments are in compliance with the Library JPA Investment Policy, and the portfolio contains enough liquidity to meet expected expenditures.

Fiscal Impact

Combined SMCIP and LAIF interest earnings for FY 2019-20 totaled \$592,773. Library JPA investments are in compliance with the Library JPA Investment Policy, and the portfolio contains enough liquidity to meet expected expenditures.

Recommendation

Recommend JPA Operations Committee accept the Investment Report for FY 2019-20.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Raquel España, Development Manager
Date: September 10, 2020
Meeting: September 15, 2020
Re: Grant and Fundraising Report for FY 2019-20

Background

On February 6, 2006, the JPA Governing Board authorized the Library Director to approve the acceptance of grants as stated in Article II of the Bylaws for the San Mateo County Library Joint Powers Authority (Library JPA). Article II. states that the JPA shall, "Authorize the submission of applications for federal, state, local, and private grants and approve acceptance of such grants as are received, and allow for the delegation of this responsibility to the Library Director" and "Accept contributions, or authorize the Library Director to accept contributions, of money or property to the Library system and make appropriations in accordance with any limitations imposed by the contributors on the appropriate distribution and use of such gifts, and the Library JPA budget."

An annual report is provided to the Library JPA Operations Committee and Governing Board summarizing grants accepted during the fiscal year.

Discussion

Grant opportunities present themselves throughout the year and range from small grants designed to support activities at one library, to larger grants that support system-wide initiatives. While we actively seek grant support for existing and approved major initiatives, as a matter of practice, the organization does not apply for grants that establish new programs that will require ongoing funding requirements.

During the period of July 1, 2019 – June 30, 2020, the Library JPA received five grants:

- \$250,000 from the California State Library to support The Big Lift Inspiring Summers program. This grant supported the inclusion of rising third graders in the program, including science, technology, engineering, art, and math (STEAM) and literacy curriculum; staff costs; and family engagement field trips. Due to COVID-19, funds originally designated for field trips were used to supplement outdoor classroom supplies and at-home books.
- \$52,000 from Human Services Agency of San Mateo County to support the The Big Lift Inspiring Summers program. The funds were used to create and distribute STEAM kits to over 1,000 rising kindergarten through third grade students that initially registered for

the Inspiring Summers program. Each kit corresponded to a STEAM curated set of videos created by staff to adapt to the new virtual learning environment.

- \$35,000 from the California State Library to support family literacy programming for The Big Lift Inspiring Summers families. The grant provided each family with a comprehension box, age appropriate books for youth, and a parent/caregiver set of books. It also included the creation of virtual family workshops that were provided weekly to families in English and Spanish.
- \$54,000 from the California State Library to support ongoing adult literacy efforts in the East Palo Alto and Half Moon Bay Libraries. The literacy program recruits, trains, and supports literacy volunteers, providing learner-centered one-on-one or small group tutoring. In addition, the adult literacy program meets community needs by offering English conversation groups for English learners.
- \$13,900 from the California State Library to enhance Lunch at the Library programs. This grant initially was intended to support the expansion of meals at Half Moon Bay. Due to COVID-19, it was adjusted to support take home learning kits for sites in East Palo Alto, Pescadero, and Colma. The thematic kits included materials for STEAM, sports, or games.

The total grant revenue in FY 19-20 was \$406,900. For comparison, in FY 2018-19 we received \$347,950, and in FY 17-18 we received \$119,640.

As outlined in the Library JPA Agreement, the Governing Board is authorized to form and appropriately associate with one or more nonprofit organizations devoted to developing additional resources and funds to enhance operations and support San Mateo County Libraries.

Our ten Friends of the Library groups provided a total of \$108,800 to support local library programs and services. Programs included musical concerts, youth afterschool programs, special events and family activities.

The Foundation for San Mateo County Libraries was established in 2018 to complement the work of the Friends and focus on supporting systemwide initiatives and capital projects. In 2019-20, the Foundation has raised \$114,000, including \$50,000 from Sunlight Giving to support the Brisbane Children's Area, \$5,000 from Palo Alto Weekly Fund to support East Palo Alto Library, \$5,000 for Community Engagement, and \$39,000 in general support.

Fiscal Impact

There is no fiscal impact associated with accepting this report.

Recommendation

Recommend Library JPA Operations Committee accept the Grant and Fundraising Report for FY 2019-20.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Carine Risley, Deputy Director of Library Services
Date: September 10, 2020
Meeting: September 15, 2020
Re: Summer Learning Report

Background

San Mateo County Libraries have successfully addressed learning loss and increased participation in our transformational summer programs since 2014, with the annual, instrumental support of Measure K funding. Through the Big Lift Inspiring Summers program, Summer Learning Challenge, Summer Meals, and Summer Youth Employment program, we have impacted thousands of children and families by providing enriching, educational, healthy, and fun summers each year.

The COVID-19 pandemic brought about many dramatic changes in our communities. What remains unchanged is our unwavering commitment to equitable success for all San Mateo County youth. We reimaged summer and delivered on a new vision appropriate to our current environment. Challenges to supporting families this summer were numerous, but we were able to come together with partners, and as a community, to provide vital support to youth and our families.

Discussion

Summer Learning Challenge

We radically transformed Summer Learning to help lift barriers to participation, particularly for our hard-working families that are having to balance work and childcare while primarily staying at home.

To make the program more accessible we automatically included all our youth library cardholders into the program. Youth with library cards all had at least one chance to win the \$1,000 college scholarships available to each of our communities.



To bridge the digital (and stay in place) divide, we created a promotional Summer Learning Challenge mailer to encourage youth in high-need areas of the County to read and learn all summer long, get a library card, and utilize the library's e-resources. From the mailer, we saw 4,017 new youth card holders and card renewals.

Books are even more essential as people's worlds have gotten smaller with shelter in place. We began print book distribution on June 23 and by summer's close, we had given more than 82,000 books to youth and families through partners and our Curbside Services.

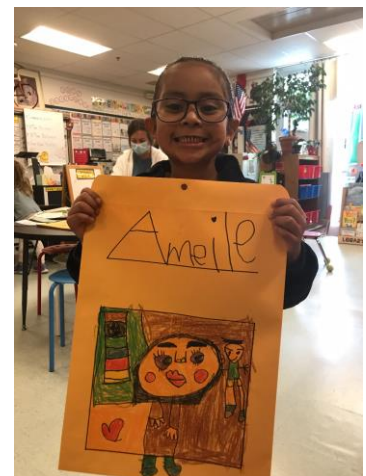


Staff pivoted summer programming into the virtual space, connecting families to high-quality programs including a summer-long Science, Technology, Engineering, Art and Math (STEAM) Camp and a weekly Summer Learning Showcase series. Library STEAM camp featured 108 staff-led activities for youth in preschool through 3rd grade. These activities explored themes such as math concepts through shapes and symmetry, engineering with fort and bridge construction, and chemistry experiments. These videos had been 3,672 times as of August 25.

The 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. This program is largely funded by Measure K, with a goal to reach 80% of San Mateo County youth reading proficiently by 3rd grade. San Mateo County Libraries leads The Big Lift Inspiring Summers in partnership with The Big Lift agencies, seven school districts, and the national nonprofit, BellXcell. Children entering Kindergarten through 3rd grade engage in literacy instructions, hands-on STEAM learning, and mindfulness activities. This is the first year we have implemented a program that includes rising 3rd graders.

The Summer 2020 Inspiring Summers program was reimagined due to the COVID-19 pandemic. Onsite programs at Daly City, La Honda-Pescadero, San Bruno, and South San Francisco were modified to meet public health orders. Each site followed the same health and safety guidelines, had access to a nurse, and limited access to outside persons on campus. Classroom sizes were significantly reduced, with a maximum of 12 students per class. Classes did not intermingle, and participants developed close bonds within their safe bubbles. The program day was also shortened to a half day program, eliminating the traditional library STEAM afternoon curriculum portion as well as lunch.



Enrollment was smaller due the new and limited program model, and the program began with 605 students. Preliminary enrollment data from our district partners showed a decrease in participants as camps progressed, primarily due to COVID-19 concerns expressed by families. At the program end, 413 students remained in the program. Two new features this year included providing all originally enrolled youth take-home, hands-on STEAM kits, as well as making weekly wellness calls to families. The STEAM kits

compliment the usual fun and engaging library afternoon curriculum and were made possible through Human Services Agency grant funding.

The STEAM kits were a huge success and were consistently praised by parents of program participants. Ninety-three percent of the 228 families surveyed indicated that they learned something by participating in the library STEAM kit activity.

"I think it was amazing, I am so thankful for all the support and dedication from all the school staff. The steam kits were also a great way to spend our weekends and the webinars were very helpful. Thank you BIG LIFT for giving my son some fun this summer!"

Library Coaches reached 156 families through weekly, bilingual family wellness phone calls. Staff connected families with technology support and financial aid for the fall school year. Through calls, families felt supported and staff mitigated isolation during the socially distanced summer program.

At the close of the program, each youth in the program received a set of books and a bilingual English/Spanish reading comprehension box for parents and caregivers to engage their child in fun and enriching conversations about the books they have read. All youth received a library card if they did not already have one and were also enrolled in the Summer Learning Challenge. While the traditional closing ceremony was not offered this year for all families, each class of participants still celebrated the success of summer.

Big Lift Inspiring Summers will continue to serve rising kindergartners through 3rd graders in summer 2021 and has received additional grant support from the California State Library.

All partners involved in the program this year agreed that, despite a challenging environment, the goals of summer were met: we provided a safe experience, key social-emotional development and interactions for children, and a special, educational learning experience for the summer.

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.

Food insecurity is an issue that has become increasingly challenging in this pandemic environment. San Mateo County Libraries' meal service program took place this summer at the East Palo Alto Library and at the La Honda-Pescadero Inspiring Summers school site. In addition, we started a new meals sponsorship for the Colma Parks and Recreation program. At the La Honda-Pescadero Inspiring Summers school site and the Colma Parks and Recreation program, families were able to pick up lunch and snack to take home Monday-Friday. At the East Palo Alto Library, meals were served Tuesdays, Thursdays, and Saturdays.

"Thank you for all your help this summer with the lunch program. Thank you for the toy donations as well. Our kids cherished them so much! We hope we can continue to work with you in the years to come." – Staff Member at Colma Community Center

We are proud to have served 6,719 meals this summer. Of these meals, 1,243 were served to adults.

Summer Youth Employment Program

Our Inspiring Summers program benefited from the energy and enthusiasm of the interns in our Summer Youth Employment Program. We hired 45 college interns to work at sites, with 67% returning for their second, third, fourth, or fifth summer. Eighty-six percent of the interns said that they would likely return next summer, while 100% said they would recommend the internship to a friend. Forty-eight percent of interns became more interested in working in education or with children as a career as a result of their experience.

"I had a wonderful time; it was an amazing experience that I will cherish for the rest of my life as it was my first experience in the classroom in a teaching role." – Summer Intern

Even in an environment of continuously changing conditions and guidelines, we engaged families and youth this summer and are proud of our inventive work to support equitable experiences for San Mateo County youth.

Fiscal Impact

There is no fiscal impact associated with accepting the report.

Recommendation

Recommend Library JPA Operations Committee accept the Summer Learning Report.





To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Date: September 10, 2020
Meeting: September 15, 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.

Curbside Pickup and Printing

Curbside Pickup expanded to five days per week on July 14. Since then, we've filled over 33,000 appointments and significantly increased our weekly appointment average. In June, we checked out 11,875 items via curbside. By August, that number had grown to over 33,411 items. Curbside Pickup continues to be a vital service provider during challenging times.

Printing is set to launch on September 29. Printing services have always been in high demand at our libraries, and we are thrilled to soon offer this service virtually. In the coming weeks, our libraries will introduce printing via our curbside pickup, where a patron can send in their print job from the comfort of their own home.

From there, our staff will package and place out printed items for patrons to pick up at our curbside tables. We understand that many in our communities rely on our printers for school assignments, employment applications and so much more, that's why we are dedicated to providing this support service free of charge.



"Thank you. I SO appreciate the library being open for curbside. I can't tell you how much joy it has brought me. Thank you for all you are doing during these tumultuous times."

"Just want to say big THANK YOU to all of you for your dedication to still make library work in pandemic. We understand and appreciate the tremendous amount of work you are pouring into it. We have a 4-year-old boy at home and library books have been a crucial part of his development. Every time we drive to library and pick up books, we are all very grateful. Thank you again!"

Caregiver Workshops

In an effort to support families and caregivers as they launch into the new school year, we have partnered with StarVista to host a monthly series of interactive workshops. The first workshop, "Managing Stress at Home," had 12 attendees during the English session and 10 attendees during the Spanish sessions. Attendees were able to ask questions about available resources and also share their own stories of how they are managing stress with their peers. Upcoming programs include topics on setting healthy boundaries at home, strategies for school engagement, mental health, and self-care. All sessions are recorded and available for viewing on the new Parent & Caregivers YouTube playlist.

Calm App

In these uncertain times, mental health challenges, such as anxiety stress, and insomnia, can arise. To help our community mitigate these issues, San Mateo County Libraries is proud to be the first public library to partner with [Calm](#), a mindfulness app and service. Calm also offers mindfulness content for children, including short and fun guided meditations and stories, making it a useful tool for this school year. Library cardholders can check out a Calm account for six months and receive full access to all of Calm's premium content.

Tech Café

Keeping up with ever-changing technology can be difficult, even for those who interact with it every day. Our Tech Café series of programs offer a friendly setting to learn about technology concepts and how to use various tech tools.

Participants can ask questions through conversation or text-based chat. Sessions cover a wide range of topics and we are always adding more. Topics include how to use Zoom and Curbside Pickup, library tools for student support, and homework help using HelpNow.



Workforce Wednesdays

Workforce Wednesdays, a workforce development program that started in July, provides partner led workshops such as Resume 101, Interviewing Skills, and Job Search Planning. These essential topics augment the existing workforce readiness services and fill up quickly. In September, sessions will focus on youth jobs and workforce readiness.

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

Wi-Fi hotspots

Prior to COVID-19, we offered more than 500 Wi-Fi hotspots and 200 laptop/Wi-Fi combos to patrons for check-out. During the COVID-19 closure, we procured an additional 500 hotspots and 3 high capacity hotspots that support up to 50 connections. We have distributed devices to community agencies and school districts to assist community members with telework and distance learning. Staff have worked to prioritize devices for students, workforce program participants, seniors, and vulnerable communities. Recently, we provided 20 laptop combos to students that lost their computers in the wildfires.

County Digital Divide Initiative

Students who lack basic internet connectivity are less likely to be able to adequately participate in distance learning. The County is working closely with schools and has identified significant digital divide challenges, particularly in communities that are less likely to have internet connectivity. To address these gaps, the County is exploring four internet service options and are targeting their efforts in the school districts of Ravenswood, East Palo Alto, and LaHonda/Pescadero. The four options range from providing extended public Wi-Fi to neighborhoods and apartment buildings, to providing internet service and Wi-Fi hotspots to students. San Mateo County Libraries has been invited to partner with the County to map the locations of our library devices to provide a comprehensive GIS heat map of service. Working together, the Library and County can be more strategic in the deployment of devices to help cover need throughout our communities.

Support for Distance Learning

As the new distance-learning academic year begins, we are prioritizing efforts to support schools through virtual class visits and database demonstrations, author visits, and providing teachers with books in print via curbside to support assigned reading and subject-specific homework. Additionally, we affirm the importance for all students in San Mateo County to have digital access to e-materials and academic support resources and are piloting a special universal student library card program in partnership with Redwood City Library for La Honda-Pescadero Unified School District, Ravenswood School District, and Redwood City School District. Students in all three districts will receive virtual and physical library cards to provide access to all online resources and priority for virtual outreach to classrooms. Building on the success of STEAM kits issued to families during the Big Lift Inspiring Summer program, we are also pursuing interest in providing the pilot districts with STEAM take-home kits to support learning at home.

Live Interactive Storytime

Now more than ever, it is vital that our communities feel connected as we navigate through the challenges of 2020 together. To help spread joy and connectivity, we are excited to launch live storytimes that the whole family can enjoy. Hear your favorite songs and stories from the comfort of your own home in this lively interactive program for all ages. This program is scheduled on Fridays in September at 10:30 a.m. and will feature different storytimes every week such as musical, bilingual Spanish, and more from our talented staff.

Author Talk on Women's Suffrage

On August 22 we hosted a virtual lecture and discussion titled "The Surprising Road to Women's Suffrage" with Dr. Ellen Carol DuBois. A distinguished professor at UCLA and author of [Suffrage: Women's Long Battle for the Vote](#), Dr. DuBois' shared a virtual talk on the struggle for

women's voting equity on the occasion of the 100-year anniversary of the ratification of the 19th Amendment to the U.S. Constitution that extended the right of suffrage to women. The program had 151 attendees.



Discover Local Authors at Between the Lines

Our followers can explore local authors and stories at our brand-new [Between the Lines webpage](#). This space will be a one-stop shop for discovering stories from our communities and celebrating local writers. Published earlier this month, the page features virtual book



clubs, past and future author events, and our new Story Café. Those familiar with National Public Radio's Selected Shorts will enjoy Story Café, our locally-inspired version where talented Bay Area storytellers share their best work. Every week, we will upload a video of a local author narrating a short story.

Online Library Resources

Overall, our eResource platforms have seen a 35% increase between last fiscal year and FY 2019-20. Students and lifelong learners are continuing to turn to our online databases and to support the shift to virtual services we have added the following new resources:

- [referenceUSA](#) supports job searching and business research needs.
- [Pronunciator](#) is a language learning service with courses in 163 languages (including ESL and ASL).
- [ProCitizen](#) assists learners in English and Spanish prepare for the civics, reading, and writing portions of the Naturalization Test.
- [Creativebug](#) offers an extensive list of online artistic and crafting classes like drawing, painting, sewing, baking, canning and preserving, and everything in between.

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

National Voter Registration Day

National Voter Registration Day, a coordinated effort to register people to vote, is celebrated every year on the fourth Tuesday of September. As a trusted community resource, San Mateo County Libraries is excited to share accurate information with our



communities. Over the next few weeks, we will be launching a dedicated webpage full of voter registration and election information, and we will be passing out vital voter information at all curbside locations. In addition, we will offer in person registration at our Belmont, East Palo Alto, Foster City and San Carlos Libraries. An exciting lineup of election events to help our

communities further understand the impact of their vote includes, Count and Be Counted: The safety and importance of voting and census in the era of COVID on September 24 and League of Women Voters Forums on October 1 and 17.

Equity Work and Author Visit

We are committed to making our libraries equitable for all. Staff are continuing to engage in meaningful conversations, and some are voluntarily participating in a 21 Day Racial and Social Equity Challenge. Reaffirming our commitment to education and community dialogue, we have made a number of titles available without holds through our eBook collections and we are hosting or supporting community programs on racial and social justice.

On Tuesday, September 29 we are excited to host one of the world's leading experts on unconscious bias, Dr. Jennifer Eberhardt. Dr. Eberhardt is a professor of psychology at Stanford University, co-director of [SPARQ](#), a university initiative to use social

psychological research to address pressing social problems, and author of [Biased: Uncovering the Hidden Prejudice That Shapes What We See, Think and Do](#). Her live lecture will explore how bias affects all our lives.



Volunteers

We have now transitioned some of our in-person volunteers to be fully online! Volunteers from many different branches and roles, including Friends of the library, youth tutors, computer coaches, and in-person ESL club volunteers, are supporting our English Conversation Clubs and Adult Literacy program. They have persevered through some of the challenges that come with transitioning to online programming and are already forging bonds and lending their talents to our virtual community. Our Friends of the Library and Foundation board members continue meeting and raising funds for the library. Finally, skilled sewing volunteers are making masks for staff and patrons with a goal to make 1,000 masks. We're thrilled to have their support!

Atherton Library Project

Construction of the new library is well underway with the curing of the rammed earth walls. Interior rough-in construction is booked for the next couple of weeks. This work includes welding steel, erecting the walls, and installing the metal roof deck. Recently, Library staff have worked with the Town to re-engage the project architects at WRNS to start work on interior furnishing selections. All project activities are on track for an October 2021 completion.



Town Council has identified several naming opportunities for the Library project. At the July 27 Town Council meeting, the Atherton City Council has

voted unanimously to name a small conference room in Atherton's new library after Giants baseball legend Willie Mays. Mr. Mays has generously offered to provide appropriate memorabilia for the space: <https://www.almanacnews.com/news/2020/07/28/willie-mays-to-be-honored-in-naming-of-new-atherton-library-conference-room>

Brisbane Library Project

We are thrilled that the new Brisbane Library is weeks away from completion. A large part of the recent construction work has been focused on the interior build out work and exterior concrete pouring. Next steps include energizing the building and electrical testing. Library staff anticipate coordinating the shelving, furniture, and equipment installation in late-September and moving the library collection in October. Curbside services will not be interrupted during this time as we move into the new library.

After three years of fundraising for the new library, the Friends of the Brisbane Library have reached their goal of raising \$100,000. A main part of this fundraising effort is a mixed media Donor Wall incorporating a mural and donor tiles that will be installed in the library's



courtyard. The Friends went through an extensive artist selection process for the Donor Wall and have selected Precita Eyes Muralists Association, Inc. based out of San Francisco. The finished donor tiles and mural artwork is scheduled for a late-October installation. In response to the new COVID-19 environment, City and Library staff

are working together on creative solutions for a virtual library dedication and grand opening celebration soon.



To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Date: September 10, 2020
Meeting: September 15, 2020
Re: Resident and Library Patron Survey Results

Background

In 2014, San Mateo County Libraries worked with EMC Research to complete a research project to identify the demographic characteristics, behaviors and values of users and non-users in order to better understand and tailor library services to community needs. The resulting report was used to effectively allocate resources, strengthen our relevance to the community, and create focus for future planning efforts, including the development of a new Strategic Plan.

Working with EMC to mirror the previous approach, new surveys were designed to cover a similar set of topics as the 2014 study and updated to reflect changes since that study was completed, both in terms of the new San Mateo County Libraries' branding as well as new programs, services, and library offerings.

The project included the following components:

Survey of Residents in Library Service Area

Conduct a statistically valid survey of residents in our service area and gather information on residents' need for services and how the Library is currently filling those needs or could fill those needs in the future. The 15-minute survey conducted by telephone and online was offered in English, Chinese, and Spanish and the sample size was 632.

Survey of Library Patrons

Gather in-depth feedback from people who are most closely associated with San Mateo County Libraries and likely to be most familiar with our programs and services. This survey was conducted online among a random selection of library cardholders. This survey was also offered in English, Chinese and Spanish and the sample size was 1021.

Demographic Profile of Library Service Area

Develop a demographic profile of residents in the Library service area utilizing publicly available data sources. Given the timing and changes of the Census, this work has been postponed to 2021 or when updated Census data is available.

Focus Groups

In order to gain a deeper understanding in some areas, we have the option of requesting focus groups to engage residents in moderated discussions to glean in-depth responses, attitudes, and opinions. Focus groups would happen later this year or early next year.

Discussion

The analysis and reporting includes comparisons to the 2014 study to show relative changes over time and provides some new quantitative data. The following summarizes key findings:

Resident Survey

- San Mateo County Libraries is well-liked by the community and has a strong favorable rating.
- While residents report using the library less due to the pandemic, the majority of residents say they will return to visiting the library by the winter.
- Residents rate most service components as being important, but the highest ranked fall into two categories: borrowed materials and educational resources for the community.
- Descriptors and messaging about the library are well-received.
- The language used to describe SMCL was very effective, suggesting there are potentially multiple ways to tell a positive story about the libraries and the role SMCL plays in the local community. Given the very high trust and favorability ratings, SMCL is a voice that the vast majority of local residents will listen to.
- The research suggests that people continue to view book lending (physical or online) as the core library function. That's not to say SMCL should not continue to pursue other services and functions, but we should not lose sight of the importance of the core function of book lending.

Patron Survey

- San Mateo County Libraries continues to enjoy strong positive ratings from its patrons regarding its job performance and services.
- Patrons report using the system less due to the pandemic, although digital resources are proving to be important and well-rated.
- Patrons specifically highlight San Mateo County Libraries staff and convenience as some of the system's strengths.
- Traditional library services, like checking out materials (physical and digital) and computer/wi-fi access, are rated as the most important.

- Overall, San Mateo County Libraries is receiving job and performance ratings on par with or above those seen in 2014.
- Patrons are concerned about COVID, and many say they will not return to using library facilities until there is a vaccine or the virus is contained.

Previous results were used to inform and develop our current Strategic Plan which is set to expire in 2020. Embarking on a full strategic planning effort would require a robust outreach plan and significant resources. In 2014, a multifaceted planning process was used over a nine-month period to engage over 7,500 community members. Staff worked to design a process that looked outward and focused on community engagement and attended over 100 public outreach events to collect input. The resulting plan, approved by the Governing Board on September 14, 2015, is not only visionary and directional, but also flexible enough to respond to environmental changes over time.

Based on the current environment and strong, positive survey results, staff is recommending that the Strategic Plan be extended to 2025. The current vision, mission and strategic goals remain relevant and continue to provide a solid framework for determining priorities and providing guiding principles for the future. Using the information collected and analyzed in this study, staff could make minor adjustments for JPA Operations Committee and Governing Board approval; focus important resources to our pandemic response and restoration of library service efforts; and continue to grow and build upon the good work and success that has resonated with our residents and patrons.

Fiscal Impact

There is no fiscal impact associated with accepting this report.

Recommendation

Recommend JPA Operations Committee accept the Resident and Library Patron Survey Results and provide input and direction to staff on next steps.

Attachment

Survey of Library Service Area Residents and Patrons



San Mateo
County
Libraries



Surveys of Library Service Area
Residents and Patrons
May - July 2020

- ▶ In 2014, EMC conducted four pieces of research on behalf of San Mateo County Libraries:
 - A survey of adult residents in the library service area
 - A survey of library patrons
 - Focus groups among residents with low or no library usage
 - A demographic report of the service area population

- ▶ In 2020, EMC has conducted a resident survey and a patron survey. Focus groups and demographic reporting are slated to happen later this year or early next year.



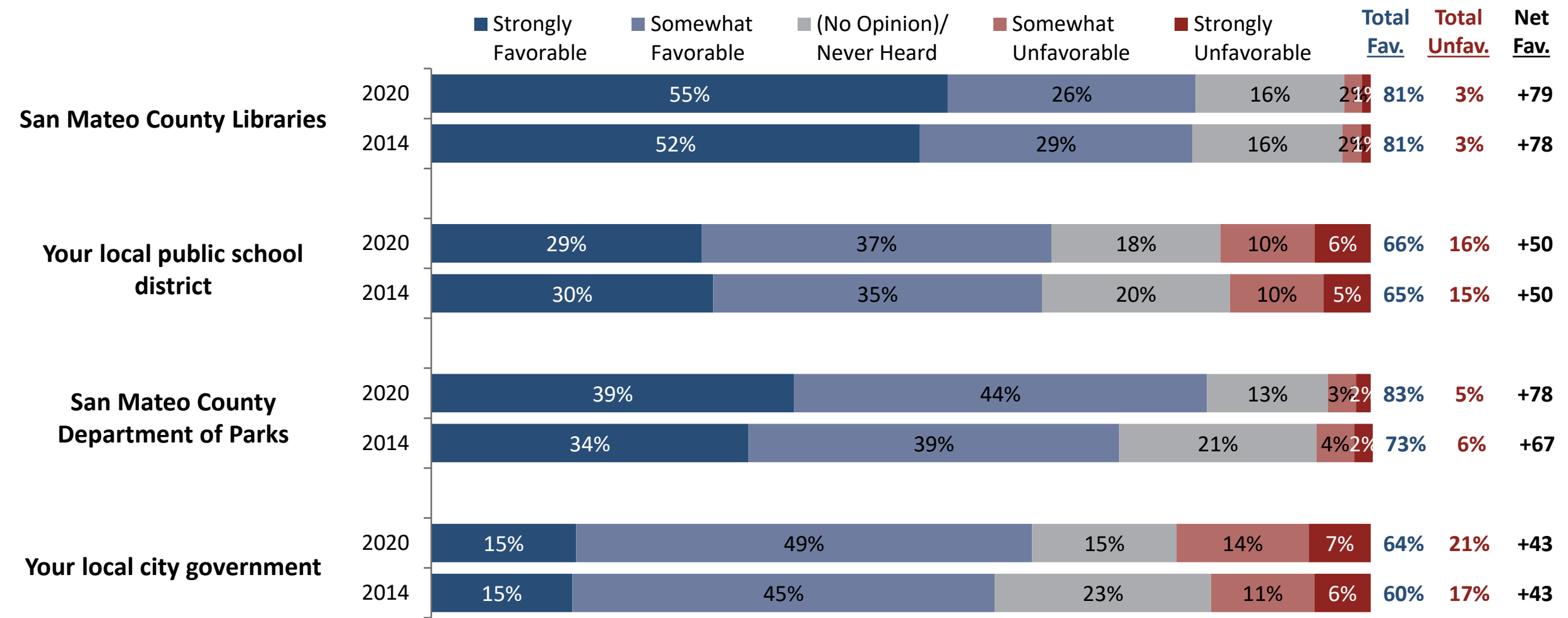
Resident Survey

Key Findings – Resident Survey

- ▶ San Mateo County Libraries is well-liked by the community and has a strong favorable rating.
 - The rating is steady from the last iteration of this survey, conducted in 2014.
- ▶ While residents report using the library less due to the pandemic, the majority of residents say they will return to visiting the library by the winter.
- ▶ Residents rate most service components as being important, but the highest-ranked fall into two categories: borrowed materials and educational resources for the community.
 - Checking out books and free online access to books and music ranked the highest, followed by adult literacy service, educational resources for children, and services for job seekers.
- ▶ Descriptors and messaging about the library is well-received.

Favorable Ratings Over Time

The Library has a robust positive rating, with over half of residents giving it a strongly favorable rating. Libraries, local school districts, and local governments' ratings have held steady since 2014, while County Parks have seen an increase in rating.

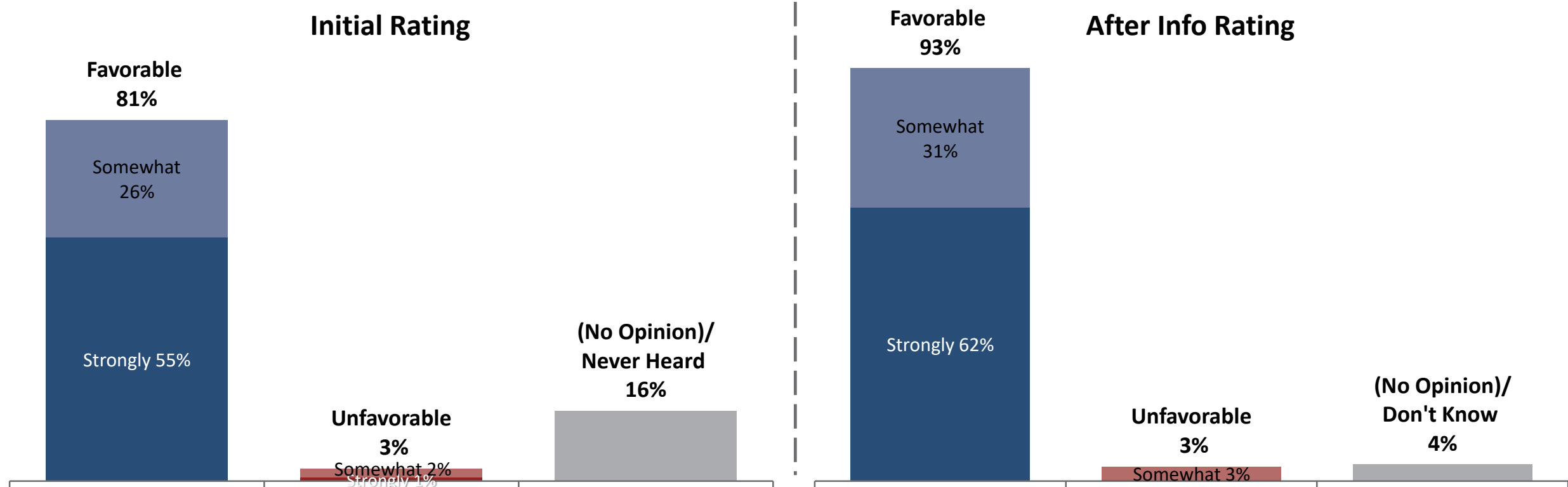


Q4-Q7. I'm going to read you a list of several people and organizations. Please tell me if you have a strongly favorable, somewhat favorable, somewhat unfavorable or strongly unfavorable opinion of each one. If you have never heard of one, please just say so.

Favorability After Info

More than nine out of ten residents rate the library system favorably after hearing additional information.

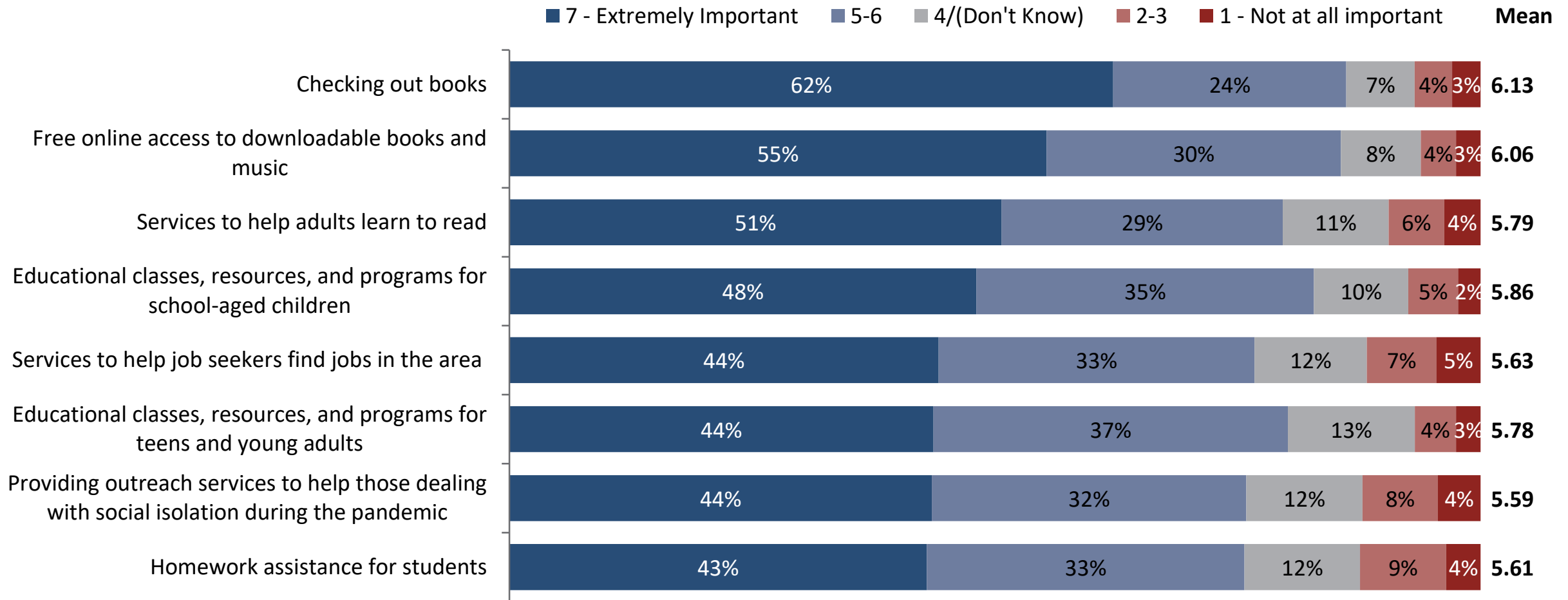
As you probably know, you live within the service area for the San Mateo County Libraries, which contains 12 libraries located throughout the county. Community libraries include Atherton, Belmont, Brisbane, East Palo Alto, Foster City, Half Moon Bay, Millbrae, Pacifica Sanchez, Pacifica Sharp Park, Portola Valley, San Carlos, and Woodside. The libraries provide a wide range of programs and services for children, teens, adults, and seniors, from book lending and computer access to educational classes.



Q8. Given what you've just heard, now do you have a Strongly Favorable, Somewhat Favorable, Somewhat Unfavorable, or Strongly Unfavorable opinion of San Mateo County Libraries?

Top Service Components

Traditional library services such as checking out books, access to digital resources, literacy services, and programming/resources for children and teens were ranked as the most important by residents.



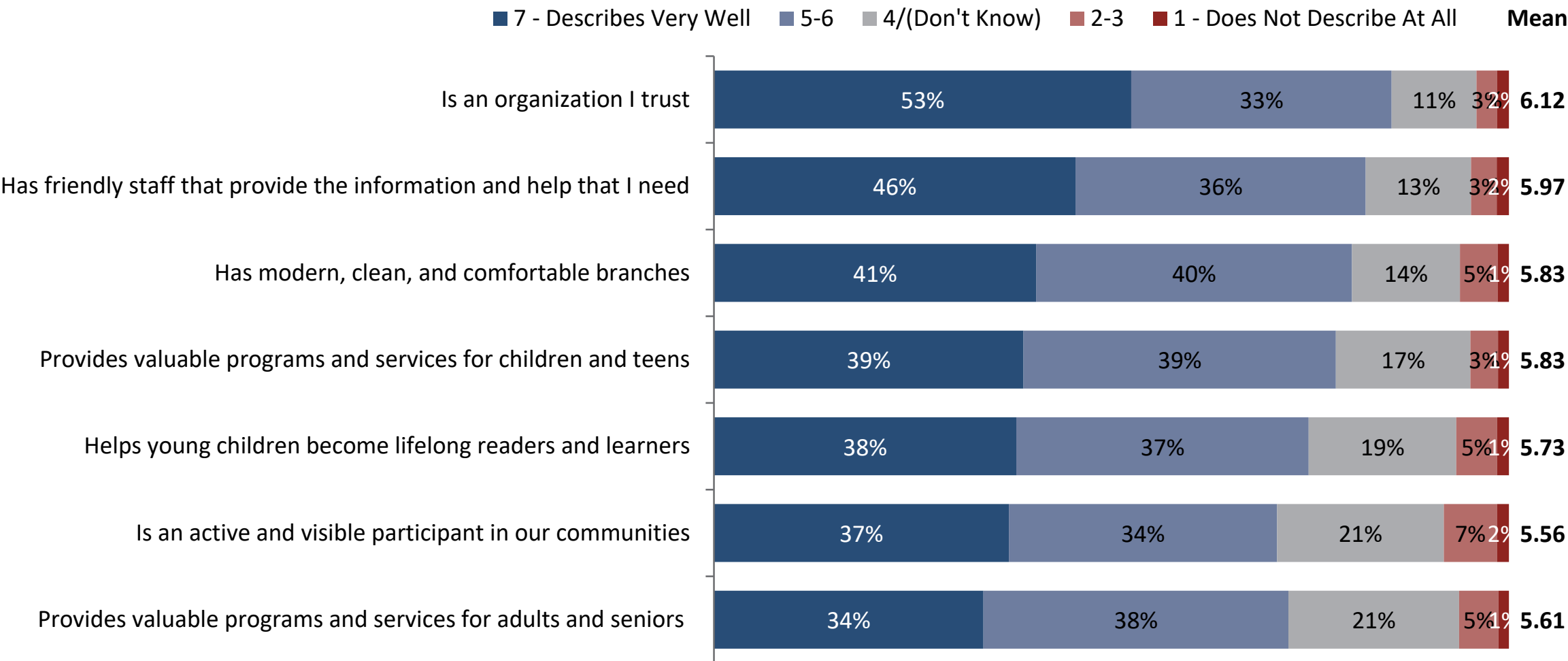
Q12-Q27. Regardless of how often you personally use the San Mateo County Libraries' services, we are interested in your opinions and impressions of the services they offer. Keep in mind that many of these services could include in-person or virtual options, or both. For each of the following, tell me how important you think this service is, using a scale of 1 to 7...

Service Importance Components

- ▶ Nearly all services were ranked as net important, with the singular exception of checking out bicycles.
- ▶ Generally, the following demographic subgroups were more likely to rate services as important across the board:
 - Women residents
 - Women with less education than a four-year college degree tended to rate services as more important than women with a four-year degree or more
 - Younger residents, under the age of 40
 - Hispanic residents
 - Residents who have a library card

Top Library Descriptors

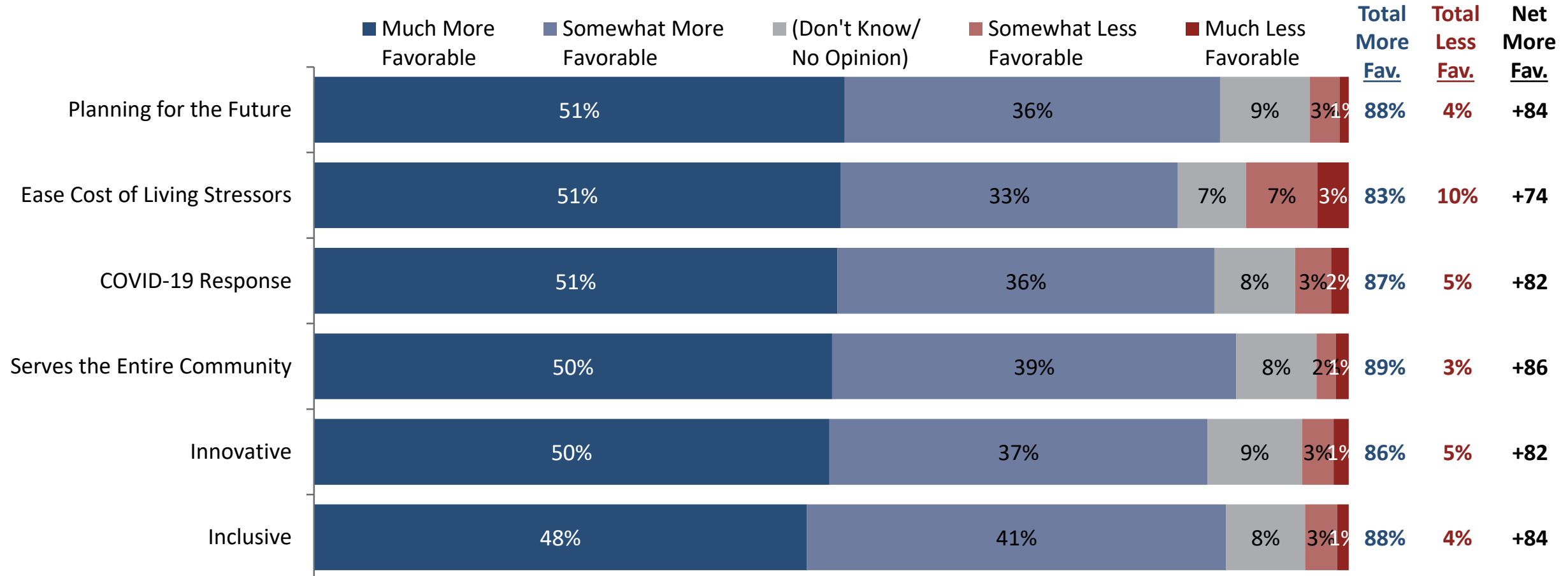
Over half of residents give the highest describes score to “is an organization I trust”. Other high-ranking statements include friendly staff; modern, clean, and comfortable branches; and valuable programs and services for children and teens.



Q28-Q40. Now I’m going to read you a list of statements that some people have used to describe San Mateo County Libraries. Even if you’ve rarely or never visited the library, we are interested in your opinions. Using a 1 to 7 scale where 1 means the statement Does Not Describe At All and 7 means the statement Describes San Mateo County Libraries Very Well, please rate each one.

Messages

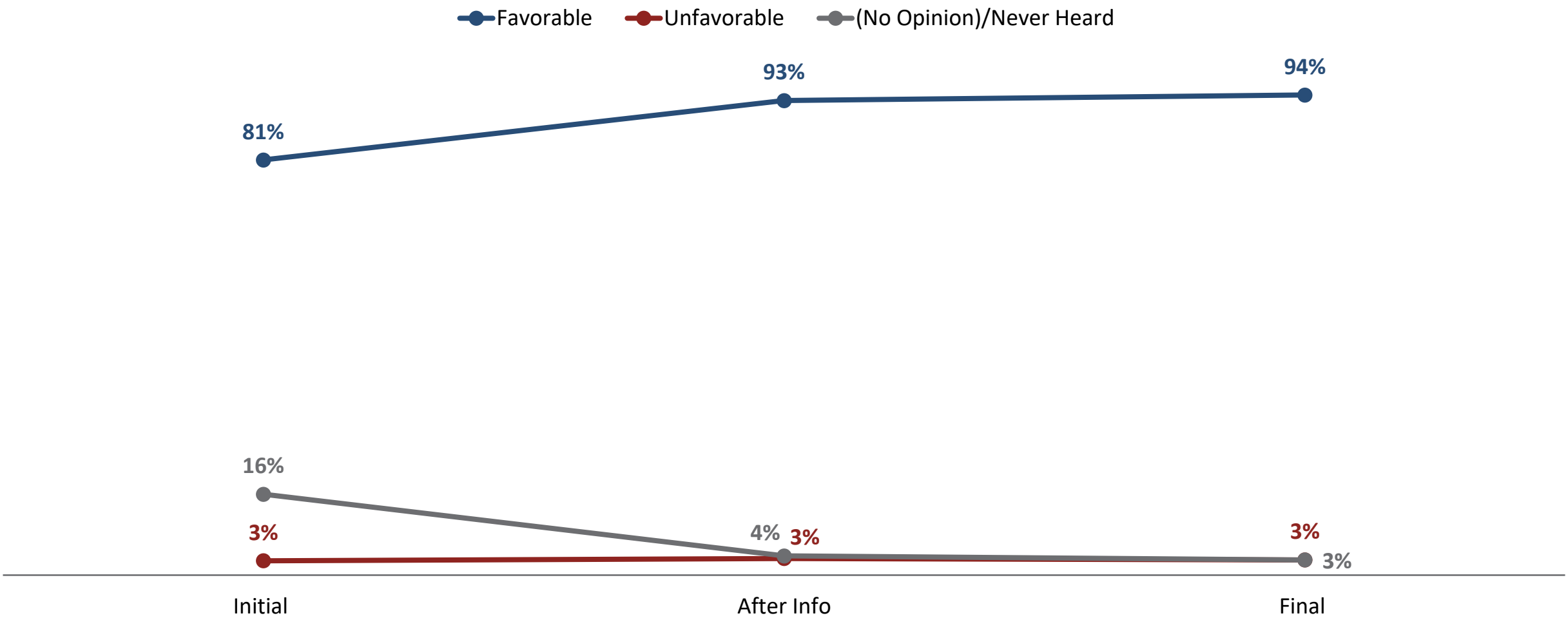
About half of residents feel that each message gives them a much more favorable opinion of San Mateo County Libraries. The Planning for the Future message elicits the most intensity, while the Serves the Entire Community message elicits the highest total more favorable opinion.



Q41.-Q46. Next, I'd like to read you some statements about San Mateo County Libraries. After you hear each statement, please tell me if it gives you a much more favorable, somewhat more favorable, somewhat less favorable, or much less favorable opinion of San Mateo County Libraries...

Favorable Rating: Libraries Progression

Favorable rating increases slightly after hearing messages.



Q48. Do you have a strongly favorable, somewhat favorable, somewhat unfavorable or strongly unfavorable opinion of San Mateo County Libraries?

- ▶ San Mateo County Libraries are very well-liked and trusted by the local community.
- ▶ The language used to describe San Mateo County Libraries was very effective, suggesting there are potentially multiple ways to tell a positive story about the libraries and the role San Mateo County Libraries plays in the local community. Given the very high trust and favorability ratings, San Mateo County Libraries is a voice that the vast majority of local residents will listen to.
- ▶ The research suggests that people continue to view book lending (physical or online) as the core library function. That's not to say San Mateo County Libraries should not continue to pursue other services and functions, but we should not lose sight of the importance of the core function of book lending.



Patron Survey

Key Findings – Patron Survey

- ▶ San Mateo County Libraries continues to enjoy strong positive ratings from its patrons regarding its job performance and services.
- ▶ Patrons report using the system less due to the pandemic, although digital resources are proving to be important and well-rated.
- ▶ Patrons specifically highlight San Mateo County Libraries staff and convenience as some of the system's strengths.
- ▶ Traditional library services, like checking out materials (physical and digital) and computer/wi-fi access, are rated as the most important.

Library User Segmentation

A third of patrons fall into the heavy user category, and half into the medium user category.

Heavy User: Visits a library or website once a week and the other at least once a month

Medium User: Visits a library or website at least monthly

Light User: Does not visit a library or website at least once a month

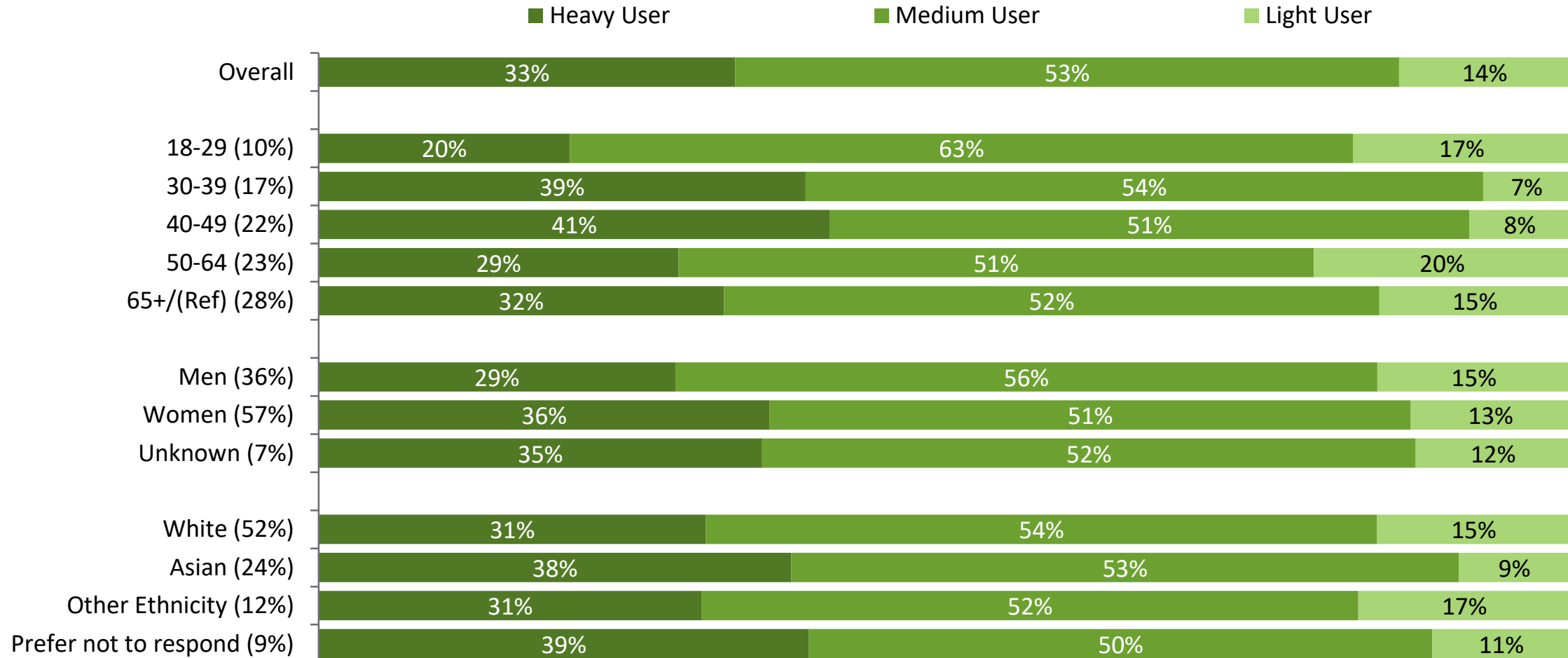
Heavy User
33%

Medium User
53%

Light User
14%

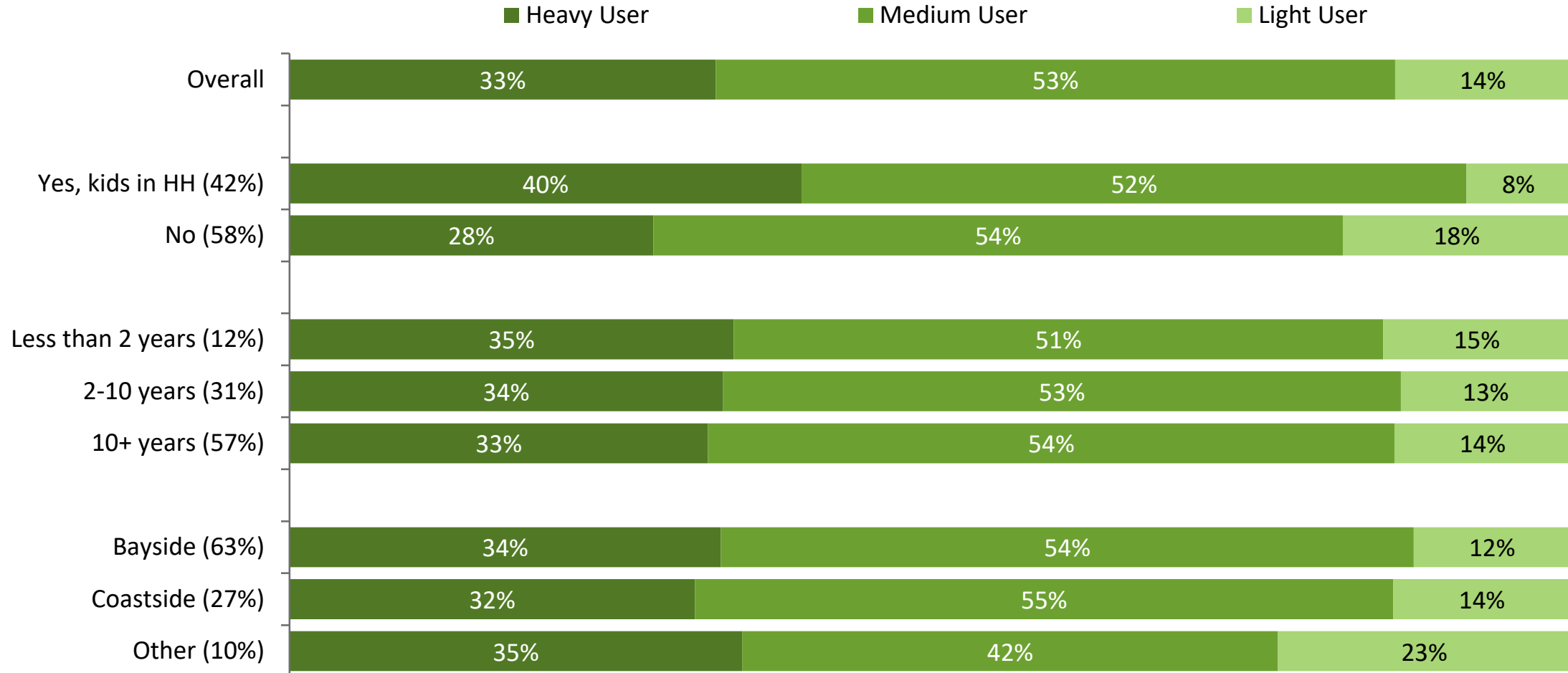
Library User Segmentation by Subgroup

Patrons aged 30-49 are more likely to be heavy users.



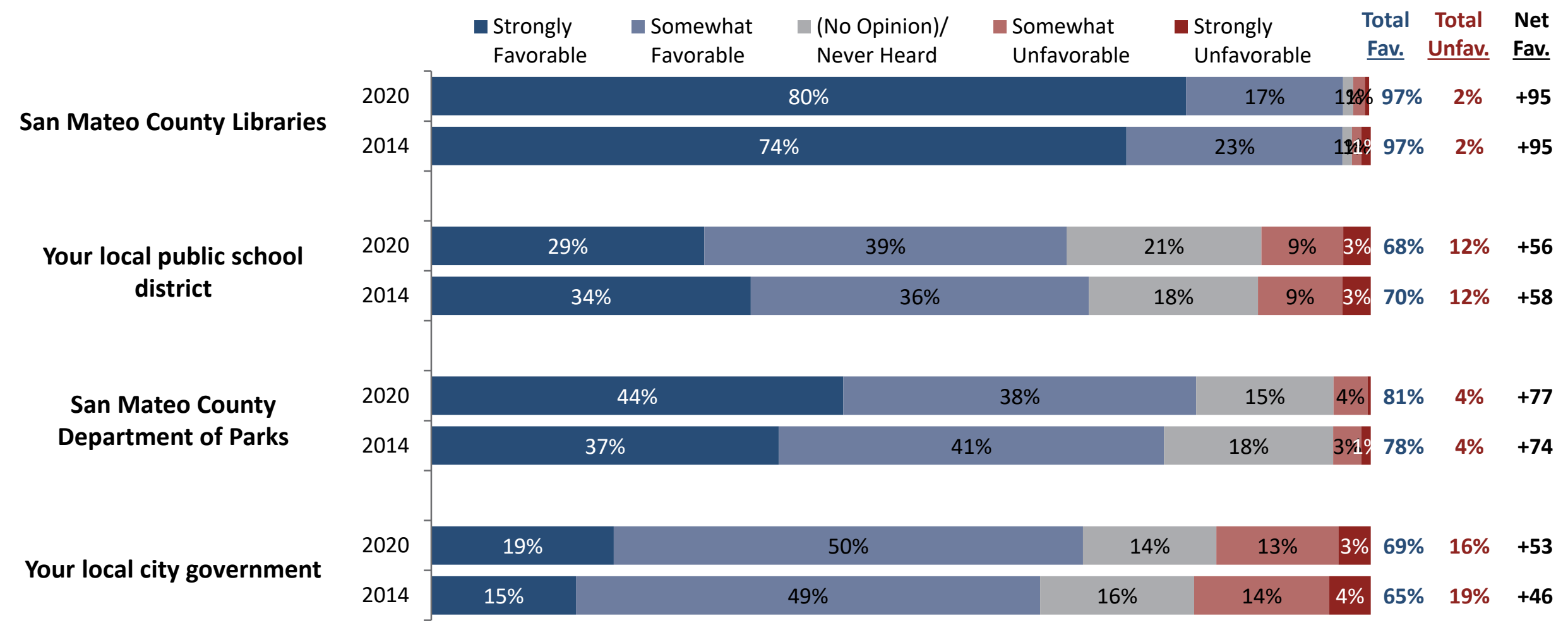
Library User Segmentation by Subgroup

Those with children in the household are more likely to be heavy users.



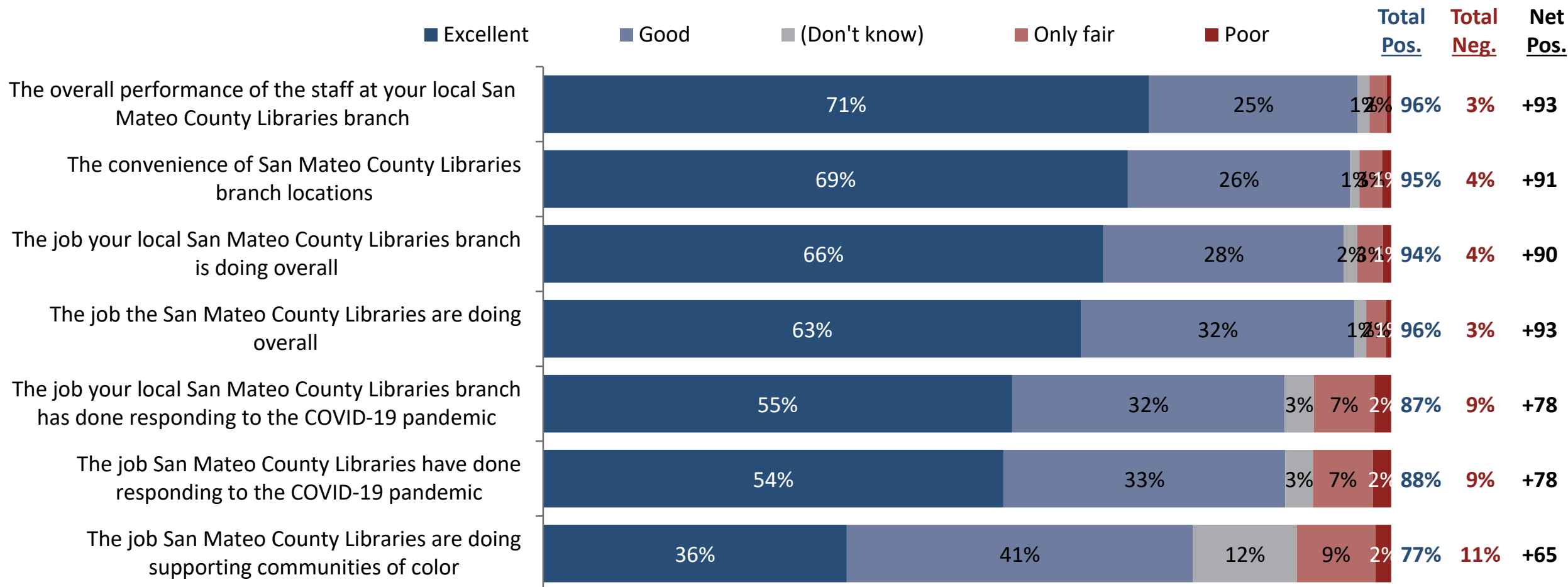
Favorable Ratings Over Time

San Mateo County Libraries' rating has overall held steady at 97%, but the intensity of the favorable opinion has increased. The library performs the best of public organizations tested, and performs better among patrons than general residents.



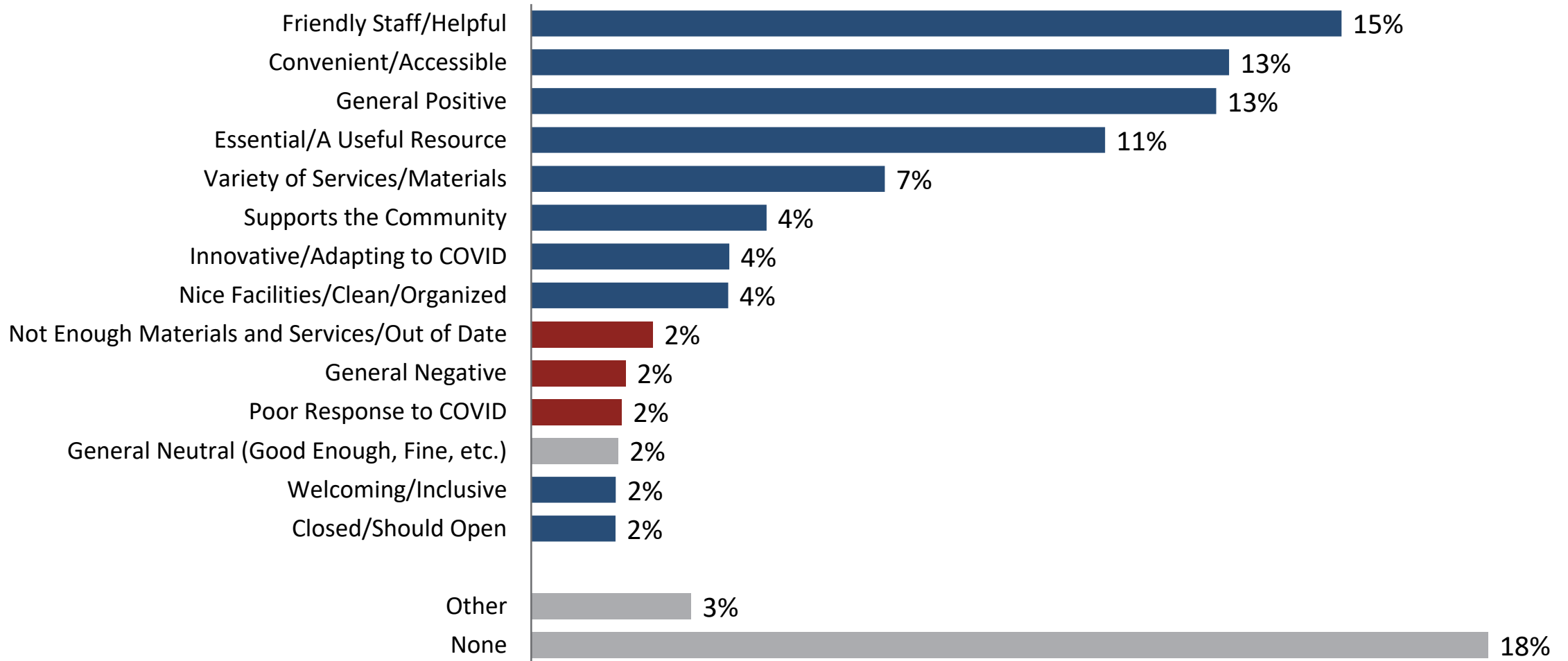
Job Performance Ratings

All aspects of San Mateo County Libraries' performance that were tested receive a positive rating from at least three-quarters of patrons. Staff, convenience, and the job of the local branches receive the highest net positive ratings.



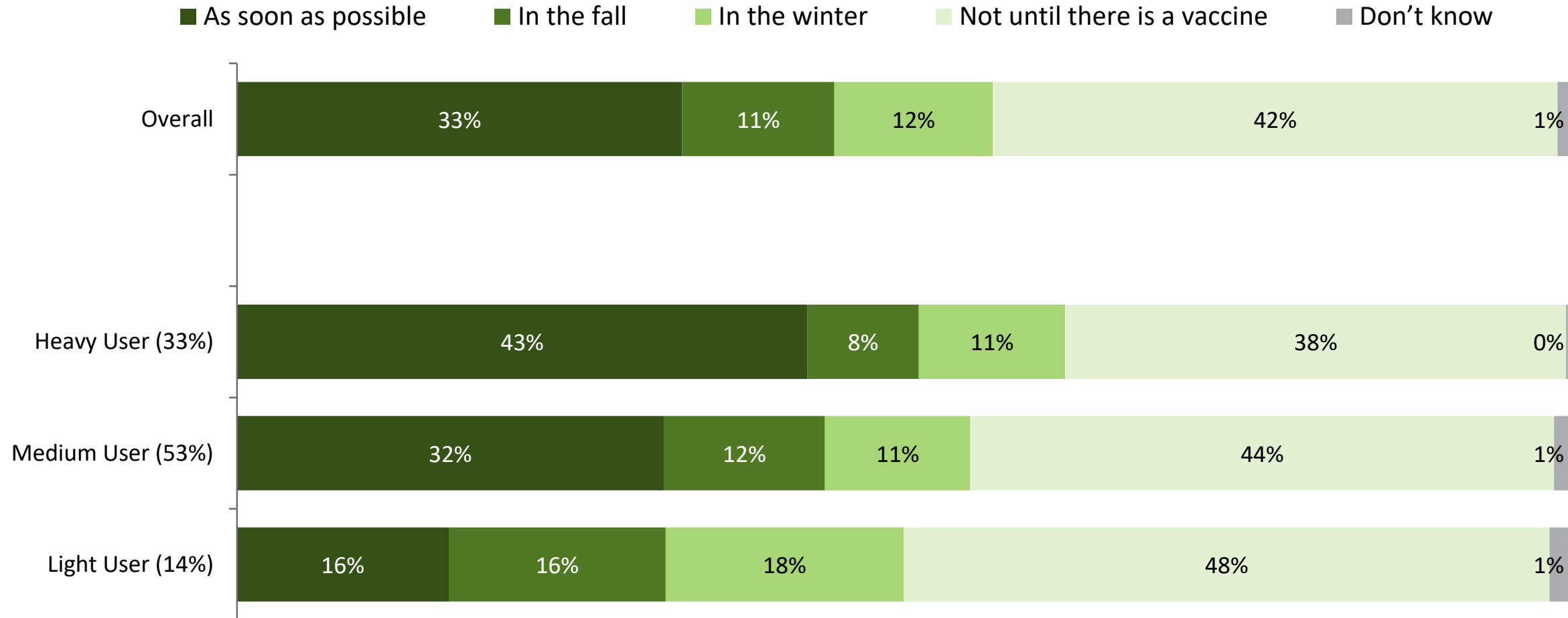
San Mateo County Libraries Descriptions

Patrons have largely positive impressions of San Mateo County Libraries, which they describe as having friendly and helpful staff, convenient, accessible, and an essential resource.



Feels Safe to Visit Libraries

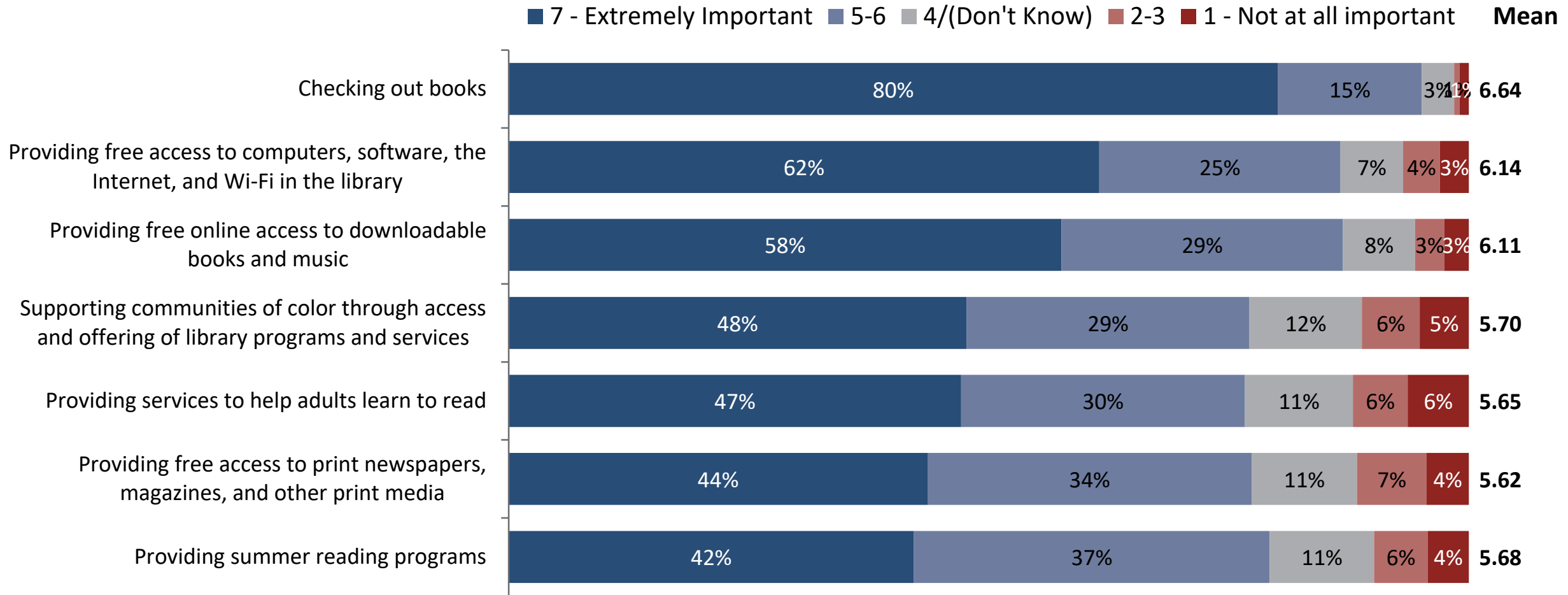
Two-fifths of patrons will wait until the virus is contained or there is a vaccine to resume modified visits to library locations. A third will visit as soon as the library resumes modified service. Heavy users are more likely to return to visiting sooner.



Q16. When the library begins offering indoor services and people are able to spend time inside the building in a modified way, as allowed by health orders, are you most likely to...

Top Service Importance Components

Some of the most important service components to patrons are traditional library services, like checking out books, providing computer/wi-fi access, access to newspapers and magazines, and reading and literacy programs.



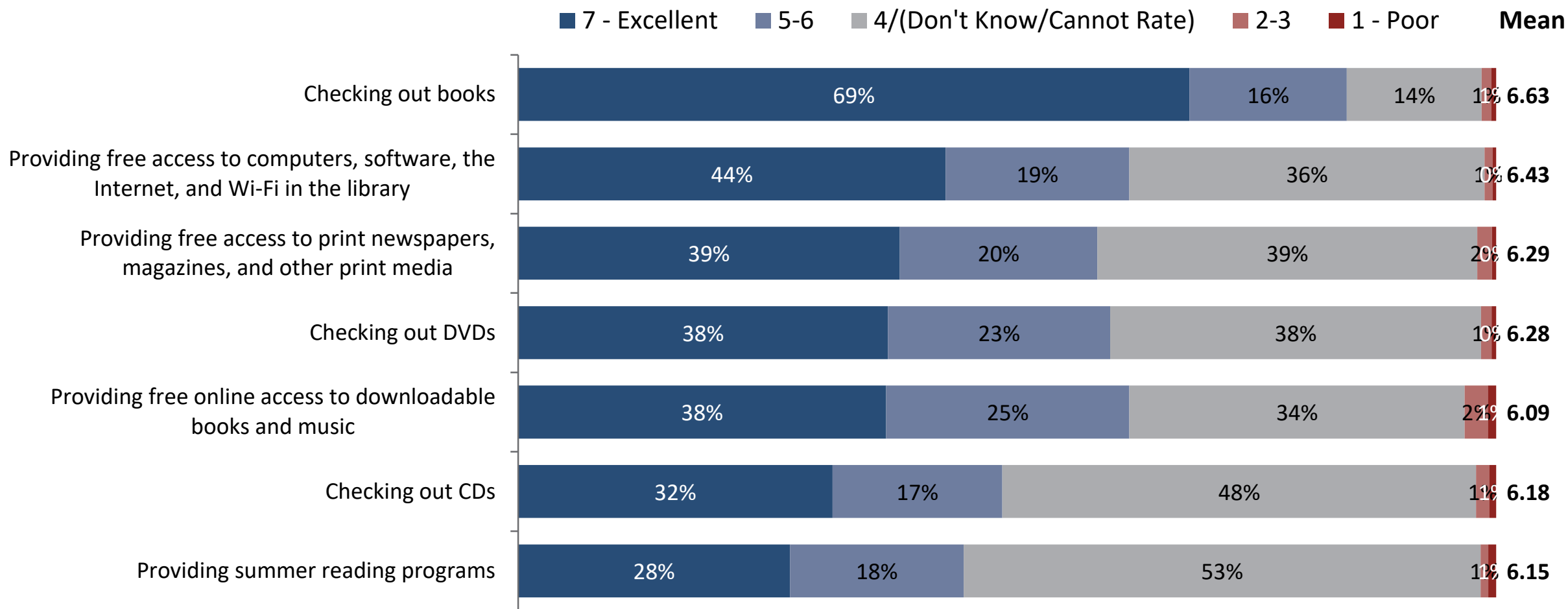
Q23-Q42. The following is a list of services that the San Mateo County Libraries offer when fully open. For each one, indicate how important you think this service is.

Service Importance Components

- ▶ Mean importance ratings stayed about the same or increased since 2014
- ▶ Generally, the following patron subgroups rated services across the board as more important than the overall patron population:
 - Women
 - Patrons who report having a card for ten years or more
 - Patrons who are white or another non-Asian ethnicity
- ▶ More heavy users rated checking out books, both physical and digital as more important than other segments, but rated other services like access to computers, help with homework, and literacy courses as less important.
- ▶ Light users were more likely to rate the importance of access to computers and Wi-Fi highly.

Top Service Performance Ratings

General library services, such as checking out books, DVDs, and CDs, access to Wi-Fi and computers, and print and digital material access received the highest mean ratings.



Service Performance Ratings

- ▶ A majority of patrons were able to rate the top services shown on the previous slide. However, fewer patrons were able to rate more specialized services, such as programs and services for teens, children, and seniors; mobile services; and literacy and computer classes.
- ▶ All services tested received a net positive rating, meaning that of those who could rate the service, more rated it positively than negatively.
 - Ratings across the board stayed the same or increased from 2014.
- ▶ Generally, the following patron subgroups rated mean performance higher than the overall patron population:
 - Women, particularly those over the age of 50
 - Patrons who reported a Coastside ZIP Code
 - Patrons who reported having a card for three years or longer
- ▶ Heavy users were more likely to rate the performance of the following higher: summer reading programs, providing programs for toddlers and babies, and providing programs and classes for seniors.

- ▶ Overall, San Mateo County Libraries is receiving job and performance ratings on par with or above those seen in 2014.
 - There is room to increase ratings on diversity of programming and supporting communities of color, but San Mateo County Libraries is regarded as an inviting, inclusive space by patrons.
- ▶ Patrons are concerned about COVID, and many say they will not return to using library facilities until there is a vaccine or the virus is contained.
 - Patrons rate curbside pick-up and digital services highly, and would like to see current non-online services offered on Saturdays and weekday afternoons.



Appendix

Methodology – Resident Survey

- ▶ Hybrid email-to-web and live telephone survey of adult residents in the San Mateo County Libraries service area
- ▶ Survey conducted May 28 – June 2, 2020
- ▶ 632 interviews; overall margin of error ± 3.9 percentage points
- ▶ Interviews were conducted in English, Spanish, and Chinese by trained, professional interviewers; landlines and mobile phones included
- ▶ Where applicable, results compared with the following:

Methodology	Dates	Universe	Sample Size	Margin of Error	EMC #
Phone	March 2-12, 2014	Adult residents	800	± 3.46 percentage points	14-5152

Please note that due to rounding, some percentages may not add up to exactly 100%.

Methodology – Patron Survey

- ▶ Online email-to-web survey of San Mateo County Libraries Patrons
- ▶ Survey conducted July 22 – August 3, 2020
- ▶ 1021 interviews; overall margin of error ± 3.07 percentage points
- ▶ Surveys were offered in English, Spanish, and Chinese
- ▶ Survey conducted during weeks 19 and 20 of the coronavirus pandemic, when many businesses were shuttered due to public health orders.
- ▶ Where applicable, results compared with the following:

Methodology	Dates	Universe	Sample Size	Margin of Error	EMC #
Online	May 15-23, 2014	SMCL Cardholders	1,200	± 2.83 percentage points	14-5153

Please note that due to rounding, some percentages may not add up to exactly 100%.

Regions for Analysis



San Mateo County
Libraries Service Area

- Bayside
- Coastside



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To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Carine Risley, Deputy Director of Library Services
Date: September 10, 2020
Meeting: September 15, 2020
Re: Current Operating Status and Phased Reopening Update

Background

On March 13, the Library JPA Operations Committee and Governing Board held emergency meetings to discuss our level of emergency response to COVID-19. The difficult decision was made to close our libraries starting on Monday, March 16 to help mitigate the spread of the coronavirus in our community. Subsequently, the County Health Officer issued a Shelter in Place Order requiring a suspension of all in-person services, including information services, programming, events, outreach to our communities, technical instruction, literacy support, public internet access inside our buildings, check-outs and pick-ups of physical library materials, returns of library materials, and access to our in-library computers.

Staff were able to quickly adapt their technological skills, creativity, and service ethic to the new environment and mobilized to provide dynamic, high quality, enhanced virtual services to our communities.

We prototyped, printed, and delivered hundreds of PPE to essential workers, including face-shields and ear savers to County Health, and to address the digital divide we procured an additional 500 hotspots and 3 high capacity hotspots and extended exterior Wi-Fi range at all locations. By the beginning of May, library programs streaming on our YouTube channel enjoyed nearly 4,700 views in just 28 days. We increased access to staff with a dedicated phone line and live texting support to make reading recommendations, answer questions, connect people to resources, and help patrons navigate our vast digital resources. Behind the scenes, we revamped our website and worked to continuously curate, collect, and significantly expand our digital collections.

On May 18, 2020, the Library's COVID-19 Phased Reopening Plan was presented to the JPA Governing Board. The plan has four phases: Phase 1: On-site Planning and Preparation, Phase 2: Customized Curbside Services, Phase 3: Limited Public Access to Facilities, and Phase 4: New Normal. The board approved the Plan and provided authority to the Library Director (after consultation with public officials and JPA members) to transition library operations as needed and, on a case-by-case basis, to the appropriate phased level of service. San Mateo County Libraries transitioned into Phase 2: Customized Curbside Services on June 6.

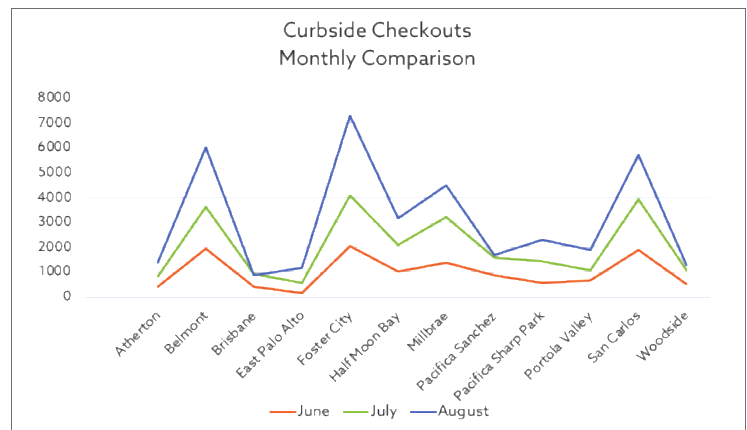
Discussion

Current Operations

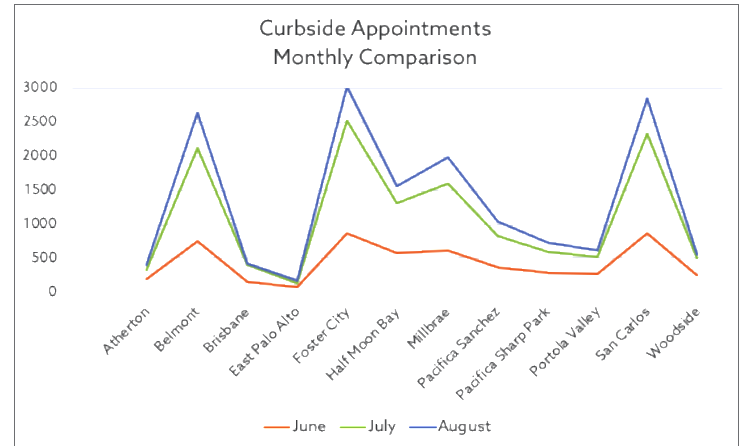
Staff began phased public services outside library buildings three days a week at all twelve locations. Curbside Services were expanded on July 14 to offer five-day service. Through curbside pickup, library materials and other services are packaged and provided at the curb, using contactless procedures. We also began accepting returns and have implemented library industry best practices of quarantining items for four days.

In the last three months, a total of 34,408 curbside appointments have been booked and a total of 73,604 items have been checked out.

Checkouts of physical library materials have steadily grown as people have learned about our Curbside Service, dramatically increasing once we switched to five-day weekly operations.



Many factors affect people booking appointments. Constraining factors include the county returning to the state watch list and people choosing to stay home more as well as wildfires and poor air quality. In June, our daily average for curbside pickup appointments was 474. By August, that number had grown to a daily average of 765 pick-up appointments.



Our curbside service has catered to all age groups and has made a significant impact when it comes to helping people expand their world due to this new constricting environment. Through positive testimonials, thank you notes tucked in our book drops, and flowers left for our librarians, we feel confident that we are fulfilling a vital community need. As one customer said, "I am writing to thank you from the bottom of my heart for the process you have established allowing us to pick up books from the Library. I used the service earlier this week and was positively delighted with the ease and safety of the entire process, from making the appointment to the actual pickup. Thank you all so very much!!"

From June through August, we have provided responsive remote services to our community members 12,891 times through the launch of our new text messaging service, consolidated phone line, and email. Our staff have successfully helped individuals connect to our resources, provided recommendations, answered questions, and offered a caring human connection by phone, text, and email. In August, staff typically provided virtual personalized support to anywhere from 100 to 250 individuals per day.

Virtual programs, including English Language Conversation Clubs, which filled up within hours of open registration; formerly in-person book clubs that transitioned online; new book clubs established to build community and combat isolation; popular one-on-one technology assistance appointments to help navigate an almost entirely online world; and youth and family programs like Kayla Marie's Musical Jamboree, Shao Mei's Mandarin Storytime, Adrienne's Baby Storytime and Create with Kelly, have developed a faithful following. Since June, our virtual experiences have been viewed 15,290 times.

We began Summer Learning book distribution on June 23 and by summer's close, had given more than 70,000 free books to youth and families through Curbside Service. Families were so excited to pick up the books that many returned to pick up another round for their children to enjoy and learn throughout the summer. Traditional summer programs were retooled as staff connected families to high-quality virtual programs including a summer-long STEAM Camp and a weekly Summer Learning Showcase series. Our STEAM camp featured 108 staff-led activities for youth hosted on YouTube that have been viewed over 3,600 times.

To support families and teachers now thrown into unprecedented digital learning at home, we created a dedicated Teacher and Student Resource page with relevant blogs and our online resources, like live tutoring for students and book guides for teachers.

During the past six months, our highest priority has been the health and safety of our staff and community. We have implemented socially distanced work on-site in stable staff cohorts and, where possible, telework. All staff wear face coverings, observe social distancing guidelines, and participate in health screenings. In addition, we've provided face shields, gloves, and staff cleaning supplies, along with extra time to regularly sanitize work areas and wash hands. We are offering flexibility to staff who need it and are providing wellness workshops and sessions to support staff with anxiety and promote self-care, mindfulness, meditation, and coping strategies in this challenging environment.

San Mateo County Libraries staff are continually evaluating the success of our Curbside and Virtual Services to consider improvements and additional services. Fall 2020 will include an expansion of curbside to include: adjustments to allow for friendly services in inclement weather and additional walk-up capacity; printing on demand; remote 3-D printing; subject requests and staff-curated selections of materials; reinstated check-out of ukuleles, bicycles, and sewing machines; and increased access to technology.

Next Steps

During this unprecedented time, we utilized a patron survey to collect data that would help guide us in moving forward with reopening plans. Results showed that 80% of our patrons express some level of concern regarding coronavirus, 40% of patrons say they will wait until the virus is contained or there is a vaccine to resume modified visits to libraries, and only a third will visit as soon as resumes modified service.

Staff have conducted a thorough review of what our modified services could look like following current restrictions; under the State's industry guidance, libraries are mandated to follow retail guidelines and are encouraged to maximize curbside or outdoor services. While the new orders do allow libraries to open with modifications and up to 25% capacity, the retail guidelines prohibit many beloved features of our library buildings and require elimination or removal of public seating and materials that can be handled by multiple users. They also do not permit the provision of amenities that make our spaces enjoyable and discourage the sharing behaviors inherent to our services that make libraries distinct from the larger retail category.

Library materials are shared and reused, and the act of browsing physical books indoors can be a high-touch practice that may not be in the interest of protecting the health and safety of those we serve or library staff. According to the latest research regarding the persistence of the COVID-19 virus on various library materials, libraries have broadly adopted the practice of quarantining returned library items for a minimum of four days. Unlike retail stores, libraries have thousands of items going out and being returned daily, which increases space needs as well as safety precautions and processes.

Even if other services or buildings are re-opening, the specific nature of library services may make them unsuited to re-open until the situation has improved further. Libraries serve a variety of high-risk populations (which include older adults and the unhoused population) and behavior modeling in some cases has suggested that book-browsing may be a higher risk activity in indoor group settings.

Based on patron feedback we are confident that our current and future planned services will be able to provide our communities with the support it needs, while introducing safe, innovative, and fun measures to reframe and enhance community connections that are vital in today's world. Currently, 87% of patrons feel we are doing a great job responding to the Covid-19 Pandemic and 62% of patrons say that curbside pickup is extremely important to them.

Recommendation

For the health and safety of all, staff recommend continuing Phase 2 Operations and Curbside Service through the end of 2020. Our goal is to protect the safety of our community members while providing a high level of service. To help mitigate the spread of

COVID-19 in our community, we will continue to offer access to all library experiences except gathering inside our facilities and will use the remainder of the year to prepare our facilities to open to the public as early as January 2021.

We continue to find wisdom in moving slowly and making prudent choices as an organization. For the remainder of 2020, staff recommend further refining of current operations, introducing new services to enhance the quality of life for residents, substantially increasing support of schools and student academic success, addressing the digital divide with expanded access to technology, and delivering targeted support to vulnerable populations.

Fiscal Impact

There is no fiscal impact in accepting this report. If the board approves advancing to Phase 3 as early as January 2021, staff will begin working to modify spaces to facilitate public social distancing and increase safety precautions. Funds are included in the current budget to support this work.

Recommendation

Recommend Library JPA Operations Committee accept the Current Operating Status and Phased Reopening Update and provide input and direction to staff on next steps.

To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Date: September 10, 2020
Meeting: September 15, 2020
Re: Approval of Agreement Regarding the Advancement of Funds from the Library JPA to the Town of Atherton

Background

Construction is currently underway on the new 11,180 square foot Atherton Library and Historic Town Hall. The estimated library construction cost is \$18,823,644 and the project should be completed in late 2021.

On September 17, 2018, the JPA Governing Board approved the Town of Atherton's request to advance library funds and directed staff to negotiate a funding agreement with the Town of Atherton to ensure the timely completion of the new Atherton Library project.

Discussion

The Town of Atherton is relying on Atherton Library Trust Funds as the primary funding source for the new library. The Library JPA Agreement states, "in the event that the allocated library service revenue for a member city exceeds the amount required to maintain the minimum library service for that member, such excess funds shall, after deduction of any activities approved by the Governing Board for library related expenditures within that member city, be restricted and held by the JPA for library related expenditures within that city including but are not limited to, facility maintenance, facility remodeling or expansion, increased service hours, or increased material and equipment purchases, as mutually agreed by the Library JPA and the city council of that member city."

In accordance with this provision, excess funds are distributed and held in separate trust funds. As approved by the Governing Board, a total of \$11,961,552 has been distributed to the Town of Atherton. On March 12, 2020, San Mateo County Libraries transferred \$8,045,604 to the Town of Atherton, and on August 19, 2020 the remaining balance of \$3,915,948 was transferred to the Town.

The Town of Atherton has requested an advancement of \$5,391,725 to cover the remaining balance and construction contingency. Furniture, Fixtures and Equipment (FFE) as well as other library responsibilities will be paid for directly by the Library JPA.

The attached proposed Agreement Regarding the Advancement of Funds from the Library JPA to the Town of Atherton has been developed and reviewed by Library JPA and Town of Atherton attorneys.

The Agreement details how the Library JPA will, in order to be reimbursed, retain any excess funds that it would otherwise restrict and distribute at the end of each fiscal year to the Atherton Library Trust. Based on current annual estimates of \$1,600,000 excess funds, full reimbursement is expected by FY 2024-25, with the understanding that actual dollar amounts may vary, based on changes in annual property tax revenue and/or changes in operational costs of the Atherton Library, in which case the reimbursement period could change.

Fiscal Impact

The \$5,391,725 advancement includes \$1,600,000 in anticipated FY 2020-21 Atherton Excess Funds and an additional \$3,791,725 in one-time dollars that are included in the proposed FY 2020-21 Adopted Budget.

Recommendation

Recommend JPA Governing Board approve the Agreement Regarding the Advancement of Funds from the Library JPA to the Town of Atherton

Attachments

Agreement Regarding the Advancement of Funds from the Library JPA to the Town of Atherton

Town of Atherton Request of Advancement of Atherton Library Trust Funds

AGREEMENT REGARDING THE ADVANCEMENT OF FUNDS FROM THE LIBRARY JPA TO THE TOWN OF ATHERTON

WHEREAS the Town of Atherton is a party to the Second Amended Joint Powers Agreement Between the County of San Mateo and the Cities of Atherton, Belmont, Brisbane, East Palo Alto, Foster City, Half Moon Bay, Millbrae, Pacifica, Portola Valley, San Carlos, and Woodside Relating to Library Services dated December 2018 (hereinafter “Second Amended Joint Powers Agreement”) and was a party to preceding versions of said Agreement;

WHEREAS, in past years, the allocated library service revenue for the Town of Atherton has exceeded the amount required to maintain the minimum library service for the Town of Atherton, requiring the Library Joint Powers Authority (hereinafter “Library JPA”) referred to in Section I.A. of the Second Amended Joint Powers Agreement to restrict library funds (hereinafter “Excess Funds”), as provided in Section VI.D.1. of the Second Amended Joint Powers Agreement, for library-related activities within the Town of Atherton including but not limited to facility maintenance, facility remodeling or expansion, increased service hours, or increased material and equipment purchases, as mutually agreed by the Library JPA and the council for the Town of Atherton; and

WHEREAS the Town of Atherton awarded to S.J. Amoroso (“Contractor”), in 2019, a contract for the construction of a new public library (the “Project”); and

WHEREAS, as of September 1, 2020, the anticipated construction and site improvement costs for the Project was \$18,436,000, the estimated cost of construction management, design, oversight for the Project was \$300,174, and the cost for temporary trailer rental for the Project was \$87,470, for a “Total Estimated Cost” of \$18,823,644; and

WHEREAS, the amount of Town of Atherton funds held for constructions payments as of June 30, 2019, was \$3,313,967; and

WHEREAS, as of June 30, 2018, \$8,045,604 in Excess Funds was held by the Library JPA for the Town of Atherton, and this amount was transferred to the Town of Atherton for the Project in March 2020; and

WHEREAS, as of July 31, 2020, an additional \$3,915,948 in Excess Funds was held by the Library JPA for the Town of Atherton, and this amount was transferred to the Town of Atherton for the Project in August 2020; and

WHEREAS, if the foregoing funds available to the Town of Atherton for the Project are deducted from the Total Estimated Cost of the Project, a remainder of \$3,548,125 is needed for the construction phase of the Project; and

WHEREAS, the construction contingency amount is \$1,843,600, representing ten percent of the estimated construction and site improvement costs; and

WHEREAS, the sum of the \$3,548,125 that is needed for the construction phase of the Project and the construction contingency amount of \$1,843,600 is \$5,391,725; and

WHEREAS, \$5,391,725 is thus the “Advancement Amount” that the Town of Atherton is requesting as an advance from the Library JPA at this time for Project payments; and

WHEREAS, the Town of Atherton represents and warrants that it will use any and all funds advanced by the Library JPA under this Agreement solely for library-related expenditures within the Town of Atherton; and NOW, THEREFORE, the Town of Atherton and the Library JPA hereby agree as follows:

1. **Advancement of Funds.** The Library JPA authorizes the advancement of \$5,391,725, in Fiscal Year 2020-21 to the Town of Atherton for its payments to Contractor for the Project.

2. **Reimbursement of Advanced Funds.** Following the aforementioned advancement, the Library JPA will, in order to be reimbursed, retain any Excess Funds that it would otherwise restrict and hold for library-related purpose for the Atherton Library pursuant to Section VI.D. of the Second Amended Joint Powers Agreement, until the amount of Excess Funds retained by the Library JPA equals the Advancement Amount. The Governing Board approves, by entering this Agreement, the Project as an activity for library-related expenditures within the Town of Atherton under Section VI.D.2 of the Second Amended Joint Powers Agreement.

At the end of each fiscal year, the amount of Excess Funds, if any, will be determined in accordance with Section VI.D.1. of the Second Amended Joint Powers Agreement. Any activities approved by the Government Board for library-related expenditures within the Town of Atherton will then be deducted from the Excess Funds in accordance with Section VI.D.1. of the Second Amended Joint Powers Agreement. Any remaining balance of Excess Funds will be retained by the Library JPA for reimbursement, until the total amount retained by the JPA over the course of repayment period equals the Advancement Amount, after which any remaining funds will be evenly split, with the Library JPA retaining half and the remaining half accumulating as Excess Funds held by the Library JPA for library-related activities in the Town of Atherton in accordance with Section VI.D.2. of the Second Amended Joint Powers Agreement (assuming the advance is not repaid until after the Project has been completed and the new library has opened, as provided therein).

3. **Repayment Due in the Event of Withdrawal.** In the event that the Town of Atherton elects to withdraw from the Second Amended Joint Powers Agreement (see Section E of the Second Joint Powers Agreement), the Town of Atherton agrees to pay the Library JPA the Advancement Amount, less any amount of Excess Funds retained by the Library JPA for reimbursement as provided above, no later than the effective date of the withdrawal, in addition to the sum of \$26,959 (.5% of advancement) as partial reimbursement for expenses incurred by the Library JPA for the administration of this Agreement.

IN WITNESS WHEREOF, the parties, by their duly authorized representatives, have affixed their hands on the dates indicated below.

Dated: _____

TOWN OF ATHERTON

ATTEST:

Clerk of the Town Council

Dated: _____

LIBRARY JPA

ATTEST:

Chair of the Governing Board



Town of Atherton
150 Watkins Ave.
Atherton, California 94027
Phone: (650) 752-0500
Fax: (650) 688-6528

September 1, 2020

Anne-Marie Despain, Director of Library Services
San Mateo County Libraries
125 Lessingia Court
San Mateo, California 94402

Request of SMCL Advancement of Atherton Library Trust Funds \$5,391,725

The Town of Atherton is requesting advancement of its share of SMCL Library Trust funds. These funds are required for the Construction of the new Atherton Library. The total cost of construction of the Atherton Civic Center project is \$47,077,000. Of this amount, \$18,436,000 is exclusively attributed to Construction and does not include construction Contingency of the Library project or Furniture, Fixtures and Equipment (FF&E). In addition to construction costs, the Library project consists of other related costs that include design and construction phase management oversight, interim building rental, and current project change orders.

With respect to construction phase of the New Library project, the known estimated costs attributed to the Atherton Library is as follows:

Library Costs	Amount
Construction & Site Improvements (SJ AMOROSO)	\$18,436,000
Construction management, design, oversight	\$300,174
Temporary Trailers rent	\$87,470
Total Estimated Library Construction Cost	\$18,823,644
Town Funds as of 6/30/19 Held for Construction payments	(\$3,313,967)
SMCL Excess Funds Held by SMCL Atherton Trust as of 6/30/18 dispersed March 2020	(\$8,045,604)
SMCL Excess Funds Held by SMCL Atherton Trust as of 7/31/20 dispersed August 2020	(\$3,915,948)
Remaining Funds Needed (Construction Phase Only)	\$3,548,125
Construction Contingency 10%	\$1,843,600
FF&E Not Included	
Advancement Request of Funds needed	\$5,391,725

There is a ten percent contingency of \$1,843,600 that is factored in the project. Also, once the project is completed, the estimated FF&E is \$1,037,443.

Thank you for your time and help. The Town is excited about this important milestone of a new Atherton Library. Please let me know if you have any questions.

Kind Regards,

Robert Barron III
Finance Director

To: JPA Operations Committee
From: Anne-Marie Despain, Director of Library Services
Lindsey Freeland, Interim Financial Services Manager
Date: September 10, 2020
Meeting: September 15, 2020
Re: Approval of the Final FY 2020-21 Adopted Budget

Background

The San Mateo County Library JPA Budget serves as the annual financial plan, an operations guide, and a communications tool. On June 15, 2020, the FY 2020-21 Recommended Budget was approved by the JPA Governing Board.

The table below outlines activities associated with the budget process:

Budget Process Key Dates	
December	Budget Development Begins
February	Mid-Year Report is Submitted to the Library JPA Governing Board
May	Recommended Budget is Submitted to the Library JPA Governing Board
June	Recommended Budget is Approved by the Library JPA Governing Board
September	Final Adopted Budget is Approved by the Library JPA Governing Board
September	Final Adopted Budget is Approved by the County Board of Supervisors

In light of COVID-19, the proposed FY 2020-21 Adopted Budget recommends more changes than is usually considered at this point in the budget cycle. After gaining more information and insight on the service and economic impacts of the pandemic, these changes enable the budget to better align and support key priorities as approved this year:

- Ensure sound fiscal management and develop inspired organizational approaches to address a COVID-19 economic environment
- Continue efforts to build and update libraries that include vibrant community spaces and collections
- Forge powerful connections and combat social isolation suited to this dynamic environment

- Find new ways to bridge the digital divide and provide access to technology
- Reimagine summer learning and out of school time by increasing opportunities for hands-on learning, inspiration, and fun
- Empower our communities and increase racial and social equity through impactful services
- Develop a new Strategic Plan to define our vision, direction and goals for the future
- Harness the talents and passion of our library champions to strengthen our communities

Discussion

The FY 2020-21 Recommended Budget approved by the JPA Governing Board on June 15 and implemented on July 1 totaled \$57,662,212. Based on fiscal year-end closing activities and updated information, the FY 2020-21 Adopted Budget now totals \$66,419,925. The following highlights the most significant adjustments in the FY 2020-21 Adopted Budget:

Sources:

- Taxes (\$32,658,026 to \$32,914,656): There is an increase of \$256,630 in this account. This is due to an increase of \$739,084 in rollover of unspent Measure K dollars for the new East Palo Alto Library project, which is still in the planning stages. This rollover is offset by a decrease to Unsecured Property Taxes (\$457,026) and small decreases to County Measure K allocations (\$25,428).
- Intergovernmental Revenues (\$260,372 to \$367,925): There is an increase of \$107,553 due to receiving a State grant for The Big Lift Inspiring Summers program (\$99,925) and a slight increase in the Adult Literacy State grant (\$7,628).
- Miscellaneous Revenue: (\$546,289 to \$158,000): Previously, this account budgeted revenue from the Peninsula Library System (PLS) for administration of the Summer Learning program. In FY 2020-21, PLS will administer the program, so the revenue of \$388,289 has been removed.
- Fund Balance (\$23,701,495 to \$32,484,732): Fund Balance reflects the carry forward of Reserves, unanticipated revenues, and unspent appropriations at the close of the fiscal year. There is an increase of \$8,783,237 in this funding source. Most of this Fund Balance is due to \$6,007,428 in unspent appropriations, largely attributable to staff vacancies (\$2,266,808) and reduced expenditures (\$3,479,031) resulting from COVID-19

service reductions and project delays. Unanticipated revenues of \$2,775,809 also contributed to Fund Balance, primarily due to additional Excess ERAF (\$1,706,815) and interest from the San Mateo County Investment Pool (\$438,422).

Due to significant additions of one-time allocations in the proposed FY 2020-21 Adopted Budget, which are detailed in the expenditures below, the proposed budget expends \$7,562,484 of fund balance and sets aside \$1,220,753 in Reserves.

Requirements:

- Salaries and Benefits (\$19,501,939 to \$19,790,444): There is an increase of \$288,505 in this account, reflecting an increase to the Extra Help allocation. Due to the level of rollover from FY 2019-20, some Extra Help allocation was added back to provide for uncertain service levels in the coming year due to COVID-19.
- Services and Supplies (\$14,478,815 to \$20,554,885): There is an increase of \$6,076,070 in this expenditure category. The most significant changes are detailed below:

Trust Fund – Excess Revenue: There is a \$4,501,554 increase in this account due to: an increase to the budgeted Excess Fund amounts for Portola Valley (\$50,000), Woodside (\$100,000), and Atherton (\$200,000) to better align with recent actuals; a one-time allocation to the City of San Carlos of \$359,829 due to Excess Funds calculated at the end of FY 2019-20; and a one-time advancement of \$5,391,725 in future Excess Funds to the Town of Atherton for construction of their new library, including FY 2020-21 funds, for an increase of \$3,791,725.

Computer Equipment: There is an increase of \$292,000 in this account, primarily due to the addition of \$250,000 to cover the monthly service fee for 503 hotspots that were purchased at the end of FY 2019-20 to help bridge the digital divide.

Software and Maintenance: There is an increase of \$137,002 in this account to accommodate annual increases to various software agreements.

Professional Contracts: There is an increase of \$967,305, mostly due to allocating the \$739,084 of Measure K rollover for the East Palo Alto library project and \$100,000 for translation services.

Interagency Agreements - PLS: There is a decrease of \$149,202 to reflect various charge reductions adopted in the PLS budget.

- Other Charges (\$2,290,064 to \$2,162,685): There is a decrease of \$127,379 to align with updated estimates provided by County service charge departments.

- Fixed Assets (\$434,000 to \$1,733,396): There is an increase of \$1,299,396 in this account to fund the following one-time fixed asset purchases: \$750,000 to pilot four Library Lending Vending Machines, \$500,000 to purchase a Maker Mobile, and \$49,396 for down payments on equipment.
- Reserves (\$20,942,632 to \$22,163,385): There is an increase of \$1,220,753 in this expenditure category, which represents remaining, unallocated Fund Balance. This increase is allocated to Capital Reserves for a total of \$17,898,622. Operating Reserves remain at \$4,264,763 to meet the JPA Fund Balance policy of 15% of Net Appropriations minus one-time funding.

The FY 2019-20 Adopted Budget sets ambitious but achievable goals that foster the Library's continued leadership in our communities, even in these uncertain and challenging times. The Library takes great pride in developing a budget that is sustainable and realistic, aligns with system strategies, and ensures a strong foundation for future budgets.

Staff appreciates the assistance and guidance provided by both the JPA Operations Committee and Governing Board in pursuing high quality, innovative library services that respond effectively to the current COVID-19 environment and looks forward to implementing the activities funded in the Final FY 2020-21 Adopted Budget.

Fiscal Impact

The proposed Adopted Budget for FY 2020-21 is balanced and totals \$66,419,925. Changes from the Recommended Budget approved in June to the proposed Adopted Budget are described above and in the attached FY 2020-21 Adopted Budget Summary and FY 2020-21 Adopted Budget Detail.

Recommendation

Recommend JPA Operations Committee approve the Final FY 2020-21 Adopted Budget.

Attachments

FY 2020-21 Adopted Budget Summary

FY 2020-21 Adopted Budget Detail

FY 2020-21 Adopted Budget Summary

		FY 2019-20 Actuals	FY 2020-21 Recommended	FY 2020-21 Adjustments	FY 2020-21 Adopted
<u>Sources</u>					
1000	Taxes	34,252,271	32,658,026	256,630	32,914,656
1500	Use of Money and Property	555,759	155,042	-	155,042
1600	Intergovernmental Revenues	475,325	260,372	107,553	367,925
2000	Charges for Services	94,281	24,000	-	24,000
2500	Interfund Revenue	342,900	316,988	(1,418)	315,570
2600	Miscellaneous Revenue	572,807	546,289	(388,289)	158,000
	Total Revenue	36,293,342	33,960,717	(25,524)	33,935,193
3333	Fund Balance	27,859,743	23,701,495	8,783,237	32,484,732
	TOTAL SOURCES	64,153,086	57,662,212	8,757,713	66,419,925
<u>Requirements</u>					
4000	Salaries and Benefits	17,181,680	19,501,939	288,505	19,790,444
5000	Services and Supplies	26,181,062	14,478,815	6,076,070	20,554,885
6000	Other Charges	2,009,647	2,290,064	(127,379)	2,162,685
7000	Fixed Assets	687,750	434,000	1,299,396	1,733,396
7500	Other Financing Uses	13,566	14,762	368	15,130
	Gross Appropriations	46,073,706	36,719,580	7,536,960	44,256,540
8000	Intrafund Transfers	(14,405,352)	-	-	-
	Net Appropriations	31,668,354	36,719,580	7,536,960	44,256,540
8500	Operating Reserves	10,550,540	4,264,763	-	4,264,763
8700	Capital Reserves	21,934,192	16,677,869	1,220,753	17,898,622
	Total Reserves	32,484,732	20,942,632	1,220,753	22,163,385
	TOTAL REQUIREMENTS	64,153,086	57,662,212	8,757,713	66,419,925

Position Count-Salary Resolution 123
Full-Time Equivalent (FTE) 109.8

FY 2020-21 Adopted Budget Detail

		FY 2019-20 Actuals	FY 2020-21 Recommended	FY 2020-21 Adjustments	FY 2020-21 Adopted
<u>Sources</u>					
1021	Current Yr Secured	23,932,757	23,815,230	-	23,815,230
1024	PY Secured Redemption	34,511	7,000	-	7,000
1031	Current Yr Unsecured	1,187,395	1,557,026	(457,026)	1,100,000
1033	Prior Yr Unsecured	(12,689)	-	-	-
1041	CY SB 813 Sec Supplemental	678,482	550,000	-	550,000
1042	CY SB 813 Unsec Supplemental	4,094	5,000	-	5,000
1043	PY SB 813 Redemption	7,526	5,000	-	5,000
1045	PY SB 813 Unsec Supplemental	1,645	-	-	-
1046	ERAF Rebate	5,456,815	3,600,000	-	3,600,000
1047	Former RDA -Residuals	1,025,467	600,000	-	600,000
1058	Former RDA Passthrough	806,946	400,000	-	400,000
1129	Property Tax In-Lieu of VLF	183,164	183,164	-	183,164
1135	Sales & Use Tax -Measure K	946,157	1,935,606	713,656	2,649,262
1000	Taxes	34,252,271	32,658,026	256,630	32,914,656
1521	County Pool Interest Earned	548,422	110,000	-	110,000
1525	LAIF Interest Earned	7,337	10,000	-	10,000
1556	County Land/Bldg Rentals	-	35,042	-	35,042
1500	Use of Money and Property	555,759	155,042	-	155,042
1661	Highway Property Tax Rental	1,237	600	-	600
1831	Homeowner Tax Relief	95,430	105,000	-	105,000
1868	Timber Tax Yield	3,151	2,000	-	2,000
1871	State Aid	375,096	152,372	107,553	259,925
1971	Other In-Lieu Taxes	411	400	-	400
1600	Intergovernmental Revenues	475,325	260,372	107,553	367,925

		FY 2019-20 Actuals	FY 2020-21 Recommended	FY 2020-21 Adjustments	FY 2020-21 Adopted
2291	Library Fees & Fines	65,995	-	-	-
2293	Lost/Damaged Books	3,527	-	-	-
2451	Misc Services to Cities	24,759	24,000	-	24,000
2000	Charges for Services	94,281	24,000	-	24,000
2521	IFR - General Fund	222,309	146,988	(1,418)	145,570
2538	IFR - Library Donor Fund	114,500	170,000	-	170,000
2545	SBOE Reconciliation	6,091	-	-	-
2500	Interfund Revenue	342,900	316,988	(1,418)	315,570
2631	Sale of Literature	-	3,000	-	3,000
2644	Insurance Refunds	8,303	-	-	-
2645	SDI Payments	7,227	5,000	-	5,000
2646	Gifts & Donations	3,006	-	-	-
2647	Friends Donations	108,810	-	-	-
2655	Other Foundation Grants	-	150,000	-	150,000
2658	All Other Misc Revenue	445,461	388,289	(388,289)	-
2600	Miscellaneous Revenue	572,807	546,289	(388,289)	158,000
	Total Revenue	36,293,342	33,960,717	(25,524)	33,935,193
3333	Fund Balance	27,859,743	23,701,495	8,783,237	32,484,732
	TOTAL SOURCES	64,153,086	57,662,212	8,757,713	66,419,925

Requirements

4111	Permanent Salaries	10,560,895	11,415,962	-	11,415,962
4160	Extra Help Salaries and Benefits	2,090,918	2,703,463	288,505	2,991,968
4321	Retirement Contribution	2,669,093	3,366,567	-	3,366,567
4400	Benefits	1,693,979	1,857,413	-	1,857,413
4450	Wkr Comp/Unemployment	166,797	158,534	-	158,534
4000	Salaries and Benefits	17,181,680	19,501,939	288,505	19,790,444

		FY 2019-20 Actuals	FY 2020-21 Recommended	FY 2020-21 Adjustments	FY 2020-21 Adopted
5132	ISD Phones	16,032	-	-	-
5184	Trust Fund – Excess Revenue	3,178,621	1,850,000	4,501,554	6,351,554
5188	SBOE Payments	3,916	-	-	-
5193	Office Expenses	140,290	244,000	-	244,000
5196	Photocopy Lease/Usage	27,707	150,402	-	150,402
5197	Mailing	17,667	10,000	4,000	14,000
5198	Donations Funded Services	9,091	149,000	(1,843)	147,157
5199	Friends Funded Services	95,559	-	208,279	208,279
5212	Computer Equipment	1,081,444	1,425,000	292,000	1,717,000
5215	Software and Maintenance	381,164	573,358	137,002	710,360
5234	Furniture and Equipment	476,776	1,808,500	41,500	1,850,000
5331	Memberships	39,076	40,000	-	40,000
5343	Advertising and Publicity	7,675	10,000	-	10,000
5426	Equipment Maintenance	9,524	5,000	-	5,000
5455	Facilities Maintenance	12,776	25,000	-	25,000
5459	Misc. Other Maintenance	13,593	64,000	-	64,000
5483	Custodial	31,455	35,000	-	35,000
5631	Utilities	23,623	35,000	-	35,000
5634	Recycling	7,772	10,000	-	10,000
5635	Water Service	7,752	15,000	-	15,000
5712	Mileage Allowance	12,104	12,100	-	12,100
5721	Meetings and Conferences	122,762	200,000	-	200,000
5722	Employee Reimbursement	18,210	25,000	-	25,000
5731	Employee Training	1,250	2,000	-	2,000
5854	Contract Library Services	89,603	50,000	-	50,000
5856	Promotional Materials	109,957	227,500	-	227,500
5858	Professional Contracts	327,819	1,508,605	967,305	2,475,910

		FY 2019-20 Actuals	FY 2020-21 Recommended	FY 2020-21 Adjustments	FY 2020-21 Adopted
5866	Fingerprinting	13,521	61,025	-	61,025
5872	Cost Applied Support Charges	14,405,432	-	-	-
5875	Interagency Agreements-PLS	1,252,849	1,351,613	(149,202)	1,202,411
5876	Programming Services	7,561	10,000	-	10,000
5925	Emergency Assistance Expense	-	350,000	-	350,000
5926	Alcohol/Drug Testing	141	500	-	500
5927	Program Activities Expense	538,229	704,500	5,373	709,873
5931	Books -Adult	478,802	352,000	-	352,000
5932	Books -Children	402,052	472,000	-	472,000
5933	Videos -Children	16,119	59,000	-	59,000
5934	Books -Serials	149,945	149,000	-	149,000
5936	Audio Materials	83,648	95,800	-	95,800
5937	Videos -Adult	137,994	169,000	-	169,000
5938	Digital Materials	1,245,887	1,098,000	81,751	1,179,751
5939	World Language Materials	209,099	258,000	-	258,000
5942	Other Library Expense	970,787	485,623	-	485,623
5969	Summer Learning -Measure K	5,700	388,289	(11,649)	376,640
5000	Services and Supplies	26,181,062	14,478,815	6,076,070	20,554,885
6263	Agreements -RWC/DC	780,886	920,000	-	920,000
6712	Telephone Service Charges	53,347	152,820	(97,631)	55,189
6713	Automation Services -ISD	79,102	79,257	(30,654)	48,603
6714	County Facility Rental Charges	140,641	153,307	5,077	158,384
6717	Motor Vehicle Mileage Charges	54,531	84,425	-	84,425
6724	Auto Liability Insurance	3,001	3,121	577	3,698
6725	General Liability Insurance	123,738	136,111	1,081	137,192
6727	Official Bond Insurance	3,743	3,892	31	3,923

		FY 2019-20 Actuals	FY 2020-21 Recommended	FY 2020-21 Adjustments	FY 2020-21 Adopted
6728	County Property Insurance	42,432	46,675	10,609	57,284
6732	County Counsel Services	17,216	-	25,000	25,000
6733	Human Resources Services	4,240	4,240	34	4,274
6734	Motor Vehicle Replace Charge	-	3,862	-	3,862
6738	Countywide Security Services	33,640	39,799	7,870	47,669
6739	Card Key Public Works	14,444	14,445	-	14,445
6814	Misc Other Charges	13,446	-	12,300	12,300
6821	A-87 Expense	645,240	648,110	(61,673)	586,437
6000	Other Charges	2,009,647	2,290,064	(127,379)	2,162,685
7311	Fixed Assets -Equipment	687,750	434,000	1,299,396	1,733,396
7000	Fixed Assets	687,750	434,000	1,299,396	1,733,396
7548	Facility Maintenance Charge	13,566	14,762	368	15,130
7500	Other Financing Uses	13,566	14,762	368	15,130
	Gross Appropriations	46,073,706	36,719,580	7,536,960	44,256,540
8142	Intrafund Transfers	(14,405,352)	-	-	-
8000	Intrafund Transfers	(14,405,352)	-	-	-
	Net Appropriations	31,668,354	36,719,580	7,536,960	44,256,540
8611	Operating Reserves	10,550,540	4,264,763	-	4,264,763
8811	Capital Reserves	21,934,192	16,677,869	1,220,753	17,898,622
	Total Reserves	32,484,732	20,942,632	1,220,753	22,163,385
	TOTAL REQUIREMENTS	64,153,086	57,662,212	8,757,713	66,419,925