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CONTRA COSTA COUNTY LIBRARY COMMISSION

A G E N D A

DATE: Thursday, July 28, 2005
TIME: 7:00 p.m.
LOCATION: Contra Costa County Library Headquarters
75 Santa Barbara Road, Pleasant Hill, Administration Conference Room C

 The Library Commission will provide reasonable accommodations for persons with disabilities planning to attend Library Commission meetings who contact Library Administration at least 24 hours before the meeting, at (925) 646-6423.

1. **7:00 p.m. CALL REGULAR MEETING TO ORDER**
The Library Commission Chairperson will call the meeting to order.
2. **COMMISSION BOOKSHELF**
Library Commissioners can provide suggestions for current reading.
3. **ROLL CALL**
4. **INTRODUCTIONS**
Visitors will have an opportunity to introduce themselves; self-introductions are voluntary.
5. **ITEMS FROM THE PUBLIC**
Speakers from the audience may address the Library Commission on any relevant issue that is not scheduled for the agenda. Public comment can be made on agenda items when the item is discussed. Public comment is limited to three (3) minutes per speaker and all speakers must fill out a speaker card. Public comment on agenda items can also be e-mailed to the Library Commission at ccclibcommission@ccclib.org to be received one day prior to the Library Commission meeting.
6. **ACTION ACCEPTANCE OF MINUTES - *Agenda Attachment 1***
Approve or amend the minutes of the meeting May 26, 2005.
7. **ACTION APPROVAL OF AGENDA**
Approve or amend the agenda for the meeting of July 28, 2005.
8. **ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS**
Commissioners or library staff may make announcements regarding the Library Commission and library or Friends group activities of interest to other Library Commission members.
9. **CORRESPONDENCE - *Agenda Attachment 2***
Receipt and referral of Library Commission correspondence.
10. **REPORT FROM COUNTY LIBRARIAN - *Agenda Attachment 3***
County Librarian will report on items of interest to Commissioners.
11. **BAY AREA LIBRARY & INFORMATION SYSTEM (BALIS) LAY ADVISORY BOARD REPORT**
Information from the BALIS Advisory Board will be given on items of interest to Commissioners.

12. 7:20 p.m. OLD BUSINESS

13. 7:25 p.m. NEW BUSINESS

A. COMMUNITY LIBRARY FACILITY PLANNING UPDATE

ACTION Commissioners involved in planning new community libraries will provide an update.

B. LIBRARY CONSTRUCTION BOND OF 2006- *Agenda Attachment 4*

ACTION SB 1161 was introduced by Senator Alpert on February 2, 2004 and was signed by Governor Schwarzenegger in September of 2004. The California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2006 will appear on the June 2006 ballot.

C. CALIFORNIA STATE FAIR

This year, Contra Costa County Library is working with the Arts & Culture Commission of Contra Costa County and CCTV to create a County exhibit for the California State Fair to be held in Sacramento August 12 – September 5, 2005. While the content of the exhibit will focus on many aspects of Contra Costa County, the primary theme will be literacy and libraries.

14. ACTION AGENDA SETTING FOR NEXT MEETING

Commissioners will offer items to consider at their September 22, 2005 meeting.

15. 9:00 p.m. ADJOURNMENT TO THE September 22, 2005 LIBRARY COMMISSION MEETING

- Contact telephone number during meeting: (925) 646-6434
- **Library Commissioners**, please call **Corinne Kelly, Executive Secretary**, at (925) 927-3206 by 5 p.m. Wednesday, July 27, 2005 if you will NOT be at the meeting.



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CONTRA COSTA COUNTY LIBRARY COMMISSION

Minutes from Thursday, May 26, 2005

1. CALL REGULAR MEETING TO ORDER

Commission Chair, Walter Ruehlig, called the meeting to order at 7 p.m.

2. COMMISSION BOOKSHELF

Commissioners provided suggestions for current reading:

Title	Author
The California Republic	B. Janiskee & Ken Masugi (editors)
9/11 - The Final Solution: the ultimate	J Kessler
The Greatest Minds and Ideas of All Time	Will Durant
Collapse: How Societies Choose to Fail or Succeed	Jared Diamond
Rise of Theodore Roosevelt	Edmund Morris
Sea Biscuit	Laura Hillenbrand
Reporter's Life	Walter Cronkite

3. ROLL CALL

LASTNAME	FIRSTNAME	TITLE	REPRESENTING	PRESENT	ABSENT	EXCUSED
		VACANT	City of Richmond			
		VACANT	CCC District 1			
		VACANT	Contra Costa Youth Commission			
		VACANT	City of Oakley			
Atkinson	Joyce	Library Commissioner	City of Clayton	X		
Austin	Earl	Library Commissioner	City of Orinda (Alternate)	X		
Bednarz	Ludwik M.	Library Commissioner	CCC District 2			X
Boyd	Jeanne	Library Commissioner	City of Clayton (Alternate)			X
Brown	Carol	Library Commissioner	City of Orinda			X
Burstyn	Deborah Prager	Library Commissioner	City of Walnut Creek			X
Butler	Yolanda	Library Commissioner	CCC District 5 (Alternate)			X
Calderwood	Julie	Library Commissioner	City of Martinez	X		
Cleary	Anne	Library Commissioner	Contra Costa Council	X		
Couzens	Beatrice	Library Commissioner	CCC District 3 (Alternate)			X
Dudiak	Ted	Library Commissioner	City of Pittsburg	X		
Enholm	Greg	Library Commissioner	CCC District 5	X		
Fuller	Kathy	Library Commissioner	City of Martinez (Alternate)	X		
Fugazzi	Ron	Library Commissioner	City of Brentwood			X
Goglio	Joseph	Library Commissioner	Contra Costa Central Labor Council			X
Hoisington	Mary Ann	Library Commissioner	City of Lafayette	X		
Howlett	Patricia	Library Commissioner	City of Concord (Alternate)			X
Johnson	Wayne	Library Commissioner	City of Pleasant Hill	X		
Leffmann	Robert	Library Commissioner	City of Lafayette (Alternate)	X		
Loeza	Porfirio	Library Commissioner	City of Pinole	X		
MacAulay	Bruce	Library Commissioner	City of Hercules (Alternate)	X		
Madfes	Sherry	Library Commissioner	Friends Council	X		
Marshburn	Peggy	Library Commissioner	Office of Education	X		
McClellan	John	Library Commissioner	Town of Moraga		X	
McGrady	Lloyd	Library Commissioner	City of El Cerrito	X		
Mengel	Christina	Library Commissioner	Friends Council (Alternate)			X
Myrick	Dennis	Library Commissioner	Town of Moraga (Alternate)		X	
Nolte	Pauline	Library Commissioner	City of San Ramon	X		
Pearlstein	Helen	Library Commissioner	CCC District 3	X		

Library Commission Minutes

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LASTNAME	FIRSTNAME	TITLE	REPRESENTING	PRESENT	ABSENT	EXCUSED
Pricco	Susan	Library Commissioner	CC Central Labor Council (Alternate)	X		
Ruehlig	Walter	Library Commissioner	City of Antioch	X		
Schmalenberger	Carol	Library Commissioner	City of Pittsburg (Alternate)	X		
Simutis	John D.	Library Commissioner	City of Concord	X		
Smith	Alan B.	Library Commissioner	CCC District 4	X		
Taylor	Stan	Library Commissioner	Contra Costa Council (Alternate)			X
Thiele	Beverly	Library Commissioner	City of San Pablo		X	
Walters	Andrew	Library Commissioner	City of Hercules		X	
Weinberg	Robert	Library Commissioner	CCC District 2 (Alternate)	X		
Wentz	Kelly	Library Commissioner	City of Brentwood (Alternate)			X
Zabrycki	Meg	Library Commissioner	Town of Danville	X		

Total Commission positions: 29

Commission positions filled: 27

Commission positions vacant: 2

Commission quorum: 14

With 21 Library Commissioners present, a quorum was established.

VOTING:

According to the By-laws of the Library Commission, in order for a vote to pass, a majority of the city representatives and a majority of the County representatives must approve it. Upon reauthorization of the Library Commission, the five special appointees to the Library Commission draw lots to determine whether their votes count with the cities or the County. Through June 2006 the special appointees will be counted as follows:

Three representatives votes count
with the cities

- Central Labor Council
- Superintendent of Schools
- Contra Costa Council

Two representatives votes count
with the County

- Youth Council
- Friends Council

ROLL CALL

4. INTRODUCTIONS

Chair Ruehlig welcomed newly appointed Library Commissioners Robert Leffmann, alternate Lafayette representative, and Bruce MacAulay, alternate Hercules representative. Also present at the meeting: President of the Bay Point Library Friends, Ray O'Brien; Library Patron, Captain David Frye; Pleasant Hill Foundation President Jim Utz; San Jose State Library Student, Brian Light; Library Collections and Technical Services Manager, Julie Italiano; Information Systems Programmer/Analyst, Sharon Clapp; Central Library Manager Janet Hildebrand; Library Administrative Services Officer, Susan Caldwell; Deputy County Librarian: Public Services, Laura O'Donoghue; Deputy County Librarian: Support Services, Cathy Sanford; Executive Secretary, Corinne Kelly; County Librarian, Anne Cain.

5. ITEMS FROM THE PUBLIC

Library patron Captain David Frye submitted a letter and gave his opinion on the inadequate assistance available for senior citizens and handicap patrons when asking for help on the computer and the Internet.

Commission Chair Ruehlig acknowledged receipt of the letter from Captain Frye. He stated that he had seen a copy of the letter sent to him by the library (*Attachment to #1 the minutes*) and referred the matter to the County Librarian.

6. ACCEPTANCE OF MINUTES - Agenda Attachment 1

The minutes from the March 24, 2005 Library Commission meeting were approved as submitted.

7. APPROVAL OF AGENDA

The agenda for the May 26, 2005 Library Commission meeting was approved.

8. ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS

Commissioner Calderwood announced that the Friends of the Martinez Library raised over \$6,500 during the April 30, 2005 third annual "Of Books and BBQ" dinner and auction and over the last three years this event raised a total of over \$20,000 for the Martinez Library and raised the profile of the Martinez Friends and the needs of the Martinez Library in the community.

Commissioner Hoisington said that after receiving the \$11.9 million State Office of Library Construction State grant, an ongoing silent campaign for the Lafayette Library & Learning Center has raised \$10.1 million. On April 17, 2005 the campaign was opened to the public with a kick-off event with an estimated 3000 people attending. The consortium partners had activities for every member of the family. Hoisington shared a Contra Costa Times advertisement. The theme of the campaign is *All We Need is You* and every resident Lafayette received a letter requesting support. Hoisington shared a copy of the letter with the group and also showed bags that the Friends purchased to advertise the Lafayette Library.

Smith commented that as a voracious reader who recently had eye surgery that left him unable to drive and read, he has been spending much time listening to books-on-tape. His wife, who is a Librarian at UC Berkeley, was impressed by the helpful, pleasant and well-trained Contra Costa County Library staff. Smith asked that this information be shared with the staff. He also mentioned that past President of CALTAC will be termed out at the end of 2005 and CALTAC is looking for a replacement and to contact CALTAC or Smith for additional information.

The Friends of the Bay Point Library sponsored Bay Point author Dean Mcleod in a book signing at the Library on April 30, 2005. Three copies of McCloud's book Bay Point were donated to the Bay Point Library.

Ray O'Brien, from the Bay Point Friends, mentioned the "Fun"-tastick Day at the Bay Point Library on Saturday, May 21, 2005, that was held to gather community support in the fundraising efforts with a silent auction and raffle. Activities included face painting, dance performances and a Shorinji Kempo demonstration. The Friends had their first book sale and encouraged library patrons to *check-it-out*.

Commissioners Pearlstein and Zabrycki mentioned that the Friends of the Danville Library's onsite bookstore receives overwhelming donations and this fiscal year the bookstore raised over \$35,000 for the Danville Library. The bookstore is open everyday of the week except Sundays. Danville Library will have a presence in the Town of Danville's 4th of July parade. The Friends of the Danville Library began selling books online at booksfromfriends.org and raised \$750 from this endeavor. The memorial for former Senior Branch Librarian, Stephanie vanOgtrop, will be held on Sunday, June 26, 2005 and will be a British Tea in her honor. Invitations were distributed (*attachment #2 to the minutes*).

Commissioner Atkinson said that the Clayton Library's 10th birthday celebration in March 2005 involved several successful events. Volunteers were recognized, there was a murder mystery event and a celebration with the mining and western themes. On March 19-20, 2005 the Clayton community and Library had an arts and entertainment weekend and many people came into the Library.

Commissioner Nolte announced that the San Ramon Library Foundation raised \$9,200 during their semi-

annual book sale.

Commissioner MacAulay said that the Hercules Library groundbreaking celebration was on May 14, 2005 and the beautiful location is on a hill next to the City Hall.

Commission Chair Ruehlig mentioned the Antioch Chamber of Commerce's Hometown Hero program, which is a joint venture with cities, schools and non-profit organizations in East County and was established to provide funds for parks, people and potholes. The Hometown Hero Awareness bracelet is sold by non-profit groups for \$5 and \$4 raises money for the City and the non-profit retains \$1. Ruehlig also sported a *Support Your Library* button and anyone interested in obtaining one should let him know. Commission Chair Ruehlig shared a copy of an Antioch Library volunteer time card. He also announced that on April 23, 2005 over 180 people attended Antioch Library Friend's sponsored fiesta, Biblioteca Pública de Antioch, to celebrate the new Spanish language materials purchased with the International Language grant, with folkloric dancing, crafts and storytelling.

Commissioner Marshburn said that the Walnut Creek Library Foundation had their third successful Walk the Library Walk on May 14, 2005. The City of Walnut Creek has selected Group 4 as the architects for the new downtown Walnut Creek Library and the City is considering to kick-off a bond measure on the November 2005 ballot.

The County Office of Education will launch a portal in September 2005 and is partnering with Contra Costa County Library to provide, free to schools, the *ed1stop* that includes information designed for teachers, students, parents, and administrators. Marshburn suggested that Commissioners visit the Website www.cocoschools.org for additional information on the ed1stop portal service.

Commission Chair Ruehlig presented Commissioner Alan Smith with a Board of Supervisors' Resolution that was signed on May 24, 2005 (*attachment #3 to the minutes*). Commissioner Hoisington presented Smith with a children's book The Story of Rice as recognition for his many books that he has contributed to the library. Alan Smith served as Chair of the Contra Costa County Library Commission from November 1998 through November 2001 and again from January 2003 through January 2005 and served as Vice-chair on the Library Commission from November 2001 through December 2002. He has conducted training sessions throughout California to library boards and commissions and is currently Vice President of the California Association of Library Trustees and Commissioners (CALTAC) represents the Contra Costa County Library on the BALIS System's Advisory Board and continues to serve on the Contra Costa County Commission.

Commission Chair Ruehlig presented former Commissioner Regina Brinker with a framed picture of her that was taken during the first annual Fun Run/Walk (*attachment #4 to the minutes*). Brinker served on the Library Commission representing the City of Oakley from July 2, 2001 through April 5, 2005 and served as Vice-chair to the Library Commission from January 22, 2004 through January 27, 2005. Regina's leadership in initiating the first annual Contra Costa County Library Fun Run/Walk, Power Your Body & Mind @ your library, benefited the library not only in raising \$15,500 for children's books, but in bringing awareness of the library to the community. Regina is currently helping with the 2nd annual Fun Run/Walk scheduled for July 24, 2005. Brinker commented that she is moving out of the County and appreciates her experience with the library and the Commission. She added that she looks forward to running in the second annual Fun Run/Walk.

9. CORRESPONDENCE - Agenda Attachment 2

Correspondence to the Commission about video late fees was discussed on this agenda under New Business.

There was no other correspondence.

10. REPORT FROM COUNTY LIBRARIAN - *Agenda Attachment 3*

County Librarian, Anne Cain, said that the most recent items of interest are included in the packet. She reported on a library meeting room policy change that will go into effect on June 7, 2005 and shared a May 25, 2005 San Francisco Chronicle article <http://www.contracostatimes.com/mld/cctimes/news/editorial/1177742.htm> (*attachment #5 to the minutes*). A federal judge issued a preliminary injunction directing the County to allow religious services in library meeting rooms. The current meeting room policy does not allow for religious services in library meeting rooms and will be changed. This issue came up earlier this year involving the Antioch Library. Cain added that she could be contacted if there are additional questions regarding this issue.

Commissioner Hoisington questioned the library's policy on accepting book donations that was addressed at the March 24, 2005 meeting. It was clarified that if a book was donated to a specific branch and accepted for the collection by the Branch Librarian, then that item would be placed in the collection of that specific branch. If there were a hold for that item, it would be sent to the patron requesting the hold, to be picked up at the patron's selected library. Deputy County Librarian O'Donoghue plans to attend Lafayette Library Friend's June meeting and will address any questions from the Friends.

11. BAY AREA LIBRARY & INFORMATION SYSTEM (BALIS) LAY ADVISORY BOARD REPORT

There was not a BALIS Advisory Board report.

12. OLD BUSINESS

FUN RUN PRESENTATION & UPDATE – *Agenda Attachment 4*

Jim Utz, Pleasant Hill Community Foundation Board member, presented the library with a check for \$1,000 for the second annual Fun Run/ Walk Power Your Body & Mind @ your library (*attachment #6 to the minutes*). He said that the Foundation has been made aware of the many ways that the community benefits from libraries from library staff member, Carol Somerton, who is also a member of the Pleasant Hill Community Foundation and working on her Masters in Library Science (MLS). He added that he is looking forward to participating in the July 24, 2005 Fun Run/Walk as a walker and that last year he participated by pushing a baby carriage on the 5K route. Utz shared an informational brochure about The Pleasant Hill Community Foundation and added that the Foundation will help promote the second annual Fun Run/ Walk and hopes to be a regular sponsor in years to come.

Administration Services Officer, Susan Caldwell, informed the Commissioners that donations are very important to the Fun Run/Walk to help defray the costs of conducting the event by allowing more proceeds from the event to go towards children's material.

Commissioner Pricco, who represents the Central Labor Council, said that AFSCME Local 2700's Board has agreed to sponsor the Fun Run/Walk with a donation of \$2,500, which will be sent to the library soon.

Caldwell added that in addition to the Fun Run/Walk, the event will have pre-race activities for children and families. The activity list is included in the Commission packet.

Volunteers are needed for the day of the Fun Run/Walk. A sign-up sheet was routed for Commissioners if they plan to volunteer. Caldwell offered buttons to those interested in helping promote the event.

ADVISORY BODY REFRESHER TRAINING – *Agenda Attachment 5*

Commission Chair Ruehlig mentioned that the County's Advisory Body Brown Act training session was

held on May 3, 2005 in the Board of Supervisors' Chambers. Information from the training is included in the Library Commission packet. Quorums were discussed at the training. A quorum is half of the filled advisory body's positions plus one. Advisory bodies cannot meet without a quorum. There exists only one advisory board (out of dozens) that has the authority to meet for informational purposes without a quorum. It is important that Commissions inform library staff if they will not be attending a Library Commission meeting so that staff can monitor and make calls as needed to ensure a quorum.

13. NEW BUSINESS

STATUS OF WIRELESS IMPLEMENTATION PLAN FOR CONTRA COSTA COUNTY LIBRARY - *Agenda Attachment 6*

Sharon Clapp, Information Systems Programmer/Analyst I, informed the Commission about the Contra Costa County Library's implementation plan for wireless hot spots, defined as wireless fidelity or more commonly known as wi-fi. Wi-fi is networking technology for computers and similar devices (e.g., lap top computers, personal digital assistants-PDAs, smart phones, etc.) that allows for high-speed Internet connection. A "hotspot" is a location where wi-fi access to the Internet is available. Wi-fi is becoming popular in public places such as coffee shops, hotels and airports.

The Contra Costa County Library examined best practices of other libraries that use wi-fi. The first libraries that wi-fi implementation will take place will be in the Concord, Walnut Creek and Ygnacio Valley Libraries. These libraries were selected to be the first to implement wi-fi because there is an agreement between the cable provider, Seren, and the Cities of Concord and Walnut Creek allowing the library free broadband access to the Astound service. It will take minimal execution, beyond what the library already has in place, to set up wi-fi. The *pilot* wi-fi rollout will then continue with the new Dougherty Station joint-use facility, the Danville, Orinda and Pinole Libraries (using the library's telecommunications).

Library patrons can enter the library and, from a designated wi-fi hot spot, use their personal Internet access devices and access the Internet. Wi-fi hot spots have been known to reach 150-300 feet from the wireless Internet site. There will not be a fee to use the service and it will not be necessary for the patron to have a library card. The user will be required, through the use of a captive portal, to accept the disclaimers releasing the library from any liabilities. Information about the patrons will not be gathered. The captive portal can also promote library resources and guide users to the library Website, www.ccclib.org. Results of the pilot project will govern needed changes that develop and then a systematic rollout will occur at the other Contra Costa County Libraries.

Wi-fi implementation will have minimal impact on library staff who will not offer support on patrons' devices. Staff can provide printouts or point out the web pages that Library Automation has created to assist users of the wi-fi hotspots. Up to fifty patrons may access wi-fi simultaneously from a hot spot. The library does not plan to set up carousels for wi-fi hot spots, but prefers to make it possible for patrons to access the Internet from a variety of areas in the library.

LATE FEES ON VIDEOS - *Agenda Attachment 7*

County Librarian, Anne Cain, discussed with Commissioners recommendations that she has received from some library patrons and staff to reduced the fines for overdue videos and DVDs from \$2 back to \$1 a day.

Two years ago fines were increased in order to balance the budget and it was recommended to double the fines from \$1 to \$2 a day at that time. The cap on fines is \$10 a day.

Cain corresponded with library patron Christopher Pummer regarding video and DVD overdue fines.

Pummer was not able to attend this Commission meeting but asked that the Commission discuss the issue and approved having his e-mail correspondence included in the Commission packet.

Cain said that she was moved by the number of parents she has heard from that have told their children that they cannot check out videos and DVDs because of the fines. The library's purpose in charging fines for overdue material is not to raise money, but to get the material back so that it circulates. The goal is to get these items circulated to as many patrons as possible.

Cain recommended that the library return to the \$1 a day fines for overdue videos and DVDs. There will be a small loss of revenue, but the collection agency generates funds that offset this loss.

The Commission expressed concerns and discussed the overdue fines. The discussion included:

- Commission Vice-chair Johnson questioned the possibility that patrons may not return material because the fine is high. This was addressed with the reminder that if material is not returned that the patron will be referred to Unique Management System, the library's collection agency.
- Commissioners Calderwood, Fuller and Loeza said that they know of parents that do not allow their children to check out videos and DVDs because the fines increased.
- Commissioners mentioned that parents say it is easier to return videos and DVDs to rental companies such as Blockbuster because the location is closer to their homes.
- Some Commissioners expressed that since these items can be renewed an additional seven days if a hold is not placed on them, that there should not be a reason that they would run up high fees.
- Commissioner Pearlstein agreed that the \$2 a day fee is excessive when considering parents many obligations.
- Commissioners commented that videos and DVDs do not take long to view, which is much different then items such as books-on-tape and books, which sometimes are returned half listened to or partially read.
- Commissioners Nolte and Austin agreed with the fine at \$2 a day because videos and DVDs can be returned anytime using the library book-drops.

Commission Vice-chair Johnson motioned to vote to recommend reducing the fines and Commissioner Calderwood seconded the motion to vote. Commissioners voted to recommend that the video and DVD late fines be reduced to \$1 a day. The vote from the city representatives was twelve Yes and four NO and the vote was three YES and two NO from the County representatives. The motion to recommend reducing the late fines passed. The next step will be a public hearing process and then the Board of Supervisors will be asked to consider reducing the overdue videos and DVDs fines.

FLOATING COLLECTIONS – Agenda Attachment 8

The concept of a shared library collection or "floating collection" was presented. Floating collections are collections that are not 'owned' by a specific library. Returned material remains at the returning library unless the material is routed to other libraries to fulfill patron holds.

Floating collections have been used by public libraries for 25 years to enhance customer service. The Collection Development Committee has been monitoring ongoing discussions and uses of floating collections in other libraries. As a part of the investigation, Contra Costa County Library invited a team of interns from the San Jose State Library School. Brian Light is one of the students and shared with the Commission the team's findings. Their report was included in the Commission agenda packet.

Brian Light explained that his team considered how floating collections would work in a public library setting and determine how it would work for Contra Costa County Library from a shipping and delivery

perspective. The team traveled with the Contra Costa County Library's Shipping staff to the twenty- three libraries to observe how the material is sorted and delivered. The team corresponded with libraries that currently use floating collections. Much of the team's correspondence are included in the report that is in the Commission agenda packet. Light added that a floating collection is a change in the thought process with the material being thought of as owned by the Contra Costa County Library and not an individual branch library.

The team randomly questioned librarians on their feelings concerning a collection that floats in order to gather insight to how the staff would accept material being a part of a floating collection.

The team's data determined that there are several advantages to having a limited amount of the collection float.

Cathy Sanford, Deputy County Librarian: Support Services, addressed donations and material that is purchased with Friends money for a particular library. Items purchased with Friends or grant funds and items donated to a specific library would not become a floating collection.

Commissioner Smith suggested that the idea of a floating collection is similar to the way that the Contra Costa County Library began with the central distribution coming from Martinez and being shipped around the County.

Cain and the Commission thanked Brian Light and his team, and Deputy Sanford and her team for their presentation on floating collections and wished Light and his team success on their school report.

CONTRA COSTA COUNTY LIBRARY'S BUSINESS CONNECTION WEBPAGE –

Agenda Attachment 9

Central Library Manager, Janet Hildebrand, demonstrated the library's new business webpage called "*The Business Connection*" that offers helpful information for small businesses, www.ccclib.org/business/. The webpage is a part of a Small Business Services grant funded by a Federal Library Services and Technology Act (LSTA) Grant through the California State Library.

Last fall, the library began grant activities and set up a library Business Advisory Group of representatives from business organizations and chambers of commerce around the County that gave valuable input before we began the webpage project. The Business Advisory Group shared what would be beneficial in a business webpage and provided useful feedback when presented with the library's prepared draft.

The Business Connection was introduced to the public on May 2, 2005 through press releases, a feature on the library's home page www.ccclib.org, and over 6,000 e-mails to Contra Costa County Library cardholders that registered for e-mail notification. The library is developing promotional campaigns for each community to bring *The Business Connection* to the attention of business organizations and the community. A 5-minute presentation was developed as a tool for library staff to use to inform the community about *The Business Connection*. The Library Commission agenda packet includes a copy of the presentation that Hildebrand presented to the Commission.

A highlight of *The Business Connection* is the calendar that allows library cardholders to input training opportunities. Patrons enter information directly to the calendar that is monitored by library staff.

County Librarian Cain thanked the Contra Costa Council for their help with *The Business Connection*, and thanked in particular Anne Cleary, Library Commissioner representing the Contra Costa Council for all that

she has done for Contra Costa County Libraries and informed Commissioners that as President of Mirant LLC California, she is transferring to a new position in Atlanta at the end of the month and will be leaving the Commission. Mirant LLC, with the lead from Cleary has made a significant financial influence to East County Contra Costa County Libraries, and she has been a leader to move the library into corporate fundraising.

USA PATRIOT ACT – Agenda Attachment 10

On November 20, 2003 the Library Commission passed a Resolution on Section 215 of the USA PATRIOT Act. Commissioner Smith requested that since the Senate Judiciary Committee will be conducting hearings on the renewal of the 16 provisions of the USA PATRIOT Act that are slated to sunset at the end of 2005, Smith thought that the Commission should consider reminding our Congressional representatives of the Commission’s Resolution.

Commissioner Nolte suggested sending a letter enclosing the Library Commission’s Resolution on the USA PATRIOT Act conveying the Commissions intensions with the Resolution.

Commissioner Marshburn moved to send a copy of the already approved USA PATRIOT Act Resolution, and the motion was seconded by Commissioner Dudiak.

The Commission unanimously supported sending the November 20, 2003 adopted resolution about section 215 of the USA PATRIOT Act to the Senate Judiciary Committee with copies to the County’s Congressional representatives.

14. AGENDA SETTING FOR NEXT MEETING

There were no items suggested for the July 28, 2005 agenda.

15. ADJOURNMENT TO THE July 28, 2005 LIBRARY COMMISSION MEETING

The Library Commission meeting adjourned at 9:00 p.m.

Submitted by Corinne Kelly
Executive Secretary
Contra Costa County Library

May 26, 2005
Volunteer Recognition



Alan Smith receives award



Library Commission Chair
Walter Ruehlig and Jim Utz



Regina Brinker

April 26, 2005

Mr. David Frey
2019 Norse Drive, #37
Pleasant Hill, CA 94523

REGARDING: Investigation of Phone Complaint Regarding the Pleasant Hill Library Reference Staff

Dear Mr. Frey:

I have investigated your complaint regarding the behavior of the Reference Staff at the Pleasant Hill Library on April 21, 2005. You indicated to me in our phone conversation on April 22, 2005 that they had been impolite and not helpful. You berated staff at length and referred to one of the staff persons as "that fat person who weighs over 200 pounds and should stay at home and bake chocolate chip cookies". When you heard that an Incident Report documented the abusive language you had used in the April 21 interaction, you stated, "that's just a cop-out you women use". This is what I have found:

On April 21, 2005 you requested help accessing a form on the Internet. The help you were given included:

1. You were guided in how to log onto the computer with your library card and how to input your PIN.
2. You were guided in how to go to the website address you wished to view. The staff member who left to answer a patron phone call told you, "If you need help, ask us."
3. Your question about how to operate the computer mouse was answered by a staff member who approached you at your computer and asked you what you needed.
4. A third staff member spent approximately 20 minutes with you searching for a company address and phone number, showing you job listings on a particular website, printing out a form for you provided on that website, and offering to do further research on the address and phone number. She phoned you that afternoon with the information.
5. A fourth staff member spent approximately 10 minutes going over the question with you again and gave you print-outs from your website.
6. Four staff members offered you an appointment with an Internet docent who could spend an hour with you helping you learn how to find and navigate Internet sites, which you declined.

In reaction to this assistance, you made the following statements loud enough to disrupt other library patrons:

1. "You're always asking for more taxes, but you don't want to do your job."
2. "The staff members are useless. There was a time when you could get help in the library but no longer."
3. "You don't know what kind of a man you're dealing with."
4. You called from your seat to ask repeatedly the name of a staff member while she was assisting another patron on the phone. She had to interrupt her work with another patron to ask you to wait until she was finished with the phone assistance.
5. You asked for "the man who always helps me."
6. You asked two staff members for the name of the person in charge of the library. When you were given two names, you stated that you wanted a man to assist you because "it is not possible to communicate with a woman." You stated that you are an ex Navy Captain and find it impossible to talk with a woman. You said, "Why are there no men in the library? Did you castrate them all?"

**REGARDING: Investigation of Phone Complaint from Mr. David Frey Regarding
the Pleasant Hill Library Reference Staff**

April 26, 2005

Page 2

7. You repeated statements of this nature many times throughout the time you interacted with five staff members on April 21, including while they were attempting to assist you.

After gathering information from all the staff that either interacted with you or overheard the interactions, I have found that your behavior is not acceptable in the library and I am enclosing a copy of the policy for "Standards of Behavior for Use of the Facilities, Equipment, and Materials of the Library," an adopted policy of the Contra Costa County Board of Supervisors. The specific unacceptable behaviors, referred to in the policy are:

While in the library, the following are not allowed:

- *Engaging in any act which interferes with the normal and intended use of the library*
- *Loud talking or excessive noise*
- *Profanity or abusive language*

I do not find that the library staff did anything improper in their interactions with you on April 21, 2005. All attempted to help you make use of the services offered by the library.

The Contra Costa County Library policy for Internet use (enclosed in this letter) includes the following provision:

- *Library staff or docents will help users get started, but they may not be able to provide individual instruction. Users are encouraged to explore on their own. Staff can also provide information about Internet training opportunities and a variety of instructional materials on using the Internet.*

On April 21, you were provided with the assistance that is offered to all patrons, and you were offered access to additional assistance through signing up for an Internet docent who could spend more time with you.

Your expectation about the level of service you require may not fit the level of services provided by the Library. If you require further instruction and assistance, staff is able to provide you with information about classes in the community on computer use, Internet, and word processing skills, as well as community organizations that assist job seekers. Alternatively, the Pleasant Hill Library and many other Contra Costa County libraries offer volunteer docents who can provide some assistance in 1-hour sessions.

In the future, however, you must adhere to the Library's policy for "Standards of Behavior" and the "Rules for Internet Use" when using the library in order to continue to have access to these services. This includes refraining from using offensive or abusive language with library staff.

Sincerely,

Rose-Marie Westberg
Deputy County Librarian: Public Services

Enclosures

THE BOARD OF SUPERVISORS OF CONTRA COSTA COUNTY, CALIFORNIA

Adopted this Resolution on November 16, 1999, by the following vote:

C. 143

Ayes: SUPERVISORS GIOIA, UILKEMA, DeSAIXNIER and CANCIAMILLA
Noes: NONE
Absent: SUPERVISOR GERBER
Abstain: NONE

RESOLUTION NO. 99/601

SUBJECT: IN THE MATTER OF ADOPTING A POLICY FOR STANDARDS OF BEHAVIOR FOR USE OF THE FACILITIES, EQUIPMENT, AND MATERIALS OF THE CONTRA COSTA COUNTY LIBRARY.

Upon recommendation of the Acting County Librarian, this Board adopts the following policy and rescinds all previously adopted policies and rules and regulations (including Resolution No. 1208) for Standards of Behavior for Use of the Facilities, Equipment, and Materials of the County Library.

BOARD OF SUPERVISORS, Contra Costa County Library
POLICY FOR STANDARDS OF BEHAVIOR FOR USE OF THE FACILITIES, EQUIPMENT AND MATERIALS OF THE LIBRARY

It is the policy of the Contra Costa County Library to provide a safe, welcoming environment that will support the goal of bringing people and ideas together. To ensure that all library users have a pleasant, productive and safe experience, all library visitors are required to adhere to the following Standards of Behavior.

Unacceptable Behaviors:

Any person inside the public spaces of a library must not:

- Engage in any act which interferes with the normal and intended use of the library
- Talk loudly or otherwise cause excessive noise
- Use profane or abusive language
- Misuse furniture, equipment or materials
- Eat or drink
- Monopolize space or equipment
- Solicit or panhandle

Safety Considerations:

For the safety of all library patrons, any person inside or directly outside the public spaces of a library building must not:

- Engage in any act that endangers the safety of a library patron or staff member or damages library property in any way
- Bring bicycles or other modes of transportation assistance not required by disabled patrons into the library
- Block entrances, exits, aisles, walkways
- Bring animals into the library, except guidedogs
- Leave young children unattended

Library patrons are responsible for their own conduct and that of their children. Patrons not following these standards may be asked to leave the library.

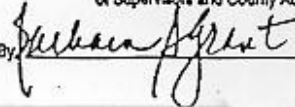
Rules For Use:

The County Librarian shall promulgate rules for the implementation of this policy. Such rules may contain branch specific rules.

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: November 16, 1999

PHIL BATCHELOR, Clerk of the Board of Supervisors and County Administrator

By:  Deputy