

MEETING OF THE LIBRARY COMMISSION A G E N D A

DATE: Thursday, September 15, 2022


TIME: 7:00 p.m. LIBRARY COMMISSION MEETING

LOCATION: **The Meeting will be held virtually via Zoom. You may click on the link below or copy/paste it into your browser. The meeting password is 723556 You may also dial in using this number: 1(669) 900-9128 Meeting I.D.: 872 8115 9753**

Link:

<https://us06web.zoom.us/j/87281159753?pwd=T2pwajlrS0hvc2YySTVnTUVnWHh0dz02>

- Electronic agenda packet viewing is available at: <https://ccclib.org/commission/>
- Hard copy agenda packets are available for viewing at each Contra Costa County Library
- The meeting will be recorded for record keeping purposes

 The Library Commission will provide reasonable accommodations for persons with disabilities planning to attend Library Commission meetings who contact Library Administration at least 72 hours before the meeting, at (925) 608-7730. After 72 hours prior, accommodations will be on a best-efforts basis.

To slow the spread of COVID-19, the Health Officer's Shelter Order of June 16, 2020, prevents public gatherings ([Health Officer Order](#)). In lieu of a public gathering, the Library Commission meeting will be accessible via Zoom to all members of the public as permitted by the Governor's Executive Order N29-20.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the Contra Costa County Library Commission to a majority of members of the Library Commission less than 96 hours prior to that meeting are available for public inspection at Contra Costa County Library Administration, 777 Arnold Drive, Suite 210, Martinez, CA 94553.

Library Commissioners, please **call Library Administration**, at (925) 608-7700 by 5 p.m. **Wednesday, September 14 2022 if you will NOT be at the meeting.** A quorum must be established before a meeting can be held. A record is maintained of Commissioner's attendance.

1. **7:00 p.m.**
(5 mins.) **CALL THE MEETING TO ORDER / ROLL CALL**
The Library Commission Chair will call the meeting to order. Walter will do a roll call to determine a quorum of attendees.
2. **7:05 p.m.**
(5 mins.) **WELCOME & INTRODUCTIONS**
Visitors will have an opportunity to introduce themselves; self-introductions are voluntary.
3. **7:10 p.m.**
(5 mins.) **PUBLIC COMMENT –**
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 speakers may text your comments/questions to 925-723-2873 during the meeting. Public comment on agenda items can also be e-mailed to the Library Commission at walter.beveridge@library.cccounty.us to be received one day prior to the Library Commission meeting.
4. **7:15 p.m.**
Action
(5 mins.) **ACCEPTANCE OF MINUTES – attachment 1**
Commissioners will approve or amend the minutes from the July 2022 meeting.
5. **7:20 p.m.**
COUNTY LIBRARIAN REPORT - attachment 2

Information
(10 mins.) County Librarian Alison McKee will submit a written report on items of interest to Commissioners.

PRESENTATIONS

6. 7:30 p.m.
PRESENTATION
(20 mins.) **RECONSIDERATION POLICY/PROCESS** - *Attachment 3*
Collection Development Manager Deanna Rabago-Lechman will discuss the library's Reconsideration policy and the behind-the-scenes process once a request has been made.
7. 7:50 p.m.
PRESENTATION
(25 mins.) **SUMMERTIME AT THE CCC LIBRARY 2022 –**
Youth Services Librarian Amy Mockoski will present an overview of the Library's Summer Reading and Lunch at The Library programs for 2022.

CONTINUED BUSINESS

8. 8:15 p.m.
ACTION
(15 mins.) **WORKING COMMITTEE REPORTS –**
- A. Commissioner Hildreth will report to the Commission on legislative matters (5 minutes)
 - B. Vice Chair Gemmer will update the commissioners on the current status of the Library Foundation Advisory Group (5 minutes)
 - C. Discussion of the annual report/work plan process and opportunity to volunteer. (5 minutes)

OTHER BUSINESS

9. 8:30 p.m.
ACTION
(10 mins.) **FORMATION OF A NOMINATING COMMITTEE**
If the Commission cares to proceed in the same manner as last year, a motion will be required to form an ad hoc Nominating Committee of three commissioners to meet twice for the purpose of identifying and contacting Commissioners to determine their interest in serving as the Chair and Vice-Chair of the Commission for 2022. A slate of candidates will be presented at the November commission meeting as well as accepting nominations from the floor. As a point or order, anyone serving on the ad hoc Nominating Committee should not be one of the nominees. Keeping this in mind, volunteers for the committee will be accepted.
10. 8:40 P.M.
Information
(15 mins.) **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.
11. 8:55 p.m.
(5 mins.) **AGENDA SETTING FOR NEXT MEETING and FUTURE TOPICS**
Commissioners will suggest items for future meetings.
12. 9:00 p.m. **ADJOURNMENT to the November 17, 2022 LIBRARY COMMISSION MEETING.**

ITEMS TO CALENDAR

1. LC Meeting, Thursday, November 17, 2022

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 1

MEETING DATE: Thursday, September 15, 2022

AGENDA ITEM #: 4.

ITEM: ACCEPTANCE OF THE MINUTES

RECOMMENDED ACTION:

Commissioners will vote to approve, with/without edits, the minutes of the July 21, 2022 meeting.

MEETING OF THE LIBRARY COMMISSION Minutes

DATE: Thursday, July 15, 2022

1. CALL THE MEETING TO ORDER / ROLL CALL

Chair Michael Fischer called the meeting to order at 7:05 p.m.

LASTNAME	FIRSTNAME	TITLE	REPRESENTING	PRESENT	ABSENT	EXCUSED
vacant		Library Commissioner	City of Hercules			
Alaura	Claire	Library Commissioner	CCC District 3	x		
Bracken	Katherine	Library Commissioner	City of Pleasant Hill	x		
DeFraga	Matthew	Library Commissioner	City of Martinez	x		
Dexter	Jim	Library Commissioner	City of Martinez (Alt)	x		x
Dozier	Julia	Library Commissioner	City of Pleasant Hill (Alt)	x		
Faye	Vivian	Library Commissioner	City of Brentwood (alternate)	x		
Ferree	Jacalyn	Library Commissioner	City of Clayton	x		
Fitzpatrick	Arnold	Library Commissioner	City of Oakley (Alternate)		x	
Fischer	Michael	Library Commissioner	City of El Cerrito	x		
Garde	Shrikant	Library Commissioner	City of Orinda		x	
Gemmer	Nicole	Library Commissioner	Town of Danville	x		
Hildreth	Susan	Library Commissioner	CCC District 2			x
Hinton	Stacie	Library Commissioner	Central Labor (alternate)		x	
Hoisington	Mary Ann	Library Commissioner	City of Lafayette	x		
Huh	Dr. John M.	Library Commissioner	City of Antioch	x		
Koops	Barry	Library Commissioner	City of El Cerrito (alternate)	x		
LeFrak-Bellici	Zelda	Library Commissioner	City of Pittsburg	x		
Lurvey	Heather	Library Commissioner	City of Walnut Creek (Alt)	x		
Mac	Ly	Library Commissioner	City of San Ramon	x		
Maher	Janette	Library Commissioner	Town of Moraga (Alternate)			x
Masuda-Nash	Michel	Library Commissioner	City of San Ramon (Alt)	x		
Medrano	Antonio	Library Commissioner	City of San Pablo		x	
Molinelli	Jasun	Library Commissioner	City of Walnut Creek	x		
Morgan	Sarah	Library Commissioner	Town of Moraga			x
Pena-Mendrek	Yolanda	Library Commissioner	City of Oakley	x		
Pursley	George	Library Commissioner	City of Pinole	x		
Robinson	Rich	Library Commissioner	CCCCD		x	
Rosekind	Rachel	Library Commissioner	CCC District 1	x		
Mackey	Lynn	Library Commissioner	Office of Education	x		
Sendig	Linda	Library Commissioner	City of Brentwood	x		
Smith	Alan	Library Commissioner	CCC District 4			x
Smith	Tommy	Library Commissioner	City of Concord	x		
Swernoff	Michael	Library Commissioner	CCC District 2 (Alt)	x		
Thomas	Bryan	Library Commissioner	Central Labor		x	
Walker	Dorothy	Library Commissioner	City of Lafayette (Alternate)	x		
Wilson	Peter	Library Commissioner	CCC District 5			x
Wysinger	Carolyn	Library Commissioner	CCC District 1 (Alternate)	x		

With eighteen commissioners present, a quorum was established.

Total Commission positions:	24
Commission positions filled:	23
Commission positions vacant:	1
Commission quorum:	13

2. INTRODUCTIONS

Two new commissioners attending this evening: Bob Sanguedolce, Alternate Commissioner from Danville, and Clifton Louie, Alternate Commissioner from CCC District III.

3. PUBLIC COMMENT

None this evening.

4. ACCEPTANCE OF THE MINUTES

No changes to the July minutes were suggested. Commissioner Michael Swernoff moved to accept the minutes as presented. Commissioner Julia Dozier seconded the motion.

The motion was approved by consensus of the commission.

5. COUNTY LIBRARIAN REPORT –

- The Pleasant Hill Library grand opening will take place on July 30th, beginning ceremonies at 10:00am and the library doors opening no later than 10:30. The number of people will be regulated so as not to over-populate the library.
- The City of Pittsburg will be increasing their open hours per week for the first time. The city has opted to add 12 open hours per week to the base 40 hours provided by the County, for a new total of 52 open hours per week. This began on July 1st.

PRESENTATIONS

6. TARGETED EMAIL CAMPAIGNS -

Public Information Officer Brooke Converse's PowerPoint is attached to these minutes.

7. **PARTNERING TO SUPPORT PEOPLE EXPERIENCING HOMELESSNESS –**

The PowerPoint used for this presentation is attached to these minutes.

CONTINUED BUSINESS

8.A. Working Group Reports/Legislative Group –

Commissioner Dozier / Pleasant Hill and member of the Legislative Group will give tonight's report. She began by informing the commission that Alison had recently become a member of the CLA's Legislative Committee and as such would be a great resource into library-related legislative happenings.

Next, Commissioner Dozier shared a few items from the recently signed FY2022-2023 state budget. First, the budget contains \$5 million ongoing funding for the summer "Lunch at the Library" programs. With funding in place, worrying about being reapproved annually will be eliminated and more attention can be paid to how the funds are used.

Second, there is a \$10 million appropriation for online job training and workforce development activities. This means programs like Linked-In Learning, etc. will continue to have funding. The Board of Supervisors endorsed both of these programs in letters to the state so we appreciate their efforts on behalf of the library.

Next is a \$50mm one-time appropriation for library infra-structure grants for FY2022/23. Last year's budget contained a similar \$439 million for the same purpose, so this is an additional amount on top of the original appropriation. The \$50 million this year has a \$10 million per project cap and requires matching funds from the cities. CCCL has several grants pending from the \$439 million from last year and anticipates putting in for some of the \$50 million this year.

Finally, \$68 million was put aside to create the State Imagination Library for California. The Dolly Parton Imagination Library is a highly successful international book distribution program that was awarded the Library of Congress literacy award and celebrated sending their 25 millionth book in 2010 and in 2016 reached a "one million a month" milestone.

Children aged 0 to five receive free books that are sent directly to their homes. California is creating their own version of this. A corresponding bill, SB1183, which is in place to implement this particular program, is currently making its way through the legislature with strong bi-partisan support.

8.B. Working Group Reports/Foundation Exploratory Group –

Vice-Chair Gemmer reported on a topic that had been mentioned at the May meeting: The June 16th Internal Operations Committee (IOC) meeting where the IOC considered a status report on the utilization of Measure X funds for the establishment of the countywide library foundation and also considered providing direction on setting up the foundation. Chair of the IOC is Sup. Burgis and the vice-chair is Sup. Andersen. The status report was presented by County Librarian Alison McKee. Her presentation contained information about the various existing friends groups and the foundations and how they have supported the library. Also included was a summary of the effort since 2016 to bring a countywide library foundation to life, including the allocation of \$50,000 of Measure X funds to seed the effort beginning in February 2022 and the contract for fiscal sponsorship by EdFundWest signed by the formation committee in April.

The report stated that the county intends to enter into a financial agreement with the organizing committee's fiscal sponsor EdFundWest. As such the county will be able to disburse the Measure X funds to Ed Fund West so the organizing committee has access to the funds to establish the tax-exempt foundation. The county also intends to enter into a non-financial agreement with the library foundation organizing committee, outlining parameters for the use of the Measure X funds, the process for accessing the funds and the reporting and documentation required for the use of these funds.

Six members of the organizing committee were present at the meeting and were introduced. During the presentation Alison stated that the foundation will function as an autonomous non-county entity but will work

closely with the BOS and County Librarian to align goals. The IOC provided input on formation elements, including the number of directors, the criteria for selection of Board members, potential initial board members, potential community partners and future projects of interest. At the conclusion of public comment, Sup. Andersen stated that the organizing committee seemed to have everything well in hand and that the IOC did not want to be an impediment to the committee. Chair Burgis concluded that she would like to see periodic reports to the IOC about how the Measure X allocation is being used and suggested the possibility that additional Measure X funds might be made available.

A full text of the minutes of the IOC meeting is available on the County's website. The committee is hopeful to have the MOUs in August to review then sign to keep things moving forward.

The committee has continued to meet regularly and are pursuing additional funding opportunities. They are actively creating criteria for fundraising, project assessment, organization bylaws, ethics policies, articles of incorporation and other formation documents. The goal is to file for incorporation and tax-exempt status no later than the end of the year.

8.C. Working Group Reports/Annual Report Group -

Chair Fischer briefly described the process of putting together the Commission's annual report to the BOS and asked once again if there was anyone who would like to either lead or participate in this effort. No volunteers emerged at this meeting, so Chair Fischer said he would give the commissioners a chance to think about it and another request for participants would be made before the next meeting. He then reminded everyone (having been the lead of this effort several times previously) that in most years the annual report was well on the way to completion by this point, so this year's report will need to come together quickly. There will be another update at the next meeting.

9. ITEMS OF INTEREST TO THE COMMISSION AND ANNOUNCEMENTS –

Commissioner Swernoff: The Orinda Library had a float in the city's Fourth of July parade and it was well received by the public.

Commissioner Hoisington: The Lafayette Library is lucky enough to have an outdoor amphitheater which they have been using for storytimes. The bookstore manager comes over every Monday and does a storytime. Tuesday evenings they have a Campfire storytime (even though there is no fire) which is a family storytime at 6pm.

Another thing going on in Lafayette is the Swell Center. The impetus for this was the death of two local teens on the same weekend from suicide at the end of the school year and was put in place by the foundation. It is open at the site of the former coffee shop there and is open to teens Monday through Friday from 10 to 2. There are books, games and snacks and a safe place to be. Young men, in particular, seem to attend most often. An attempt was made to include counseling but liability issues got in the way. Lastly, Commissioner Hoisington shared an item from the Brooklyn Public Library. To fight the wave of censorship in this country, they are sponsoring a "Books Unbanned" event, giving young readers across the country access to their entire e-book library. She thought this was wonderful and worth sharing that some people are standing up to censorship.

Chair Fischer: El Cerrito is slowly but surely moving ahead with trying to establish a new library as part of the transit-oriented development going on there. There will be a meeting with the city in a few weeks and hopefully there will be more to report.

10. AGENDA SETTING FOR THE NEXT MEETING AND FUTURE TOPICS –

Deputy County Librarian Gail McPartland mentioned the deferred item from the May meeting regarding the library's reconsideration policy.

Vice Chair Gemmer mentioned she would like to hear about the library's efforts to be inclusive with regard to storytimes.

11. ADJOURNMENT TO THE September 15, 2022 LIBRARY COMMISSION MEETING.

The meeting was adjourned at 9:05 p.m.

Submitted by Walter Beveridge, Executive Secretary, Contra Costa Library



1



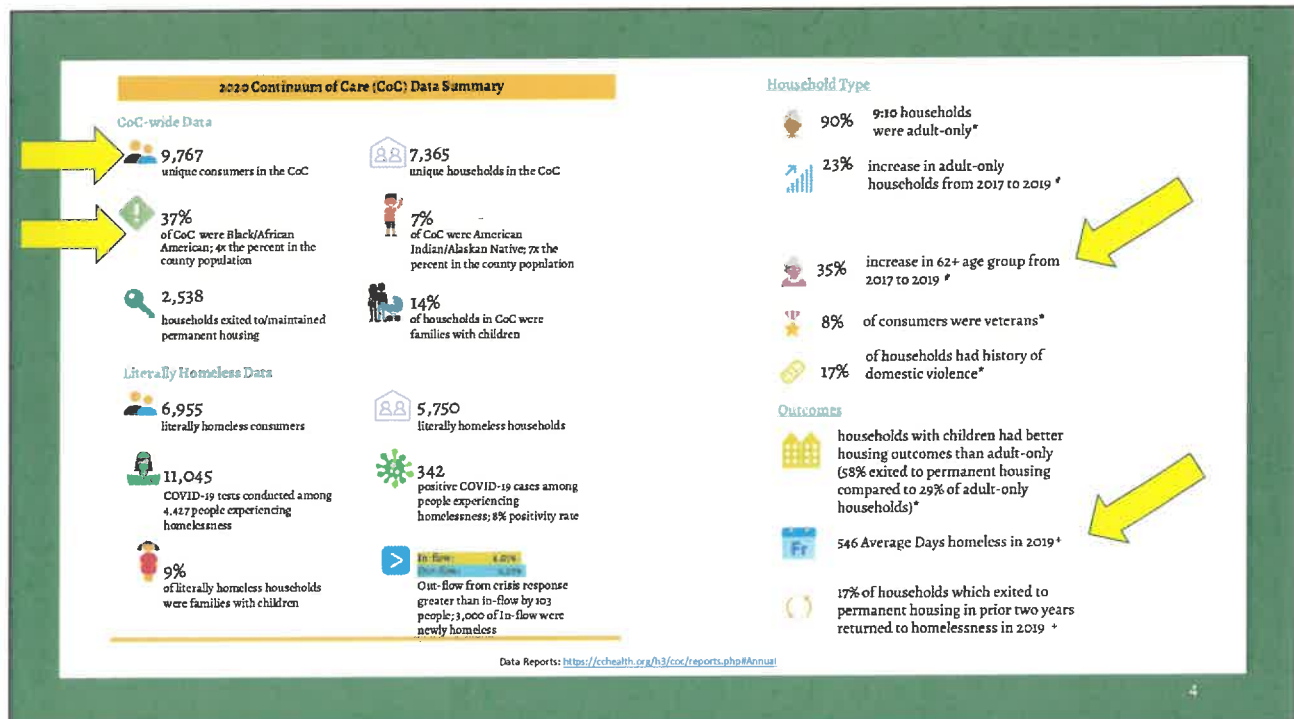
2

Libraries & the Unhoused

Who are the unhoused?

- Someone without a home
 - Someone forced to move from place to place
 - Anyone who has lost their housing due to difficult circumstances
-
- Someone who is unhoused may be sleeping in:
 - Bushes
 - Doorways
 - Outdoor courtyards
 - Sidewalks
 - Cars
 - Parks
 - Alleys
 - Vacant lots
 - And more

3

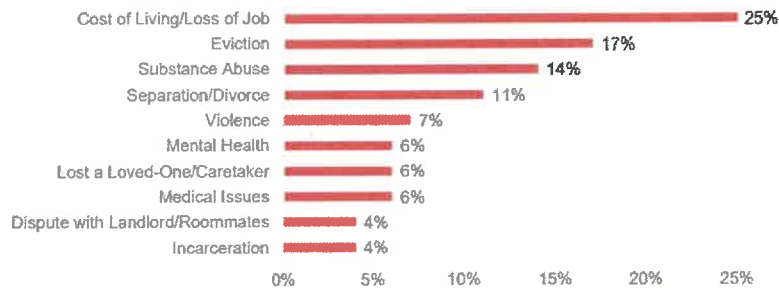


4

Causes from 2020 PIT Count

Financial hardship was the leading primary cause of homelessness (25%), followed by evictions (17%), and substance abuse (14%, Figure Nineteen).

FIGURE NINETEEN: Primary Cause of Homelessness



updated 8/12/20

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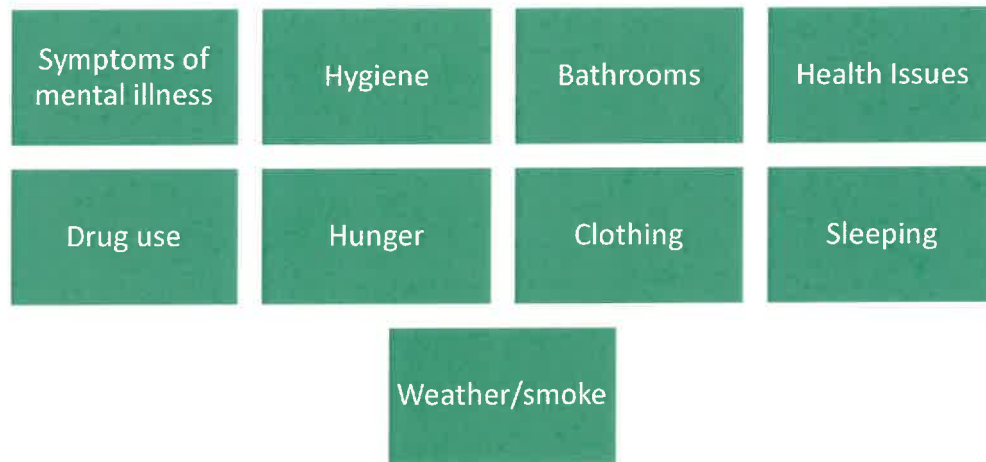
<https://cchealth.org/h3/coc/pdf/PIT-report-2020.pdf>

5

Challenges Faced By People Experiencing Homelessness

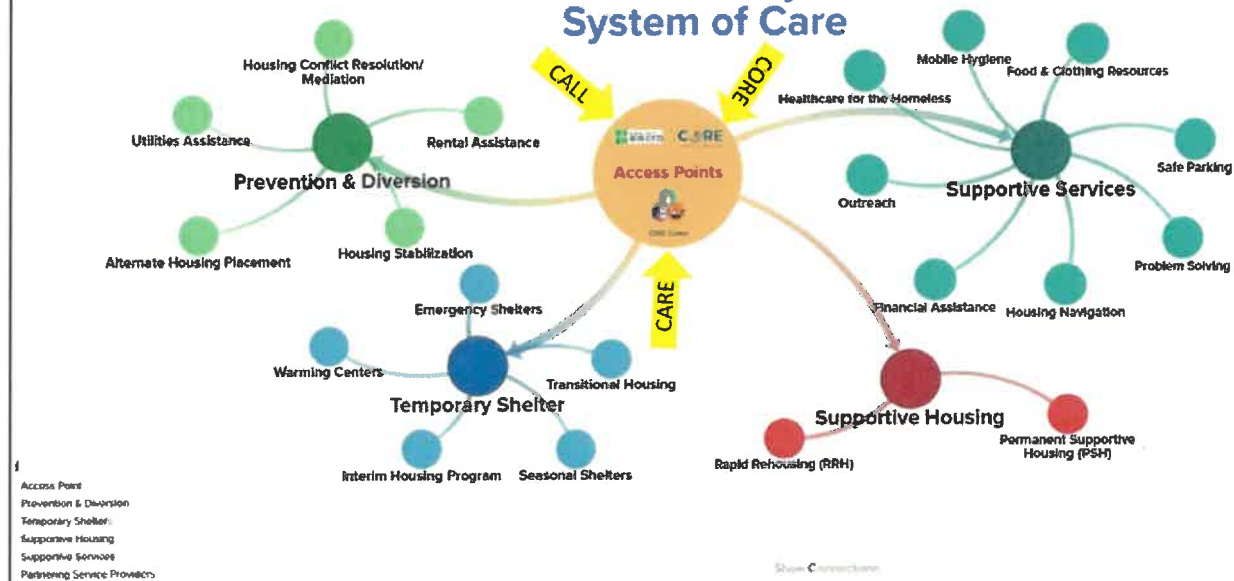
6

Everyday Challenges



7

Contra Costa County Homeless System of Care



8

Accessing Homeless Services in Contra Costa County

If you are experiencing or at risk of homelessness in Contra Costa, here are three ways you can access services.

1) CALL

Call 211 or text "HOPE" to 20121

- Callers will be given resources and information
- Free, confidential service is available 24/7
- Find useful resources online at 211cc.org

2) CARE

Walk into a CARE Center

- Coordinated Assessment Resource and Engagement (CARE) centers are drop-in sites for people experiencing homelessness

RICHMOND — GRIP — 2nd Street
Mon-Fri 9am-4pm | Sat & Sun 10am-2pm

Services

- Basic needs: food, clothing, hygiene
- Case management

WALNUT CREEK — Trinity Center — 1800 Trinity Ave
Mon-Fri 9am-4pm

Services


- Basic needs: food, clothing, hygiene, shelter
- Case management
- Welfare agency

3) CORE

Connect to CORE outreach by calling 211

- Coordinated Outreach Referral and Engagement (CORE) Teams assist individuals and families experiencing unsheltered homelessness by connecting them to healthcare, basic needs and referrals to shelter
- CORE is not available 24/7 and is not a crisis response. Call 911 for emergencies

richmond.org/211 | 925.468.5700



Acceso a los servicios para personas sin hogar en el Condado de Contra Costa

Si usted es una persona sin hogar en Contra Costa o está en riesgo de quedarse sin hogar, estas son tres maneras de acceder a los servicios.

1) Llame

Llame al 211 o envíe un mensaje de texto con la palabra "HOPE" al 20121

- Le proporcionaremos recursos e información
- Servicio gratuito, confidencial y disponible 24/7
- Encuentre recursos útiles en línea en 211cc.org

2) Centros CARE

Acuda a un Centro CARE

- Los Centros de Evaluación Coordinada, Referencia e Información (CARE) son lugares de acogida para las personas sin hogar

RICHMOND — GRIP — 2nd Street
Mon-Fri 9am-4pm | Sat & Sun 10am-2pm

Servicios

- Necesidades básicas: comida, ropa, higiene
- Asesoría social

WALNUT CREEK — Trinity Center — 1800 Trinity Ave
Mon-Fri 9am-4pm

Servicios


- Necesidades básicas: comida, ropa, higiene, refugio
- Asesoría social
- Agencias de bienestar

3) CORE


Póngase en contacto con CORE llamando al 211


- Los equipos de Integración Coordinada, Referencia y Participación (CORE) ayudan a las personas y a las familias desprotegidas y sin hogar que requieren de servicios del cuidado de la salud, necesidades básicas y referencias a un refugio
- CORE no está disponible 24/7 y no es un servicio de respuesta para casos de crisis. Llame al 911 en caso de una emergencia

richmond.org/211 | 925.468.5700



9






COFFEE & CONVERSATION

Are you experiencing homelessness? Interested in learning about available services in Contra Costa County? Join us and the Movement Crisis Center in a welcoming environment to learn, hear (and also help)!

MONDAY, APRIL 9TH AT 2PM

Contra Costa Health Services | Contra Costa County | Contra Costa County | Contra Costa County



Concord Library & H3 Collaboration

April 2018 – March 2020

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Library Pandemic Outreach & Services

- Books to Motels & Shelter
- Cold Weather Backpacks
- Porta-Potty & Handwash Station
- Free Printing Services
- Wifi Inside & Outside
- Hotspot Check Outs
- Kitchen Free Food Kits
- Resources Brochure

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Boise Library's Mental Health Coordinator



Ashley Hammond (center) is the new Mental Health Coordinator and Jessica Door (right) is the director of the Boise Library system.

12

Now at Libraries Across the United States

- Mental health care coordinators
- Social workers
- Peer navigators
- Safe showers: Social service referrals
- Safe parking lot programs

13

Tools for Contra Costa County Libraries

Security

Police

Mobile
Mental Health

211

CORE
outreach

14

Security		
When to Use	How to contact	When available
<ul style="list-style-type: none">• Safety issues• Disruptive behaviors	<ul style="list-style-type: none">• Not available at all libraries	<ul style="list-style-type: none">• Depends on library

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Police		
When to Use	How to Contact	When available
<ul style="list-style-type: none">• Dangerous behavior• Illegal behavior	<ul style="list-style-type: none">• Call 911	<ul style="list-style-type: none">• 24/7

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Mobile Crisis Response Teams

When to Use	How to Contact	When Available	Other Resources
<ul style="list-style-type: none"> Exhibiting non-dangerous Behavioral Health symptoms Consider calling before engaging police 	<ul style="list-style-type: none"> Call 1-833-443-2672 	<ul style="list-style-type: none"> Monday – Friday from 8 a.m. – 6:30 p.m. 	<ul style="list-style-type: none"> A3 Miles Hall Crisis Call Center: 833-443-2672 Contra Costa Crisis Center: Call 211 or text 'HOPE' to 20121 For youth (17 and younger): Call 877-441-1089

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211

When to Use	How to Contact	When Available
<ul style="list-style-type: none"> Connect to resources like housing, food, clothing, hygiene program 	<ul style="list-style-type: none"> Call 211 Text "HOPE" to 20121 Go to: cccc.myresourcedirectory.com 	<ul style="list-style-type: none"> 24/7

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CORE Outreach

When to Use

- Person wants to connect to homeless/housing, health and/or recovery services
- Person needs connections to food, clothing, showers, blankets, toiletries

How to Contact

- Call 211 and choose extension 3

When Available

- Xx
- Not an emergency response service

19

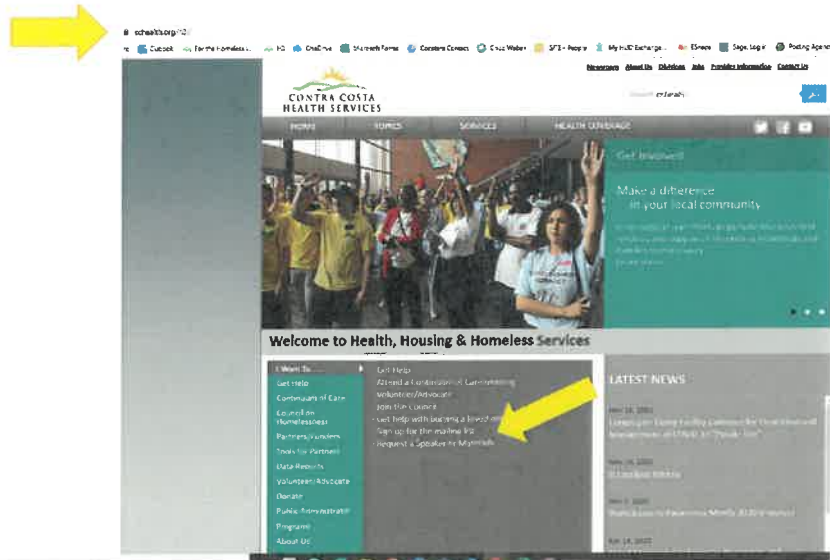
Opportunities for Partnership

Cross Training

Coffee and
ConversationLibrary
outreach to
sheltersHoliday gift
drive for clientsHygiene kit
driveLibraries share
information
with each otherMobile shower
programs
onsiteHealthcare for
the HomelessSafe Parking
ProgramsWarming
Centers

20

Join CoC Mailing List


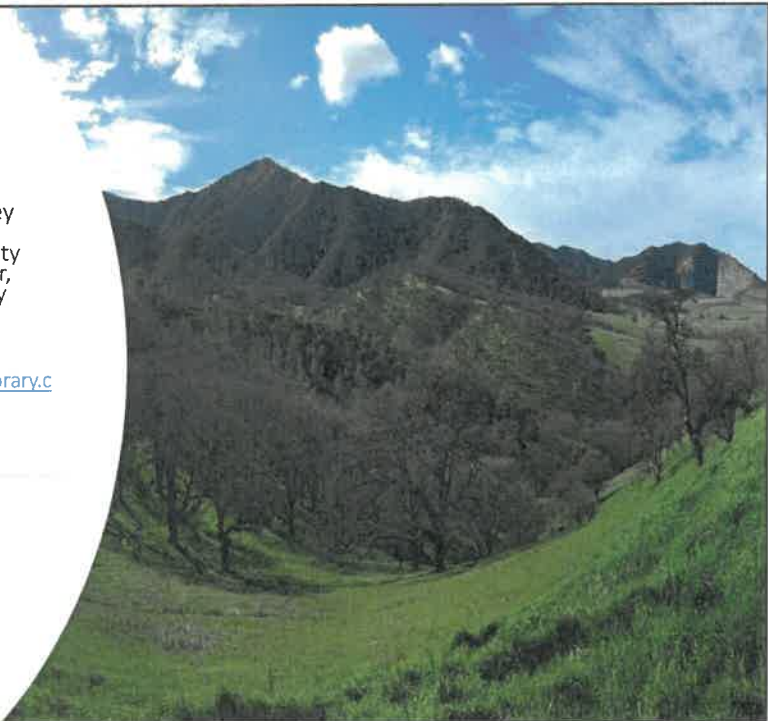


21

Questions?



22



**CONTRA COSTA
HEALTH HOUSING
HOMELESS SERVICES**

Jaime Jenett, MPH
Community
Engagement Specialist
Health, Housing and
Homeless Services
Jaime.jenett@cchealth.org
925-464-0152 Cell

Kimberli Buckley
Senior Community
Library Manager,
Concord Library
Kimberli.Buckley@library.cccounty.us
925-646-5455

For more information about how to
connect to homeless services go to:
<https://cchealth.org/h3>



1

Campaigns

- New Cardholders
- Inactive Cardholders
- Digitarians & Occassionals
- Cardholder Anniversary or Birthday Emails



2



New Cardholders



Since 2019, we have been sending one email, seven days after sign up.


This new expanded campaign updates the first email and adds two additional emails.

New cardholders now receive emails 7, 14 and 21 days after signing up.

The first email congratulates them for being the owner of a new library card and introduces them to a variety of services and resources.

The third email asks "What have you done with your library card?" It lists several ideas for how to give your card a test drive including eBooks and eAudiobooks, Rosetta Stone and online events and programs.


3



New Cardholder Email #2

Three Great Ways

- Try Something New
 - Free museum passes
 - Stream shows and movies
 - Library of Things
- At Your Fingertips
 - Thousands of titles
 - Print from anywhere
 - Newspapers and magazines
- Be the Expert
 - Explore online resources
 - LINK+
 - Improve resume and learn job skills
- It also includes link to browse the catalog and find your local branch.



4

Inactive Cardholders

Email #3 talks about some of the things inactives may have missed since they last used their card including – the return of in-person programming, the increase in hours at 17 branches and more items in the Library of Things.

Patrons who have not used their cards in more than 12 months.

This campaign also consists of three emails which inactive users will receive 7, 14 and 21 days after moving into the inactive category.

Email #1 says “We Miss You” and it reminds the patron that the libraries are open and that if they aren’t comfortable visiting in-person there are dozens of ways to use your card on the go.



5

Inactive Cardholder Email #2

EXPLORE YOUR LIBRARY AND SAVE MONEY

This email discusses some of the ways the library can save you money and makes comparisons.



Audiobook subscriptions like Audible are expensive – eBooks and eAudiobooks through Libby are FREE



Magazine subscriptions are expensive and can clutter your house. Flipster gives access to dozens of popular magazines for FREE



Many popular newspapers have paywalls – with your library card you can access hundreds of papers across the globe for FREE




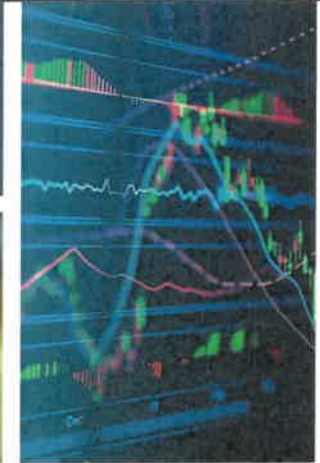




Trips to museums and cultural attractions can really add up – Discover & Go gives access to dozens of attractions across the Bay Area and beyond for FREE

6

Coming Soon

<p>Digitarians</p> <p>Patrons who primarily borrow digital files</p>		<p>Occassionals</p> <p>Patrons who have not used their card in at least 12 weeks to a year.</p>	
	<p>Promoting Popular Online Resources</p> <p>Libby, Rosetta Stone, Ancestry, Brainfuse, New York Times, Wall Street Journal, etc.</p>		<p>One Time Email</p> <p>One email</p> <p>Opportunity to create multiple versions, promoting many more of our resources</p>

7

<p>Other Ideas</p>		<p>Birthdays</p>	
	<p>Cardholder Anniversary</p>		<p>Questions?</p>
			

8

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 2

MEETING DATE: Thursday, September 15, 2022

AGENDA ITEM #: 5.

ITEM: COUNTY LIBRARIAN REPORT

RECOMMENDED ACTION:

None Required

County Librarian's Report to the Library Commission
Thursday, September 15, 2022

Commissioner Changes

Brian Campbell-Miller (Hercules) has stepped down from the Commission. He has been hired to work at the Antioch Library. Thank you, Brian, for all your hard work on the Commission and coming back to work for us!

Katherine Bracken (Pleasant Hill) has stepped down from the Commission after 17 years as a Library Commissioner! Thank you for your service and dedication and we look forward to seeing you as a member of the public in future meetings.

New Pleasant Hill Library

The new Pleasant Hill Library's grand opening was a glorious event! Many, many thanks to all the people who have supported and participated in this effort over the past several years. Special thanks and kudos go to Patrick Remer, Deanna Lechman Susan Kantor-Horning, Jenna Skinner, Sarah Spindle, Emily Koster, Andrea Kroll, Stacie Hinton, Wendy Schluter, and Steven Wong, Gail McPartland, Abby O'Neill, Brooke Converse, Laura McKeegan, Kim Baillie, Ron Cruz, Tu Huynh, Bernie Zurlo, Henry Yang, Linda Barbero, Jerry Holleschau and all shipping staff, and last but not least all the PHL staff: Adriana Nino, Kristen Johnston (both who were staff extraordinaire for the duration at the temp library!), Shar Morco-Austria, Nick Mueller, Janae Diaz, Kelli Nero, and Richard Balsley. The work that everyone has contributed could fill a book- thank you all for bringing this project to fruition!

Two New Community Library Manager Positions

On July 26, 2022, the Board of Supervisors approved the addition of two Community Library Manager positions, one for the Dougherty Station Library and one for the El Sobrante Library. The San Ramon and Pinole Libraries will each retain a Senior Community Library Manager position with the Pinole Library SCLM also assuming the management of the Rodeo Library and library outreach activities in North Richmond.

Library Closures

The Concord Library will be temporarily closed for roof repairs from August 29-September 27. The Kensington Library was closed for roof repairs from August 30-September 12. The Kensington Library's roof repairs are funded by Measure X dollars. The Walnut Creek Library was closed for two days on Friday, August 5th and Saturday, August 6th due to unanticipated staffing shortages. The library reopened with its regular open hours on Monday, August 8th.

New York Times Increased Access Period

Effective Monday, August 22, the access period to the New York Times for library patrons (provided as a statewide subscription from the California State Library) has increased from 24 hours to 72 hours.

Veteran's Services Partnership

The Brentwood Library is hosting weekly, in-person appointments for veteran's with Veteran's Services staff on Mondays. Veteran's Services staff are trained to orient their clients to library services and will soon be trained on the Library provided jobs database "Vet Now".

Racial Equity Trainings for Managers and Supervisors

All Library managers are participating in a four-part course with Dr. Lori Watson of Race-Work over the next four months. The class will focus on training and teaching managers and supervisors to be better able to support their BIPOC staff and better serve BIPOC library patrons.

MOUs with Nicole Gemmer and Ed Fund West

On Tuesday September 13, 2022, the Board of Supervisors approved the county to enter into a financial agreement with Ed Fund West in relation to the \$50,000 of Measure X funds to be used as seed funding to create the Library Foundation of Contra Costa. The county will transfer the Measure X funds to Ed Fund West within 30 days of the BOS approval. The Board also approved a nonfinancial agreement between the county and Nicole Gemmer that outlines the process that must be followed for the organizing committee to access the funds and the allowed usage of the funds.

Grants/Donations/Scholarships/Awards

Donations Received from Friends and Foundations July & August 2022				
Date	Library	Donor	Description	Amount
6/30/2022	County-Wide	Friends of the Lafayette Library - E-Books	collection 22-23	\$2,500.00
7/22/2022	El Cerrito	Friends of the El Cerrito Library	collection 22-23	\$13,000.00
7/25/2022	Hercules	Friends of the Hercules Library	collection 22-23	\$5,000.00
8/8/2022	Lafayette	Friends of the Lafayette Library - Falk Finney Fund	collection 22-23	\$1,492.05
			Total	\$21,992.05

FY 21-22 Grants Awarded	Granting Agency	Award Amount	Month Funds Received
CA ST LIB BB PROG GRANT	CA State Library	\$ 657,001.00	JUNE 30 2022

We thank the many Friends, Foundations and other donors for their generous gifts to the Library.

Respectfully submitted by Alison McKee, County Librarian

CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 3

MEETING DATE: Thursday, September 15, 2022

AGENDA ITEM #: 6.

ITEM: RECONSIDERATION POLICY/PROCESS

RECOMMENDED ACTION:

None Required

THE BOARD OF SUPERVISORS OF CONTRA COSTA COUNTY, CALIFORNIA

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

Ayes: SUPERVISORS GIOIA, UILKEMA, DeSAULNIER and CANCIANILLA
 Noes: NONE
 Absent: SUPERVISOR GERBER
 Abstain: NONE

RESOLUTION NO. 99/595

SUBJECT: IN THE MATTER OF ADOPTING A POLICY FOR THE DEVELOPMENT OF AND ACCESS TO THE LIBRARY'S COLLECTION.

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 the Library's Collection Development and Access. --- and rescinding Resolution from March 8, 1955, entitled Matter of Declaration of County Library Book Selection Policy

BOARD OF SUPERVISORS, Contra Costa County Library
POLICY FOR COLLECTION DEVELOPMENT AND ACCESS

It is the policy of the Contra Costa County Library to meet the informational, educational, recreational, and cultural needs of the community by providing a variety of library resources. Professional judgment and ongoing community analysis guide the selection process.

Selection Responsibility

Legal responsibility for the selection of library resources rests with the County Librarian. (Education Code, Title I, Part 11, Chapter 6, Section 19146)

Selection Guidelines

The Library provides resources that appeal to all ages and encompass a variety of formats and subject matter. The Library identifies and responds to changing demographics in order to meet community needs. The Library selects resources based upon principles of open access for all its users to many forms of information that provide diverse points of view and meet the ongoing needs of the people in the community. An item will not be excluded simply because it is frank or controversial.

Selection Criteria

The Library selects resources according to a general set of criteria that applies to all age levels and formats. These criteria include community interest and input, use of the collection, critical merit, relevance to diverse populations, usefulness, currency of information, and appropriateness for intended audience.

Access

Resources are purchased for the library in the most appropriate format for use. The library collects titles in the following formats: books, magazines/newspapers, pamphlets, microfilm, audiocassettes, compact discs, videocassettes and CD-ROMs. As new formats become available, they will be evaluated for the collection. All library-users have equal access to all library resources, regardless of format.

Gifts

The Library may accept gifts of either resources or money for the collection within the guidelines set forward in *County Administration Bulletin 117.5*. The Library accepts gifts in accordance with selection criteria and guidelines.

Reconsideration of Library Resources

The Library welcomes expression of opinions about its collection from members of the public. The Library will evaluate and make an effort to respond in writing to any patron request to remove a particular item from the collection or restrict access to a resource. The Library's evaluation will be based upon the tenets and guidelines contained within this Policy.

The County Librarian shall develop a collection development plan and procedures for the implementation of this Policy.

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 [Signature], Deputy

American Library Association

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019. Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the *Library Bill of Rights* are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as [Interpretations of the Library Bill of Rights](#).

"Library Bill of Rights", American Library Association, June 30, 2006.

<http://www.ala.org/advocacy/intfreedom/librarybill> (Accessed April 27, 2022)

Document ID: 669fd6a3-8939-3e54-7577-996a0a3f8952

**Contra Costa County Library
Collection Development Plan
Appendix M: Patron Request for Reconsideration Procedure**

A patron who has a complaint about library materials should be referred to the Community Library Manager, the appropriate age-level librarian, or the staff member in charge at the time. Community library staff should make every attempt to calmly and courteously resolve the complaint at the local level. It is most important that the patron be listened to and taken seriously. Most of the time, simply hearing the patron out will satisfactorily conclude the matter.

If not satisfied, the patron must be given the opportunity to fill out the Patron Request for Reconsideration of Library Material Form.

Note: If a patron is simply asking whether the library intends to purchase a particular controversial title, the Community Library Manager should consult with the Collection Development Manager, who may speak directly with the patron.

Once Form 4.17, Patron Request for Reconsideration of Library Material, has been filled out, the following steps will be taken:

1. The staff member who receives the Patron Request for Reconsideration of Library Material, Form 4.17 revised 11/00, signs and dates it.
2. The Patron Request for Reconsideration of Library Material, Form 4.17 revised 11/00, is faxed to Library Administration (646-6461) on the *same day* it is received. The original Patron Request for Reconsideration of Library Material, Form 4.17 revised 11/00 and a copy of the item should be sent to Library Administration in the next shipment. The community library should retain a copy of the Patron Request for Reconsideration of Library Material, Form 4.17 revised 11/00, for its files.
3. The County Librarian sends a letter of acknowledgement to the patron within 24 hours of receiving the Request for Reconsideration of Library Material, Form 4.17 revised 11/00, stating that a formal response will be made within 30 days.
4. A staff committee will objectively evaluate the specific item under reconsideration, to determine if it should remain in the collection. This committee will consist of the Collection Development Manager, Young Adult Specialist or the Children's Specialist, and two librarians involved in the selection of materials for the appropriate age-level. All available printed reviews, as well as the original reason for purchase, will be considered. The staff committee will be expected to review the entire item.
5. Within two weeks, the review committee will reach a consensus and draft a response to the patron. The response will address each specific point raised in the request.
 1. The draft response will be submitted to the County Librarian, who will make a formal response to the patron within the 30-day limit. The community library where the request originated will receive a copy of the response, as will the members of the review committee.

Patron Request for Reconsideration of Library Material Form



Patron Request for Reconsideration of Library Material

Name: _____

Date: _____

Address: _____

Home Phone: _____ Work Phone: _____

TITLE: _____

AUTHOR: _____

1. Type of material upon which you are commenting:

____ Book ____ Magazine ____ Newspaper ____ Audio-Visual

2. How was this material brought to your attention?

3. Are you concerned about the item as a whole or a specific part?

4. What specific objections do you have to the item? (Use other side if needed).

Library Location _____ Staff Name _____

Date Received at Library _____