

PUBLIC ADVISORY REGARDING COVID-19 AND PUBLIC PARTICIPATION

Consistent with Executive Order No. N-29-20 issued by Governor Newsom on March 17, 2020, and the County of Santa Cruz Health Services Agency Shelter In Place Public Health Order dated March 31, 2020, the regular meetings of the:

LIBRARY ADVISORY COMMISSION (LAC) ON MONDAY, JULY 20, 2020 AT 6:30 PM

This meeting will be held via Zoom teleconference ONLY

Commissioners and Library Staff Members will be participating remotely via videoconference.

Public Participation:

The meeting will be broadcast through the Santa Cruz Libraries YouTube channel <https://www.youtube.com/user/SantaCruzPL> which you can access through the Santa Cruz Libraries website by scrolling to the bottom of the page and clicking on the YouTube icon.

For those wishing to participate via Zoom you can join from a PC, Mac, iPad, iPhone or Android device by entering or clicking on the following URL: <https://zoom.us/j/91856027487>

For those joining using a telephone only, please call:

1 833 548 0276 (Toll Free) or 1 833 548 0282 (Toll Free)
1 877 853 5247 (Toll Free) or 1 888 788 0099 (Toll Free)
Slowly enter the Webinar ID of 918-5602-7487

The meetings will be recorded and posted for viewing after the meetings on the Santa Cruz Public Libraries website www.santacruzpl.org

How to comment on agenda items via email before the meeting:

Members of the public may provide public comment by sending comments via email to the Library Board Clerk at scplboardclerk@santacruzpl.org

- Identify the agenda item number in the subject line of the email.
- Emailed comments should be a maximum of 500 words, which corresponds to approximately 3 minutes of speaking time.
- Each emailed comment will be read aloud for up to three minutes.
- Emails received by scplboardclerk@santacruzpl.org outside of the comment period outlined above will not be included in the record.

How to comment on agenda items via Zoom, during the meeting and prior to the close of public comment on an item:

- Identify the agenda item
- Type your comment using the Q&A feature of the Zoom teleconference participant panel

How to comment on agenda items via telephone, during the meeting and prior to the close of public comment on an item:

- Call 831-427-7713
- Identify the agenda item
- The representative will type your comment
- Your comment will be read aloud



LIBRARY ADVISORY COMMISSION REGULAR MEETING

MONDAY, JULY 20, 2020

6:30 PM

1. CALL TO ORDER/ROLL CALL

Commissioners Lindsay Bass, Bruce Cotter, Rena Dubin, Jim Landreth, Mary Ripma, Bob White and Tricia Wynne

2. ADOPTION OF THE AGENDA

3. ORAL COMMUNICATIONS

Any member of the audience may address the Board on any matter either on or off the agenda that is within the Board's jurisdiction. Note, however, that the Board is not able to undertake extended discussion or act on non-agendized items. Such items can be referred to staff for appropriate action which may include placement on a future agenda. If you intend to address a subject that is on the Agenda, please hold your comments regarding that item until it is before the Board so that we may properly address all comments on that subject at the same time. In general 3 minutes will be permitted per speaker during Oral Communication; A MAXIMUM of 30 MINUTES is set aside for Oral Communications at this time.

4. REPORT BY LIBRARY DIRECTOR

A. Library Director's Report - July 2020 (P3-7)

5. MEMBER REPORTS

6. CONSENT CALENDAR

All items listed in the "Consent Calendar" will be enacted by one motion in the form listed below. There will be no separate discussion on these items prior to the time the Board votes on the action unless members of the public or the Board request specific items to be discussed for separate review. Items pulled for separate discussion will be considered following General Business.

A. Minutes of May 18, 2020

RECOMMENDED ACTION: Approve Minutes (P8-9)

7. GENERAL BUSINESS

General Business items are intended to provide an opportunity for public discussion of each item listed. The following procedure is followed for each Business item: 1) Staff explanation; 2) Board questions; 3) Public comment; 4) Board deliberation; 5) Decision.

- A. Library Operational Recommendations under Covid-19 (P10-12)
- B. Library Facilities (P13-19)

8. ADJOURNMENT

Adjourned to the next regular meeting of the Library Advisory Commission to be held on Monday, September 21, 2020 At 6:30 PM via Zoom teleconference.

The Santa Cruz City-County Library System does not discriminate against persons with disabilities. Out of consideration for people with chemical sensitivities, we ask that you attend fragrance free. Upon request, the agenda can be provided in a format to accommodate special needs. Additionally, if you wish to attend this public meeting and will require assistance such as an interpreter for American Sign Language, Spanish, or other special equipment, please call the Library Administration Office at 427-7706 at least five days in advance so that we can arrange for such special assistance, or email library_admin@santacruzpl.org.

July 2020

Director's Report to the LAC

The Library now operates five curbside locations (Aptos, Downtown, Live Oak, Felton and Scotts Valley) and those services will remain in place for the foreseeable future. Santa Cruz Public Libraries was one of the first systems in the region to introduce curbside service and has received plaudits for its virtual programming from neighboring library systems.

The trend line for library usage at Santa Cruz Public Libraries is once again climbing, but the impact from the health crisis on the Library has been significant. Sixty-two part-time staff have not been reassigned to their work and their support is dearly missed. Patrons experience longer delays when they request an item from one library location to the next. The Library continues to follow best practices regarding the safe handling of materials, which at this time requires quarantining material returned to the Library for 72 hours. And staff have learned and developed new routines while managing to work at least six feet away, wearing masks and while lifting, and moving hundreds of books a day.

A quick review of the circulation numbers from the Library's typically three busiest branches (Downtown, Aptos and Scotts Valley) help illustrate some of the dramatic impacts from the new "pandemic" service model. Comparing last June's figures to this June's figures for patron traffic at the circulation desk (or for today's comparison, at the curbside) show circulation at the desk is down 24% at Aptos, 28% at Downtown and 8% at Scotts Valley. But the overall circulation for the month of June, as compared to last year, reflects a more dramatic decline of 85% for Aptos, 82% for Downtown and 83% for Scotts Valley. That is because the majority of patrons in the past used self-checkout machines after browsing the indoor collection, rather than checking out their item from a staff member.

While curbside service has made many patrons excited and satisfied for having a "return" to Library services, it is a reduced service model (even though it is significantly more labor intensive, because staff now do all of the work that the patron once did in locating the item and delivering it to the patron). The Library has explored automated outdoor kiosk machines that hold and display books for checkout, but they remain cost prohibitive and would still only marginally fill the whole that a browsing Library provides. While we recognize that this is not a permanent state of affairs, the Library is still exploring possible outdoor options that could provide some of the browsing experience and potentially meet current (but ever evolving) guidelines.

It's important to note that in addition to these different service models, the Library embarked on a new program this summer to connect to over 600 children across the County who receive a school, summer lunch. Library staff met them at nine different sites, multiple times to deliver books and STEAM kits. The Library is now examining a number of measures for how it can continue to support families caught on the wrong side of the digital divide as families desperately seek solutions to support their school age children who must learn virtually.

The Library currently supports the public as it transitions to a more digital world through the Library's telephone information services. In June 2020, the Library's telephone information service handled 70% more calls than the prior year, it managed 919 calls in June 2019 to 3,018 in 2020. Those calls ranged from assistance in accessing the new curbside service to learning how to access the Library's digital library. In fact, in June 2020, the Library circulated 47% more e-books than it did in June 2019. The Library has a lot of expertise and experience in assisting the public transition into an online world. We believe that this need in our community will continue to grow.

Library Services FAQ's

May I apply for a new library card account online?

During the Library's closure, Santa Cruz County residents may apply for a Temporary Digital Access Card using the [online application form](#).

You may use this card to immediately access digital collections and to request books for curbside pickup. However, this digital card does not allow you to check out books and materials at curbside locations. In order to check out physical materials you must convert your digital card into a regular card. You may visit any curbside pickup location during open hours with your photo ID to upgrade your card for full borrowing privileges. You may continue to use your Temporary Digital Access Card for 90 days.

Where is Curbside Pickup of Books on Hold Available?

When you receive a notice that items are ready, you can pick them up at one of the following locations:

- Aptos - Monday through Friday from 1pm to 5pm
- Downtown Santa Cruz - Monday through Saturday from 1pm to 5pm
- Felton - Tuesday through Saturday from 1pm to 5pm
- Live Oak - Tuesday through Saturday from 1pm to 5pm
- Scotts Valley - Monday through Friday from 1pm to 5pm

If you have challenges with getting to our curbside locations, please contact us about having your item(s) mailed to your home.

Face coverings are required to access Curbside Service. Please see our website for [branch specific procedures](#).

How can I contact the Library?

Staff are available Monday through Saturday 10am to 5pm and Sunday 1pm to 5 pm to answer your questions about your account, virtual programs, COVID-19 and library services updates, and to help you get started with digital collections. To contact us:

- Call our Centralized Information Service at 831-427-7713
- Email us at eLibrary@santacruzpl.org
- Text us at 831-264-0647

Please note that longer, in-depth research questions will be forwarded to the Libraries' Reference Team and may take longer to get an answer. Please be advised that our Centralized Information Services staff won't be able to retrieve physical library collections or materials, but they can request materials for you to pick up at curbside locations.

What library resources can I access while library locations are closed?

The Library's abundant [digital offerings](#), including eBooks, eAudiobooks, streaming movies, [research databases](#) and digital magazines and newspapers are available 24/7 to you while our locations are closed. In addition, we offer many opportunities for [eLearning](#)—build valuable job skills or work on your resume, get one-on-one tutoring and [homework help](#), all from your home. We've got you covered. Digital resources do not accrue overdue fees.

Will I be charged late fees for my items?

SCPL is currently not charging late fees for any items. We also recognize the hardship that this crisis is having on many in our community and want library fines to be one less worry right now.

I would like to return books, how can I do so?

If you are picking up an item on hold from one of our 5 curbside locations from 1pm -5, there is a return area provided. The following locations are open for returns 24/7:

- Boulder Creek
- Branciforte
- Garfield Park
- Jade St. Community Center (4400 Jade St., Capitola)
- La Selva Beach

Boulder Creek, Branciforte, Garfield Park and La Selva Beach Branches will not be offering curbside pickup.

When will the library buildings be open again?

Unfortunately, we don't have a date yet on when the buildings will open. Libraries are not conducive to social distancing and we must follow the guidelines provided by the Governor and the County Health Officer. We have been working on a phased reopening plan that could be implemented as soon as the guidelines allow it. We will work with our staff to make the necessary changes to facilities and to provide the necessary training.

When will we be able to use computers again?

Indoor public computers will likely not be available until the libraries reopen. Currently, our branches provide Wi-Fi that can be accessed from outside of the buildings. We are exploring

options to lend out hardware, expand the reach of our Wi-Fi signals, provide access to printing, and creating outdoor spaces for internet use where appropriate. Stay tuned.

Does Santa Cruz Public Libraries sanitize items that have been returned?

No. The Santa Cruz Public Libraries places all returned items aside for more than 72 hours before handling them and before sending them out.

This is because as the World Health Organization notes, "Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard." Because we would not be able to disinfect every page of a book - we are using time as the best safeguard to ensure our practices protect staff and the public's health.

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/q-a-coronaviruses>

You can also find more information on this topic from the CDC at:

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>



LIBRARY ADVISORY COMMISSION REGULAR MEETING MINUTES

MONDAY, MAY 18, 2020

6:30 PM

1. CALL TO ORDER/ROLL CALL

PRESENT: Lindsay Bass, Bruce Cotter, Rena Dubin, Jim Landreth, Mary Ripma, Bob White, and Tricia Wynne

STAFF: Director of Libraries Susan Nemtiz, and Administrative Assistant Ivan Sumano-Vargas

2. ADOPTION OF THE AGENDA

RESULT:	APPROVED THE AGENDA
MOVER:	Bruce Cotter
SECONDER:	Tricia Wynne
AYES:	Bass, Cotter, Dubin, Landreth, Ripma, White, Wynne

3. ORAL COMMUNICATIONS

None

4. REPORT BY LIBRARY DIRECTOR

Library Director Susan Nemtiz reported on the current developments in the Library.

5. MEMBER REPORTS

Commissioners provided updates on their respective regions.

6. CONSENT CALENDAR

RESULT:	APPROVED CONSENT CALENDAR
A. Approved Minutes of February 24, 2020	
MOVER:	Jim Landreth
SECONDER:	Bruce Cotter
AYES:	Bass, Cotter, Dubin, Landreth, Ripma, White, Wynne

7. GENERAL BUSINESS

A. FY 2020/2021 Workplan Proposal and Opening Plan

RESULT:	ENDORSED THE STRATEGY FOR REOPENING AND TO RECEIVE REPORTS OF THE PROGRESS AT FUTURE LAC MEETINGS
MOVER:	Tricia Wynne
SECONDER:	Bruce Cotter
AYES:	Bass, Cotter, Dubin, Landreth, Ripma, White, Wynne

B. FY 2020 and FY 2021 SCPL Budgets

RESULT:	ENDORSED THE BUDGET AS PRESENTED WITH THE DIRECTOR BRINGING ADJUSTED SCENARIOS AT THE JULY MEETING
MOVER:	Bruce Cotter
SECONDER:	Jim Landreth
AYES:	Bass, Cotter, Dubin, Landreth, Ripma, White, Wynne

8. ADJOURNMENT

Final adjournment of the Library Advisory Commission at 8:00 PM to the next regular meeting to be held on Monday, July 20, 2020 At 6:30 PM via Zoom teleconference.

Respectfully submitted,
Ivan Sumano-Vargas, Clerk of the Commission

STAFF REPORT

DATE: July 20, 2020

TO: Library Advisory Commission

FROM: Susan Nemitz, Library Director

RE: Library Operational Recommendations under Covid-19

RECOMMENDATION

Review Library Operational Recommendations under Covid-19

DISCUSSION

In late June, the Library surveyed library staff about their critical service priorities and reopening concerns. Having achieved access to print materials through curbside pickup and provided learning opportunities through expanded virtual programming, staff identified patron access to computers, the internet and printing services as the greatest need. Thousands of community members regularly bridge the digital divide at the Library because the Library provides free Wi-fi, computer access and technology.

2019/20 Public PC's Hours of Use

Branch	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun	Total
Aptos	1535	1472	1347	1441	1266	1388	1510	1246	611	0	0	0	11816
Boulder Creek	253	343	284	289	300	237	323	213	0	0	0	0	2242
Branciforte	435	479	474	513	447	406	494	433	207	0	0	0	3888
Capitola	0	0	0	0	0	0	0	0	0	0	0	0	0
Downtown	6188	6246	5933	5805	5462	5687	5447	5071	2539	0	0	0	48378
Felton	106	127	108	108	0	0	0	69	126	0	0	0	644

Garfield	413	398	442	327	303	270	318	295	143	0	0	0	2909
La Selva Beach	58	63	0	0	0	0	0	0	0	0	0	0	121
Live Oak	1342	1446	1395	1198	1124	1167	1279	1127	531	0	0	0	10609
Scotts Valley	767	818	698	776	581	619	730	620	276	0	0	0	5885
SYSTEM	11097	11392	10681	10457	9483	9774	10101	9074	4433	0	0	0	86492

2019/20 Public WiFi Hours of Use

Hours of Public Wifi Use	Q1	Q2	Q3	Q4
Aptos	5994	4435	4692	986
Boulder Creek	1816	1661	1062	0
Branciforte	2154	2087	2500	795
Capitola	0	0	0	0
Downtown	9823	7838	8102	1871
Felton	1233	586	1294	892
Garfield	1442	1300	1299	515
Live Oak	3691	3058	3385	1022
La Selva Beach	774	0	0	0
Scotts Valley	5576	4692	4452	1039
System	33511	26535	27658	7358

2019/20 Public Printing Usage by Pages Printed

JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
16,126	13,240	22,087	12,133	11,107	22,847	17,033	18,2660	7,473

As a result, the Library began to plan for staged opening of library facilities at a few branches. Nationally, libraries that have begun reopening have focused on appointments for computer use and allowing a small number of patrons into branches to browse and check out materials. These facilities often have limited to no seating, no bathroom access and time limits. I don't believe that any Bay area libraries have yet accomplished this.

On July 13, 2020, the Governor once again ordered closures for indoor activities. As a result, the Library will delay its plans to open on a limited basis in order to align with the new direction. SCPL is exploring the following measures:

1. Expand access to the internet

- Boost WiFi signals to reach 600 feet from designated buildings (5)
 - Create WiFi schedule for bookmobile
 - Develop WiFi hotspot marketing campaign
 - Partner with other organizations like Cruzio, School Districts
2. Expand access to computer hardware
 - Purchase and check out 200 Chromebooks (3 week checkout period)
 - Purchase and check out 15 Fire Tablets
 - Provide 100 Endless OS computers (donation) to homeless shelters/underserved communities using our partners
 - Create outdoor, socially distanced spaces at designated branches with Windows laptops
 3. Expand access to printing
 - Implement free On-the-Go Wireless Printing
 - Provide curbside pickup at 5 locations
 4. Expand access to technology support
 - Staff and train Telephone Information
 - Provide virtual training for patrons
 - Expand K-12 Digital Concierge program to student/parents

In the current fiscal year, the Library has lost 62 temporary workers, about 10 currently vacant positions and staff has reduced their pay and work availability by 10%. In total, available work hours in the systems have been reduced by 36%.

The Library has responded by limiting service to 5 locations (Aptos, Downtown, Felton, Live Oak, Scotts Valley) and limiting the hours of curbside pickup. The five locations were chosen because they have a program room that can be used to quarantine returned books, they have traffic patterns/parking that allows a drive-up service/after hour WiFi use and are geographically spread. The Boulder Creek, Capitola and La Selva Beach branches are currently closed for construction. The Garfield and Branciforte branches would ordinarily close for construction by the end of 2020 and do not offer the features for curbside services. Capitola and La Selva Beach will open in early 2021 and services will need to be restored. Larger reductions to the system's budget will require a greater contraction in services.

The Library is also in the process of retraining all staff to work in branches. Librarians were assigned curbside shifts in early July. Administrative staff will be trained as well. All staff have been told their job duties, work sites and work shifts may change over the coming year.

SCPL leadership is undergoing a review and evaluation of our virtual learning programs to prioritize important and high demand activities. We will continue to work with partners to help us serve special populations.

SCPL continue to work with the Employee Union to determine how the Library can safely and respectfully incorporate volunteers' support in this environment.



STAFF REPORT

DATE: July 20, 2020
TO: Library Advisory Commission
FROM: Susan Nemitz, Library Director
RE: Library Facilities

RECOMMENDATION

Review Library Facilities

DISCUSSION

Aptos

The County Board of Supervisors is expected to approve the Aptos Library Design/Build Selection Committee's recommendation at their August 4 meeting. The committee is recommending the contract be awarded to the Bogard Construction/Anderson Brule Architects team. Community design review will take place this autumn. Construction will begin in Summer 2021 and the branch should open at the end of 2022.

Boulder Creek

The branch closed to the public on February 21. Project bids exceeded available funding. The project will be rebid this summer and construction should begin in the autumn. The Boulder Creek branch should open in the summer of 2021.

Branciforte

Construction documents are being prepared. Permits will be submitted this summer. Bidding should take place this fall and construction will begin in early 2021. The remodeled library should open in early 2022.

Capitola

Despite the shelter-in-place order, work has been able to continue on the project. The contractor is continuing to make some progress and is following physical distancing and other safe practices protocols. Grand Opening is expected in early 2021.



Downtown

Group 4 completed a cost assessment and preliminary design of the Downtown Library as part of a mixed-use project within the existing \$27million budget. Findings were presented to the City Council on June 23, 2020. The Council conceptually approved relocating the Downtown Branch to the ground level of a mixed-use project on Lot 4 to include (at least) 50 affordable housing units and a parking garage. Visual representations of the proposed library in a multiuse facility are attached.

Felton

County staff continues to finalize closeout documents but will still need to resolve some stormwater and traffic mitigation issues.

Garfield

Construction documents are being prepared. Permits will be submitted this summer. Bidding should take place this fall and construction will begin in early 2021. The remodeled library should open in autumn 2021.

La Selva Beach

This project has been deemed essential under the Shelter in Place order and construction on the branch is ongoing. The Friends of the Library, having been greatly successful in their fundraising, has used this opportunity to commission a change order to replace a stationary glass wall with a nanawall. The Grand Opening is expected in early 2021.

Live Oak

Construction documents have been completed. Construction will begin in the fall of 2020. The branch will remain open with a few interruptions. The remodel should be complete in the spring of 2021.

Live Oak Annex

A team is completing the design development package. Construction documents and permitting will occupy most of autumn and winter. Construction is expected to begin in the summer 2021. The project should be complete by summer of 2022. Visual representations of the Annex are attached.

Scotts Valley

The teen area booths have been reupholstered. Contractors have been hired for plumbing and fireplace issues. The structural assessment report is complete. Designs for upgrades to the wall/roof attachments are being completed. This work will be completed before the roof and HVAC improvements but will likely begin in September. Roofing bids are being evaluated and vendor should be selected in August. The HVAC bid has been awarded to Airtec. Paving/stripping bids are being reviewed. The City is working on a design services contract for interior library improvements.



OPTION D



- 1 LOBBY/MARKETPLACE
- 2 CIRCULATION DESK
- 3 COMPUTERS
- 4 ADULT COLLECTIONS
- 5 GENEALOGY
- 6 ADULT LIFE SKILLS
- 7 COMMUNITY ROOM
- 8 COMMUNITY ROOM KITCHEN
- 9 PUBLIC RESTROOMS
- 10 TEEN COLLECTIONS
- 11 MAKER SPACE
- 12 STAFF
- 13 CHILDREN'S RESTROOMS
- 14 CHILDREN'S COLLECTION
- 15 CHILDREN'S STORYTIME
- 16 SEATING
- 17 PARKING STRUCTURE
- 18 HOUSING LOBBY

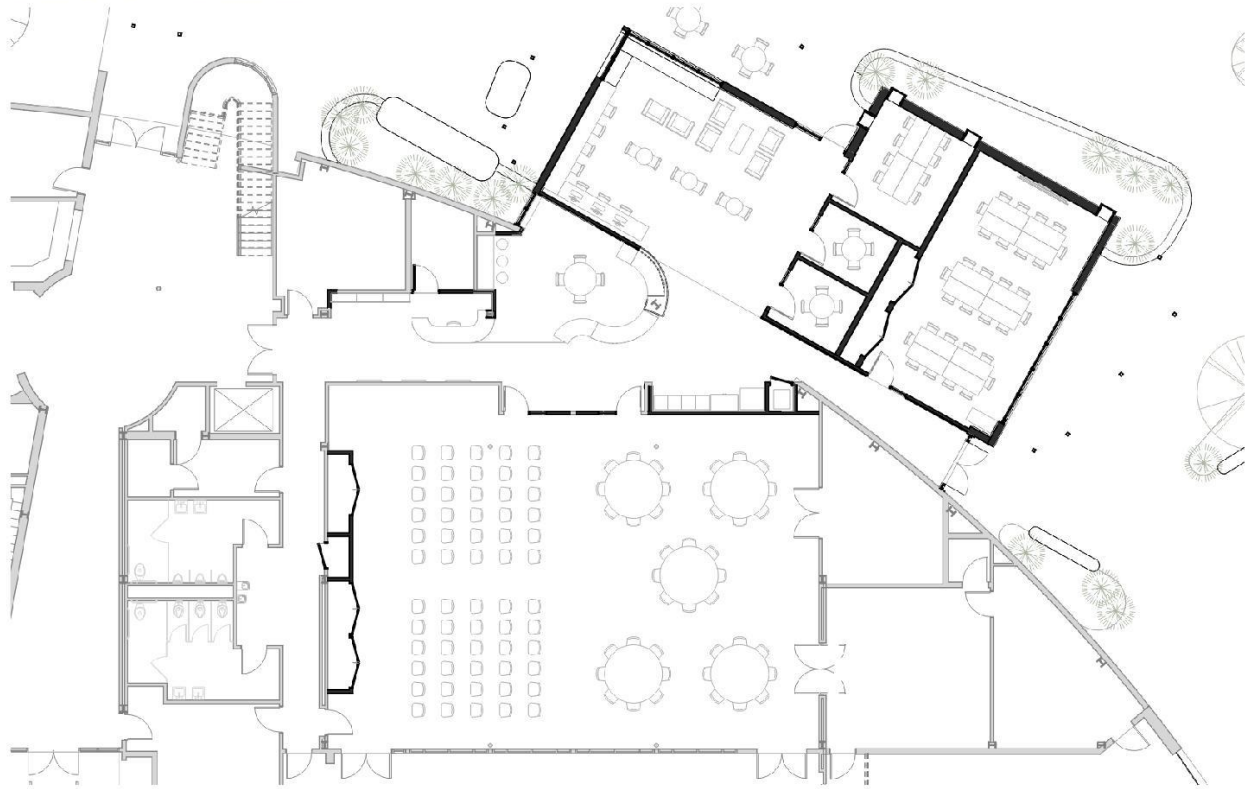
SITE PLAN



LIVE OAK LIBRARY ANNEX PROJECT COUNTY OF SANTA CRUZ

LIBRARY ANNEX CONCEPT DESIGN

FLOOR PLAN



LIVE OAK LIBRARY ANNEX PROJECT COUNTY OF SANTA CRUZ

LIBRARY ANNEX CONCEPT DESIGN

4 - INTERIOR – LIBRARY LEARNING CENTER



LIVE OAK LIBRARY ANNEX PROJECT COUNTY OF SANTA CRUZ

LIBRARY ANNEX CONCEPT DESIGN