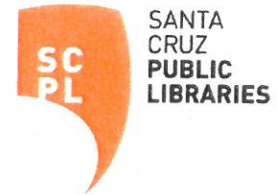


Chair: Jamie Goldstein
Vice Chair: Martin Bernal
Board Member: Chuck Comstock
Board Member: Susan Mauriello



**SANTA CRUZ CITY/COUNTY LIBRARIES
JOINT POWERS AUTHORITY BOARD
REGULAR MEETING**

THURSDAY, MAY 5, 2016

6:00 P.M.

**[IMMEDIATELY FOLLOWING THE SANTA CRUZ LIBRARIES
FACILITIES FINANCING AUTHORITY (LFFA)]**

**APTOS BRANCH MEETING ROOM
7695 SOQUEL DRIVE, APTOS, CA 95003**

1. CALL TO ORDER / ROLL CALL

Board Members Martin Bernal, Chuck Comstock, Susan Mauriello, and Chair Jamie Goldstein

2. PRESENTATIONS

A. Denise Fritsch and Judy Russell: Volunteer Services at SCPL

3. ADDITIONAL MATERIALS

Additional information submitted after distribution of the agenda packet.

4. ADDITIONS AND DELETIONS TO AGENDA

5. ORAL COMMUNICATION

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.

6. REPORT BY LIBRARY DIRECTOR

- A. Staff Recognition (PG.4-5)

7. REPORT BY FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES

8. COMMENTS BY BOARD MEMBERS

9. 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. Receive Minutes of April 7, 2016 meeting (PG.6-8)
RECOMMENDED ACTION: Approve Minutes.
- B. Receive Monthly Narrative Report for April 2016. (PG.9-14)
RECOMMENDED ACTION: Receive Report.
- C. Receive Monthly Performance Measures for March 2016. (PG.15-16)
RECOMMENDED ACTION: Receive Performance Measures.
- D. Receive 3rd Quarter Performance Measures for FY15/16. (PG.17-18)
RECOMMENDED ACTION: Receive Performance Measures.
- E. Receive Website Statistics for April 2016. (PG.19)
RECOMMENDED ACTION: Receive Website Statistics.
- F. Receive monthly financial snapshot for March 2016. (PG.20)
RECOMMENDED ACTION: Receive Monthly Financial Snapshot.
- G. Patron Written Comments (PG.21-23)
RECOMMENDED ACTION: Receive Patron Written Comments.
- H. Articles about Santa Cruz Public Libraries. (PG.24-33)
RECOMMENDED ACTION: Receive Articles.
- I. Security Incidents Log from March 21st through April 20th. (PG.34-40)
RECOMMENDED ACTION: Receive Security Incidents Log.

10. GENERAL BUSINESS

Other 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 Advisory Commission update (oral)
- B. Receive and discuss Draft Budget FY 16/17 (PG.41-53)
RECOMMENDED ACTION: Receive proposed FY 16/17 budget and schedule final action at the June Board Meeting.
- C. New Library Director hire for the Santa Cruz Public Libraries (PG.54-55)
RECOMMENDED ACTION: 1) Approve Hiring Susan Nemitz for the position of Director of the Santa Cruz Public Library and 2) Direct staff to prepare an employment agreement and related documents for the June 2, 2016 Board meeting.
- D. Incident Log Discussion and Policy: Patron Conduct and Suspension Policy #318 (PG.56-60)

11. ADJOURNMENT

Adjourned to a Regular Meeting of the Library Joint Powers Authority Board to be held on Thursday, June 2, 2016 at 9:00 a.m. [immediately following the LFFA meeting] at the Downtown Branch Meeting Room located at 224 Church St, Santa Cruz, CA 95060.

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 (831)427-7706 at least five days in advance so that we can arrange for such special assistance, or email library_admin@santacruzpl.org.

STAFF REPORT

DATE: May 5, 2016
TO: Library Joint Powers Authority Board
FROM: SCPL Recognition Committee
CC: FSCPL
RE: Staff Recognition Monthly Report

SUMMARY

The Library has instituted a way to recognize staff formally and on an on-going basis. The committee will be recognizing these individuals monthly in a report to the LJPA.

Mission

Staff are our most valuable resource and as such, are deserving of ongoing recognition to feel connected and to keep morale high. The Staff Recognition Committee is charged with developing ways to accomplish this purpose.

NOMINATIONS

Mary Oliva

After a last minute cancellation, with not a lot of hope of filling the shift, I called Mary on her day off and she gladly came in, which allowed for us to open on time. With people waiting on the front steps for us to open, it's great to not disappoint our wonderful patrons! Thanks Mary for your dedication! (C. Workman)

Lorena Lopez

Lorena did an amazing job as our point person for Face Painting at the Capitola Birthday Party. Her contribution was much appreciated, face painting was a HIT! Due to coinciding events, PRO was short on staff coverage for face painting. Lorena had helped with face painting in the past and when asked to be the point person she did not hesitate to take on the task. She ensured that all set up and necessary components were accounted for leading up to the event. For the day of the event she was amazing as always. It was so

fabulous to have her great energy here and she's just so darn competent and fun!! We nominate Lorena for not only doing an excellent job but also for her support to the Capitola Team and PRO Team. Her willingness to take on this task was a wonderful example of teamwork and support. (M. Barash and J. Avila)

**SANTA CRUZ PUBLIC LIBRARIES
A CITY-COUNTY SYSTEM
LIBRARY JOINT POWERS AUTHORITY BOARD
(LJPA)**

**REGULAR MEETING MINUTES
THURSDAY, APRIL 7, 2016
9:00 A.M.**

1. ROLL CALL

PRESENT: Chair Jamie Goldstein; Vice Chair Martin Bernal; John Weiss (Alternate); Carlos Palacios (Alternate)

ABSENT: Board Member Chuck Comstock; Board Member Susan Mauriello;

STAFF: Interim Executive Director Rich Hill; Interim Library Director Janis O'Driscoll

2. PRESENTATIONS:

A. Sue Graziano, Systems Services Interim Manager: "Library Services to the County Correctional Facilities".

3. ADDITIONAL MATERIALS

None

4. ADDITIONS AND DELETIONS TO AGENDA

None.

The Agenda of April 7, 2016 was approved by consensus.

5. ORAL COMMUNICATIONS

Cynthia Mathews

6. REPORT BY LIBRARY DIRECTOR

Janis O'Driscoll, Interim Library Director, reported on the most recent activities at the Library. She gave an update on the new Library Director recruitment as well as the upcoming first meeting of the Library Advisory Commission. The new bookmobile is expected to be delivered in the first week of June.

7. FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES REPORT

Phil Rodriguez, Friends of the Libraries Board member, reported on the Friends of the Libraries activities.

8. COMMENTS BY BOARD MEMBERS

Chair Goldstein reported on the successful Capitola Library 16th birthday party.

9. CONSENT CALENDAR

A. Approve Minutes of March 3, 2016 meeting.

RECOMMENDED ACTION: Approve Minutes

**LJPA Meeting
April 7, 2016**

- B. Receive Monthly Narrative Report for March 2016.
RECOMMENDED ACTION: Receive Report.
- C. Receive Monthly Performance Measures for February 2016.
RECOMMENDED ACTION: Receive Report.
- D. Receive Website Statistics for February and March 2016.
RECOMMENDED ACTION: Receive Report.
- E. Patron Written Comments.
RECOMMENDED ACTION: Receive Patron Written Comments.
- F. Articles about Santa Cruz Public Libraries.
RECOMMENDED ACTION: Receive Articles.
- G. Security Incidents Log from February 21st through March 20th.
RECOMMENDED ACTION: Receive Security Incidents Log.

RESULT: **APPROVED CONSENT ITEMS 9.A., 9.B., 9.C., 9.D., 9.E, 9.F., and 9.G.,**
 [UNANIMOUS]

MOVER: Carlos Palacios (Alternate)

SECONDER: Martin Bernal, Vice Chair

AYES: Goldstein, Bernal, Palacios (Alternate), Weiss (Alternate)

ABSENT: Comstock, Mauriello

10. GENERAL BUSINESS

- A. Conflict of Interest Code
RECOMMENDED ACTION: Receive updated Conflict of Interest Code and forward to Board of Supervisors for Approval

RESULT: **RECEIVED UPDATED CONFLICT OF INTEREST CODE WHICH SHALL**
 BE FORWARDED TO THE COUNTY BOARD OF SUPERVISORS FOR
 APPROVAL [UNANIMOUS]

MOVER: Martin Bernal, Vice Chair

SECONDER: Carlos Palacios (Alternate)

AYES: Bernal, Goldstein, Palacios (Alternate), Weiss (Alternate)

ABSENT: Comstock, Mauriello

**LJPA Meeting
April 7, 2016**

B. Contract for Legal Services

RECOMMENDED ACTION: Approve Contract

RESULT:	APPROVED CONTRACT FOR LEGAL SERVICES [UNANIMOUS]
MOVER:	Carlos Palacios (Alternate)
SECONDER:	John Weiss (Alternate)
AYES:	Bernal, Goldstein, Palacios (Alternate), Weiss (Alternate)
ABSENT:	Comstock, Mauriello

11. ADJOURNMENT

The Library Joint Powers Authority Board adjourned at 9:26 a.m. to a Special Meeting Closed Session to be held on Friday, April 15, 2016. The next Regular Meeting will be held on Thursday, May 5, 2016 at 6:00 p.m. immediately following the LFFA meeting, at the Aptos Branch Library located at 7695 Soquel Drive, Aptos, CA 95003.

ATTEST: _____
Helga Smith, Clerk of the Board

All documents referred to in these minutes are available in the Santa Cruz Public Libraries – Library Headquarters Office, 117 Union Street, Santa Cruz.

MONTHLY REPORT APRIL 2016

1. READING, LISTENING AND VIEWING FOR PLEASURE

A. **Children in Santa Cruz County will enter school ready to read, write, listen and learn.**

Capitola had a class visit on the 19th. Here is what the teacher wrote to our Programs Dept. after the visit: Thank you for a wonderful presentation. Jasmin was fantastic with the Kindergarteners. She kept their interest, taught lots about the library, and had great transitions and songs.

I highly recommend her for future field trips to your beautiful library!

Kind regards,

Jill Donalson, Soquel Elementary School

B. **All ages will have materials, programs and displays that reflect current community interests and provide pleasurable reading, viewing and listening experiences that help them reach their personal literacy goals.**

To celebrate the fact that April is National Poetry Month, Capitola had 2 poetry displays—one for kids and one for adults. Both displays featured books as well as “Poems in a Pocket” (short poems printed out for patrons to take home with them).



Book displays at B40, by Lois Meyer, included: Poem in Your Pocket & National Poetry Month; Eyes Wide Open (Book to Action Project) by local author Paul Fleischman;

Bunnies and Lambs (kids' books of course!); and the perennial and favorite Cats and Dogs (kids').

Garfield Park celebrated Pets are Wonderful month by having a display highlighting the wonderful variety of pets and the joy they bring to our lives!

There was also a display featuring poems for Poetry Month. There were poems on small pieces of paper that were in "pockets" that people could take home with them. The poster was created by one of our On Call LA II's, Anthony Thomas. It has stood the test of time.

- C. **People of all ages will have friendly support and intuitive access to the materials and resources they want.**

2. LIFELONG LEARNING

- A. **People will have access to a relevant collection of resources in diverse formats for all ages.**

- B. **Library users will have access to innovative and successful programming which reflects the cultural, educational and informational needs of the diverse communities served by SCPL and which will help learners of all ages to achieve their goals.**

The children at Garfield Park keep on enthusiastically participating in the many exciting programs that are offered! Minecraft, Lego Club, Storytime, Family Craft Time, and Tales to Tails.

Comments made by students at the La Selva Beach Library during **Homework Center** on April 12th:

- I like to do my **homework** at the Library.
- I relax at the Library. I find it a calming place.
- I can study anything at the Library.
- I find interesting books to read.
- I like to read with the attentive dogs when the animals come for **Tails to Tales**.
- I do my **homework** here because it is a quiet place.
- I check out books every week.
- I find reading to dogs here rewarding. **Tails to Tales**
- I find the Library a safe place to hang out.
- It's really peaceful and comfortable in the La Selva Library.
- We have computers for **Homework Center**.
- Homework Center helps me with Common Core.
- It's quiet and I can think.
- We have helpful and supportive conversations with homework helpers.

- I like Homework Center because I can share ideas with others.

C. People will have access to innovative technology and the tools necessary to find, evaluate and use information and resources to meet their learning needs.

3. COMMUNITY CONNECTIONS

A. The library will initiate and nurture partnerships with the public, private and nonprofit sectors in Santa Cruz County for the mutual benefit of the partners, the library and the community.

B. People will strengthen their ties with each other, the community and the library.

C. The community will recognize the value of SCPL in improving their lives and will recognize SCPL as an asset to their community.

D. Volunteers will be used effectively.

April 10-16, National Volunteer Week, was SCPL's opportunity to thank each and every volunteer who donates time to our Libraries. All volunteers received a personalized thank you letter signed by the Interim Director and the LJPB Chair, a thank you letter from the volunteer staff, an engraved stylus pen, and a lunch bag with the SCPL logo.

On April 12, CityServe recognized City of Santa Cruz Volunteers at the Council meeting. Three Library volunteers were honored: Leo Wilson (Branciforte), Steve Mead (Garfield Park), and Linda Sirois (Live Oak).

In addition, SCPL and the big Friends hosted an ice cream social for all volunteers at the Aptos branch on April 17. Fifty guests enjoyed ice cream sundaes (dished up by Janis O'Driscoll and Shelley Bodamer), networking, and door prizes. Cynthia Mathews attended and spoke to the group about the ballot measure.

Library volunteers contributed a total of 1134 hours in March. Four volunteers received bookplates for reaching hours of service milestones.

On April 20th, the La Selva Beach branch library staff and volunteers got together to celebrate the Volunteer Recognition Day.



4. WELCOMING PLACE

- A. Identify the physical changes and funding required to provide 21st-century library facilities.**

The landscaping at Garfield Park was touched up and some more weed barrier cloth was installed. It looks very cheerful, and drought tolerant!

- B. The virtual branch meets the definition of a welcoming place.**
- C. People receive service at the level they need and want.**

5. FINANCIAL SUSTAINABILITY

- A. The library system maintains a healthy and stable financial position.**
- B. There is adequate, stable and diverse funding to finance ongoing operations, key strategic initiatives and capital projects.**
- C. Services of a defined level and quality are consistently delivered based on revenue projections and supportive organizational and operating structure.**
- D. The library operates efficiently and focuses on continual improvement.**

6. ORGANIZATIONAL READINESS

A. Staff receives adequate training to do their jobs effectively.

B40 aides, Lauren Kern and Jordan Mitchell, helped train three more new floating aides. B40 staffers, Lois Meyer and Cathy Landis attended Protect Yourself: Staying Emotionally and Physically Safe in a Public Service Environment, a PLP workshop, in San Jose.

Garfield Park's Catherine Workman attended a workshop at Dr. Martin Luther King Jr. Library entitled Protect Yourself: Staying Emotionally and Physically Safe in a Public Service Environment.

Eleven new hire Aide staff were trained, receiving 24 hours of classroom training and 16 hours of at-branch training.

One Librarian was hired and trained as an On-Call, receiving ten hours of classroom training and 18 hours of shadowing training.

Five regular staff participated in the Pacific Library Partnership spring workshop, "Protect Yourself: Staying Emotionally and Physically Safe in a Public Service Environment."

A number of staff participated in the following City-provided learning opportunities: "Dealing with Allergies," "Seven Steps to Stress Less," "Critical Thinking," "Introduction to the Enneagram," and "Managing Time and Priorities."

Four On-Call staff participated in a quarterly refresher training. More will do the same in the coming month.

Six staff attended the Public Library Association annual conference in Denver. They are preparing to share their experience with all staff at an in-house Learning Commons.

Members of the senior management team and Library IT attended the CENIC (Corporation for Education Network Initiatives in California) conference in Davis, CA.

The manager of Library IT attended a conference on cybersecurity.

Collection Development staff attended a conference about Innovative Users Group's Polaris integrated library system.

A two-hour "Safety in the Stacks" training for Aides took place. Training providers included the SCPD Mental Health Care Liaison, Executive Director of the Walnut Avenue Family & Women's Center, and self-defense trainer Leonie Sherman. This training was provided at the request of staff, was videotaped, and is available for staff to view.

Branch Managers participated in a training on “Career and Individual Development Planning” for staff.

Reference staff participated in “Embedded Business Librarianship,” “Preserving Digital Collections,” and -- in support of SCPL’s participation in the National Veterans Oral History Project -- “Doing Oral History” trainings.

- B. SCPL is committed to developing current library staff to become tomorrow’s library leaders.**
- C. Employees have the skills to execute change and are committed to change and continual improvement.**
- D. A customer-driven service philosophy guides staff training and development.**

MONTHLY PERFORMANCE MEASURES MARCH 2016

ON-SITE USAGE

SELF CHECK	March 15	Mar-16	% Change
Aptos	82%	77%	-6%
Boulder Creek	81%	77%	-5%
Branciforte	86%	84%	-2%
Capitola	74%	74%	0%
Downtown	73%	71%	-4%
Felton	73%	71%	-3%
Garfield Park	64%	58%	-9%
La Selva Beach	60%	66%	11%
Live Oak	77%	77%	0%
Scotts Valley	80%	79%	-1%
OVERALL- % Circ that is self check (does not include online renewals)	75.0%	73.5%	-2%

Does not include online renewals

VISITORS PER OPEN HOUR	March 15	Mar-16	% Change
Aptos	62	65	3.4%
Boulder Creek	22	20	-7.1%
Branciforte	58	58	-0.4%
Capitola	38	42	12.0%
Downtown	136	138	1.8%
Felton	18	16	-13.6%
Garfield Park	33	33	0.9%
La Selva Beach	24	22	-7.6%
Live Oak	63	60	-4.6%
Scotts Valley	76	69	-8.9%
OVERALL	530	523	-1.3%

Measures number of visitors to the branch per open hour.

STAFF WORKLOAD

BUSYNESS	March 15	Mar-16	% Change
Aptos	5,861	7,022	19.8%
Boulder Creek	3,370	3,615	7.3%
Branciforte	3,016	3,418	13.3%
Capitola	5,586	6,359	13.9%
Downtown	3,255	3,948	21.3%
Felton	3,098	4,408	42.3%
Garfield Park	3,360	4,556	35.6%
La Selva Beach	2,155	2,859	32.7%
Live Oak	3,151	3,613	14.7%
Scotts Valley	3,704	4,706	27.1%
OVERALL	3,656	4,450	21.7%

Measures (number of physical checkouts + number of received items+ number holds handled + number of questions answered)/FTE

Note: not included: online transactions or self checks and questions answered are based on one typical week per quarter

NOTE: Statistics for July 2014-October 2015 have been updated with typical weeks numbers.

MONTHLY PERFORMANCE MEASURES MARCH 2016

SYSTEM MEASUREMENTS

FINES & FEES	March 15	Mar-16	% Change
Paid at Desk	\$ 12,311	\$ 10,691	-13%
Paid at Kiosk	\$ 9,085	\$ 6,772	-25%
Paid online	\$ -	\$ -	0%
TOTAL	\$ 21,396	\$ 17,463	-39%
% Paid at Desk	58%	61%	6%
% Paid at Kiosk	42%	39%	-9%
% Paid online	0%	0%	0%
% Paid by credit/debit card	38%	34%	-11%

PROGRAMMING	March 15	Mar-16	% Change
Number of programs held	229	294	28%
Number of attendees	4,092	5,237	28%
Average # attendees/program	18.0	18.0	0%

USE OF SYSTEM RESOURCES	March 15	Mar-16	% Change
VIRTUAL ACCESS			
E-books & magazines	12,071	6,799	-44%
Downloadable audio & music	3,271	4,574	40%
Downloadable & Streaming Video*	738	1,132	53%
Pageviews	547,344	517,324	-5%
Online renewals	45,006	45,042	0%
Total virtual access	608,430	574,871	-6%

INTERLIBRARY LOAN	March 15	Mar-16	%Change
ILL to Patrons	14	21	50%
ILL to other libraries	123	141	15%

PHYSICAL CHECKOUTS			
Staff assisted + self check	108,892	112,099	3%

CHECKOUTS			
% Physical checkouts	64%	66%	3%
% Virtual checkouts	36%	34%	-6%
Circulation per capita	0.80	0.80	0%

Virtual access: Does not include database usage which will be reported quarterly due to availability of data.

E-materials do not include Soundswell, or the Gale Virtual Travel collection as download data is not currently available. (online renewals is an estimate based on past experience). Includes Boopsie.

Physical Checkouts: physical items checked out at desk or at self check, includes in-house renewals.

Virtual checkout: virtual access not including total pageviews.

* **Access Video** recently overhauled their reporting website, and in doing so a rather major bug in their number reporting came to light. Our numbers beginning in December, 2015 are thought to be accurate, at a much lower level than previous reporting.

Capita: based on State Library data.

QUARTERLY PERFORMANCE INDICATORS: PROGRAMMING

NUMBER OF PROGRAMS								
	QTR 1		QTR2		QTR3		QTR4	
	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16
PRESCHOOL	76	102	138	150	159	167	180	
SCHOOL AGE	203	224	265	327	320	348	341	
TEEN	14	20	32	35	27	58	38	
ADULT	88	122	105	141	106	206	135	
TOTAL	381	468	540	653	612	779	694	

PROGRAM ATTENDANCE								
	QTR 1		QTR2		QTR3		QTR4	
	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16
PRESCHOOL	2,420	2,928	4,263	4,832	4,774	5,603	6,035	
SCHOOL AGE	4,193	6,245	3,179	4,764	4,001	4,050	6,324	
TEEN	304	379	586	378	459	815	688	
ADULT	1,418	1,995	1,406	2,069	1,489	2,892	2,724	
TOTAL	8,335	11,547	9,434	12,043	10,723	13,360	15,771	

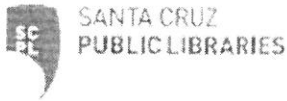
ATTENDANCE/PROGRAM								
	QTR 1		QTR2		QTR3		QTR4	
	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16
PRESCHOOL	32	29	31	32	30	34	34	
SCHOOL AGE	21	28	12	15	13	12	19	
TEEN	22	19	18	11	17	14	18	
ADULT	16	16	13	15	14	14	20	
OVERALL AVERAGE	22	25	17	18	18	17	23	

NUMBER OF PROGRAMS								
	QTR 1		QTR2		QTR3		QTR4	
	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16
Aptos	44	57	53	61	59	60	75	
Boulder Creek	23	32	47	43	63	55	66	
Branciforte	26	33	28	36	34	49	38	
Capitola	23	25	34	38	41	43	43	
Downtown	55	79	84	106	99	132	119	
Felton	13	20	7	35	14	48	21	
Garfield Park	12	29	41	57	53	61	53	
La Selva Beach	63	48	76	84	68	82	68	
Live Oak	37	45	65	80	73	83	80	
Scotts Valley	63	72	81	89	86	104	95	
Outreach	22	13	24	12	13	20	13	
TOTAL	381	453	540	653	603	737	671	

QUARTERLY PERFORMANCE INDICATORS: PROGRAMMING

PROGRAM ATTENDANCE								
	QTR 1		QTR2		QTR3		QTR4	
	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16
Aptos	841	1,454	947	1,196	1,271	1,334	1708	
Boulder Creek	566	698	985	800	960	838	1278	
Branciforte	239	322	262	411	332	432	511	
Capitola	428	611	574	638	608	1,033	1074	
Downtown	1,179	1,660	1,661	2,169	2,011	2,548	2843	
Felton	141	328	35	668	299	718	508	
Garfield Park	233	769	520	716	645	719	664	
La Selva Beach	1,076	889	961	1,119	1,066	1,007	1583	
Live Oak	777	911	1,551	1,541	1,407	1,518	2089	
Scotts Valley	1,178	1,762	1,409	1,764	1,592	1,883	2198	
Outreach	1,677	297	532	252	296	482	295	
TOTAL	8,335	9,701	9,437	11,274	10,487	12,512	14751	

ATTENDANCE/PROGRAM								
	QTR 1		QTR2		QTR3		QTR4	
	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16	FY14/15	FY15/16
Aptos	19	26	18	20	22	22	23	
Boulder Creek	25	22	21	19	15	15	19	
Branciforte	9	10	9	11	10	9	13	
Capitola	19	24	17	17	15	24	25	
Downtown	21	21	20	20	20	19	24	
Felton	11	16	5	19	21	15	24	
Garfield Park	19	27	13	13	12	12	13	
La Selva Beach	17	19	13	13	16	12	23	
Live Oak	21	20	24	19	19	18	26	
Scotts Valley	19	24	17	20	19	18	23	
Outreach	76	23	22	21	23	24	23	
OVERALL	22	21	17	17	17	17	22	



Helga Smith <smithh@santacruzpl.org>

Website Statistics for April 2016

1 message

Ann Young <younga@santacruzpl.org>

Mon, May 2, 2016 at 10:25 AM

To: Helga Smith <smithh@santacruzpl.org>, Kira Henifin <henifink@santacruzpl.org>, Diane Cowen <cowend@santacruzpl.org>, Janis O'Driscoll <odriscollj@santacruzpl.org>, Lynne Sansevero <sanseverol@santacruzpl.org>

Here is a breakdown for April:

Total visits: 121,230 (SCPL website: 72,352; SCPL Catalog: 48,878)

Total pageviews: 486,225 (SCPL website: 147,080; SCPL Catalog: 339,145)

The top content sources for the above pageview statistics are:

- SCPL Catalog - 339,145 pageviews
- SCPL homepage - 62,815 pageviews
- New Items - 15,141 pageviews
- Branch pages - 9,992 pageviews
- Internet Resources (links to subscription databases) - 9,627 pageviews
- Local history articles - 9,054 pageviews
- Local history photo gallery - 5,892 pageviews
- Community Information Database - 5,514 pageviews
- Kids page - 5,334 pageviews
- Ematerials (links to ebook, eaudio vendors) - 3,797 pageviews
- Library services - 3,160 pageviews
- Events calendar - 2,285 pageviews
- Library Admin pages (LJPB agendas, audio and video files, etc.) - 1,726 pageviews
- What's New - 1,353 pageviews
- Newspaper Clipping Index - 1,321 pageviews
- Sheet Music Database - 852 pageviews
- Reader's Link (Staff pick book reviews, etc.) - 821 pageviews
- SC County Endangered Species - 743 pageviews
- Site search - 714 pageviews
- Contact Us - 665 pageviews
- Local News Index - 529 pageviews
- Soundswell - 393 pageviews
- Periodical index - 384 pageviews

TO: Finance Committee- Library Joint Powers Authority Board
 FROM: Marcus Pimentel, City of Santa Cruz Finance Director (04/26/16)
 RE: Monthly Dashboard Report: Library's March 2016 financials



March 2016
 Preliminary,
 Unaudited

Contained herein is the preliminary, UNAUDITED March 2016 Dashboard summary report. For the current month, operating results were \$169,623 with year-to-date net operating results of \$898,129. In general, preliminary revenues are behind the budget target by 1.0% and expenditures are under budget by 8.2%.

Net operations (major accounts)	Last Months Results			Fiscal Year to Date	Percent of Budget Comparison	
	January	February	March		YTD Actuals	Months completed
Revenue:						
(2) Sales Tax	\$ 527,670	\$ 703,561	\$ 616,439	\$ 5,710,813	76.0%	75.0% 1.0%
MOE- Member Contributions	453,773	450,976	453,773	4,079,178	74.1%	75.0% (0.9%)
Other Revenue	22,144	29,767	38,177	248,103	57.4%	75.0% (17.6%)
Subtotal Operating Revenue	1,003,587	1,184,303	1,108,389	10,038,094	74.0%	75.0% (1.0%)
Budgetary Financing Sources	-	-	-	-	-	-
(3) TOTAL REVENUE	\$ 1,003,587	\$ 1,184,303	\$ 1,108,389	\$ 10,038,094		
Expenditures:						
(4) Payroll	\$ 959,886	\$ 622,263	\$ 578,959	\$ 5,987,769	69.0%	73.7% 4.7%
Books (w/Grants)	83,761	70,460	89,591	1,012,013	78.2%	75.0% (3.2%)
Janitorial Services	-	(157)	54,677	91,969	78.5%	75.0% (3.5%)
Building & Facility	19,898	24,318	47,386	172,979	48.6%	75.0% 26.4%
Rent (Equip. Building, Land)	25,977	23,877	28,077	233,792	75.6%	75.0% (0.6%)
Utilities	30,394	27,410	27,301	306,446	71.1%	75.0% 3.9%
Other expenditures	146,863	81,081	112,775	1,334,997	53.4%	75.0% 21.6%
(6) TOTAL EXPENDITURES	\$ 1,266,779	\$ 849,253	\$ 938,766	\$ 9,139,965	66.8%	75.0% 8.2%
Net Gain / (Loss)	\$ (263,192)	\$ 335,051	\$ 169,623	\$ 898,129		

Key Balance Sheet items	Trust Current Assets			Trust Current Assets (cont.)	
	January	February	March	Trust	Balance
Total pooled cash	3,103,754	3,215,241	3,493,399	Trust	Balance
2-month reserve target	2,259,360	2,259,360	2,259,360	Leet-Corday	94,889
Excess cash over reserve or <reserve shortfall>	844,394	955,881	1,234,039	Morely	12,729
Total Current Assets	4,101,690	4,386,464	4,579,889	Hale	45,521
Accounts Payable	119,950	68,796	88,948	Gruber	18,628

- Notes:**
- (1) After the budget was approved on June 8, 2015, the board has approved budgetary amendments in the amount of \$149,193 in additional anticipated revenue and \$292,289 in additional budgetary expenditures (largely attributed to LFFA activities).
 - (2) For sales tax, September, December, March & June include the State's estimated revenue plus any balances for actuals vs. estimates for the prior 3-months (true-up). The subsequent months (October, January, April & July) tend to be lower as they contain the lower state estimates.
 - (3) Beginning in March, Library Fines will no longer be presented within this snapshot report. Operationally, to allow for convenience of paying fines by credit cards, the ability to easily track fines at a detailed level was reduced.
 - (4) For the current fiscal year, the following month's have more than 2 pay periods which will create higher monthly payroll costs: July, January & June. The month's completed % is adjusted to reflect year-end accrual of the last payperiod.
 - (5) There was a cash-flow delay in payments to the Janitorial services contractor that were resolved in March 2016. February contained a small refund from the vendor as part of a reduction in overall Library costs by the vendor going forward.
 - (6) In January, the four largest expenditures within 'Other expenditures' included: [Other professional & technical services at \$53k]; [Library functional supplies at \$15k]; [Software maintenance services at \$9k]; and [Computer equipment at \$7k]. Note that temporarily the administration charges to the City of Santa Cruz were put on hold pending a new, retro-active billing agreement.
 - (7) Cash was above the Library JPA's required reserve by \$1,234,039.

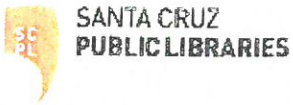
April 19, 2016

Thank you for a wonderful presentation. Jasmin was fantastic with the Kindergarteners. She kept their interest, taught lots about the library, and had great transitions and songs.

I highly recommend her for future field trips to your beautiful library!

Kind regards,

Jill Donalson, Soquel Elementary School



Janis O'Driscoll <odriscollj@santacruzpl.org>

Fwd: Not safe dropping off library books

1 message

Gale Farthing <farthingg@santacruzpl.org>

Wed, Apr 13, 2016 at 4:39 PM

To: Janis O'Driscoll <ODRISCOLLJ@santacruzpl.org>, Helga Smith <smithh@santacruzpl.org>, Ivan Sumano-Vargas <sumanovargasi@santacruzpl.org>

Here is the B40 complaint for inclusion in the board packet. I have answered her, and the gentleman from Downtown. I will forward his email to Helga and Ivan, as well.

----- Forwarded message -----

From: **Mandy Earhart** <aeahart13@gmail.com>

Date: Mon, Apr 11, 2016 at 6:20 PM

Subject: Not safe dropping off library books

To: farthingg@santacruzpl.org

Hello, I tried to drop off my library books today but was not able to because of homeless tents set up next to the book drop at the Branciforte location. I'd appreciate it if someone could monitor for said behavior and help make book drops more safe - they didn't seem stable - one guy was walking around in his underwear.

Cheers,
Amanda
831-419-4620

—
Gale Farthing
Division Manager Onsite Services
Santa Cruz Public Libraries

831-427-7700 X7654

----- Forwarded message -----

From: <webmaster@santacruzpl.org>

Date: Mon, Apr 11, 2016 at 11:01 AM

Subject: SCPL Patron Comment or Suggestion: Downtown Branch

To: webmaster@santacruzpl.org

The following message has been received from:

NAME: Clark Shipley

PHONE NUMBER: [REDACTED]

EMAIL ADDRESS: [REDACTED]

=====

To Whom It May Concern,

Tolerance is one thing, but enough is enough. Why is the downtown branch still even open. It's totally unusable to those who would like to actually use the library. Yesterday (Sunday) I was parked in front of the library at around 2pm, with my 13 year old daughter and her friend. There were about 25 people outside, using the benches and sidewalk, arguing, fighting, cussing, and harassing everyone in the general vicinity. This is not a

place for kids or people that would like to visit and find something to read or reference. The downtown branch is a daytime hang out for people that don't have anywhere else to go. If that's what the intention of the library is, then go for it 100%, but don't continue to masqueraed as a public library. If, in fact, the intention is to use it as a library, steps need to be taken to allow the general public access without the fear of being harassed or at the very least not exposing children to vile and crass behavior. Sure this is tolerant Santa Cruz, but this is completely unacceptable.

Thank you,

Clark Shipley
Life Long Santa Cruz Resident

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FROM: SC SENTINEL MAY 1, 2016 LISA BENSON

As You See It

Recognizing progress with actual statistics

Do you want people to listen to your opinion? Do you want to persuade them? Try making up your own "facts." In his recent letter to this paper, Mr. Fuller of Soquel informs us unemployment among people of color is "far higher" than it was before President Obama. Three minutes on the Bureau of Labor Statistics website reveals that in 2009, unemployment for African-Americans was 14.8 percent and for Hispanics was 12.1 percent. In 2016, those numbers are 9 and 6 percent, respectively. I don't blame Mr. Fuller for advocating for better opportunities for people of color, but let's recognize progress and give credit for it with real information.

— Don Wilson, Aptos

Relax, letter writers

Wow, a lot of haters in Thursday's letters. Factual? I don't think so. Five gallons of water a day per marijuana plant. I don't think so. They would drown. Weed is a weed. Skateboard park? Yeah, the city of Capitola will be coming to your house real soon wanting a big check. I don't think so. Feel the love.

— Randal C. Hansen, Aptos

Cruz-Fiorina ticket will push GOP over the top

I was thrilled to hear Ted Cruz choose Carly Fiorina as his running mate. No, it does not knock out Trump, but should Ted get the nomination, and he may, Hillary is in real trouble. The female card is now gone. Hillary

worked her way up on others' money and success, Carly on just hard work and making really tough choices. This country needs a CEO, and she is perfect. Her advice to Cruz would be invaluable. Cutting both bloated federal payrolls and taxes would do so much for this economy. She is a great choice and now I can support the ticket. Lets see if it's really about gender, or about truly helping America.

— Hugh Kowol, Scotts Valley

Loving libraries

As a young whipper snapper in Felton, I used to walk to the library with stacks of books, only to return with a higher stack. Now, as an all-grown-up whipper snapper, I now use the library system in a very different but equally productive manner. Now, I pop into libraries all over the county to use my laptop in between visiting clients. While some folks choose to settle down at a coffee shop, I prefer to tuck into our libraries with their hushed tones, nice librarians, and free services. I've visited most branches at this point, and hope to hit them all by 2017. I love that while I grow, my needs for libraries grow, too, and someday I can bring my future children to the same libraries, and watch them flourish like I did. That's why I support measure S.

— Paige Rexrode, Felton

Launch Pad helps make event a success

Walnut Avenue Family & Women's Center extends its sincere gratitude to Launch Pad for its contribution of a

free book fair for participants served by our Early Childhood Education Program and our Services for Children & Youth Program. The event was a wonderful success; those in attendance had a chance to experience the joy that comes from choosing a new book to call their own.

Launch Pad provides free age-level appropriate books to support children from low-income families. Research from 42 different countries shows that the greater the number of books in the family, the better the educational outcomes for the children, regardless of the educational level of the parents. In total over 300 books went home with families, women and children in need thanks to Launch Pad's generous work.

Walnut Avenue thanks Launch Pad's staff for dedicating their energy into the important work of promoting literacy in our community.

— Hannah Levy, Santa Cruz

It's a sad day for Santa Cruz musicians

So sorry to hear that Rick Leachman is retiring and closing his long time music store Offshore Music I have shopped at Rick's for many years, and he has always been great to deal with. Not only a nice guy, but very knowledgeable about music. He is a fine musician who understands the needs of the beginners to the very accomplished musicians. He and his store will be very missed by the music community. We wish him a well deserved retirement, Thanks Rick for all you have given us. You will be missed

— Charlie Thomas, Capitola

fight

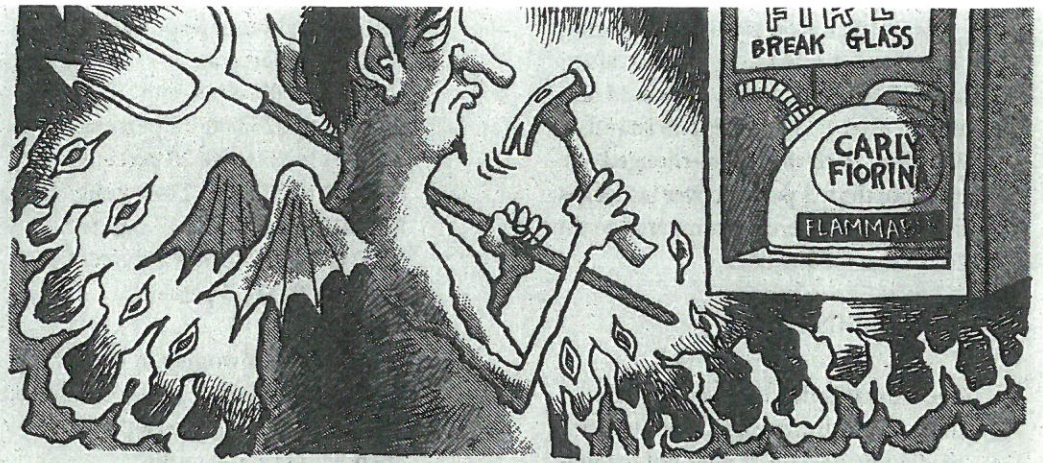
top watching the vital as ever as ing to exploit fear wn our civil liber-

FBI Director James Comey said that although the software used to unlock Fark's phone wouldn't work on all iPhones, it could be used on all 5C iPhones running iOS 9 software. That's millions of iPhones — maybe more. This never was about a dead terrorist's phone. Making the risk worse, the FBI announced it will not disclose what security vulnerability was exploited to unlock the phone. Although the FBI says this is because it doesn't know the details, it appears the bureau is dancing around a mandate for government agencies to flag encryption weaknesses so companies can fix them.

In a second, similar case, the FBI dropped its appeal of a ruling favoring Apple after its agents got the password to a Brooklyn drug dealer's iPhone (likely from the convicted dealer) days before going to court. Again, the FBI is shown not to need a loosening of security to do its job.

The piece of good news is that, in a California Assembly committee, a bill to require all smart phones in the state to have built-in "back doors" for the government to look through. At the fight goes on. Unresolved appeals in the vs. Apple cases leave rattled 1-1. Californians on Capitol Hill are battling, with Dianne Feinstein pushing a bill to force tech companies to comply with court orders to help law enforcement and Lieu out front with a plan to head off any state weakening encryption. We are hints that the FBI and Apple will meet — not in a courtroom this time — to settle the security vs. freedom debate. Keep your eyes open.

Southern California News
up



FROM: SC SENTINEL APRIL 30, 2016 ROB ROGERS

As You See It

Pass Measure S to strengthen our libraries

Not long ago, our library system was in trouble: fiscal deficits, weakened collections, outdated technology and a cumbersome governing system. A necessary but painful assessment process produced an energized system with decreased personnel costs, self-checkout machines and other efficiencies, healthier funding for materials, a new governing body and, most importantly, a renewed commitment to serving all county residents. Property and sales taxes provide the annual operating budget but are not adequate to fund repairs and facility improvements. Measure S asks that we support upgrades to all 10 branches including a major remodeling of the downtown branch and new facilities in Capitola and Felton. The system has earned our regained trust. Let's pass Measure S and strengthen our libraries.

— Paul Machlis, Felton

County supervisors stand up for LGBTQ residents

The GLBT Alliance of Santa Cruz County thanks Supervisors Leopold, Coonerty and the entire Santa Cruz County Board of Supervisors for the unanimous decision banning all nonessential, publicly funded travel to North Carolina and Mississippi, supporting California AB 1887, and submitting a letter to both governors and tourism bureaus. Supervisor McPherson said clearly, "Nobody should be denied equal protection under the laws, and I think we are making a good stand." While some may see this as frivolous or symbolic at best, it is exactly the type of decisive action we are looking for from our

elected officials ... to not be afraid to speak up and be counted among those who will not tolerate discrimination of any type nor any laws created to dehumanize or marginalize any citizen.

— Steph Taylor, chair, GLBT Alliance Steering Committee

KUSP license a community asset worth saving

Local noncommercial radio station KUSP needs to raise a substantial amount of money to avoid shutting down. If it does not, it's likely its license and other assets will be sold to the highest bidder. I have been KUSP's contract engineer for 16 years and look at a simple fact: KUSP's license is a valuable asset to our region. There are no other frequencies available in the noncommercial part of the FM band in this area. So, if the license is sold, the community may lose its chance of having an independent, noncommercial radio station. If you are someone who has the financial resources to help keep KUSP locally owned as it moves toward sustainability (the new management has already reduced costs by 40 percent), I would encourage you to contact KUSP.

— Brant Herrett, Santa Cruz

Bigger group of professors supports Measure Q

Last Sunday's Sentinel was quite interesting. A letter writer, after expressing that she loves Cabrillo, goes on to state she was with a group of Cabrillo College professors who all said do not vote for the bond and to tell everyone. Two pages later there is a half-page support statement For Yes on Q from

professors who represent the teachers union, Faculty Senate, college planning council, Facilities Committee, Technology Committee — in short, the overwhelming majority of Cabrillo faculty. Hundreds of Cabrillo teachers are represented in their statement. So I have to ask myself, just who is this "group of Cabrillo College professors" in the letter? It is easy to find two or three folks to oppose anything and everything. A group? Sounds more like a few disgruntled folks. I believe in the faculty at Cabrillo, as represented by their spokespersons, and I intend to support their Measure Q.

— Kevin Rooney, Davenport

No to Measures Q and S

The double whammy of the \$310 million Cabrillo bond and the \$62 million library parcel tax measure have much in common. They are primarily caused by the failure of their respective governing boards to include sufficient funds each year in their operating budgets to maintain infrastructure. Why does the Santa Cruz library system rank in the top third of per capita funding but last in book and material spending, and last in open hours, compared with other Northern California public library systems? Measure S passage will not increase the annual operating budget one dime for the next 30 years. Why is it that these other countywide systems can spend less and provide more? It is time to demand our elected officials spend public monies effectively. Ignoring the ongoing annual maintenance costs of millions of dollars of public facilities is not an effective public policy. Vote no on S and Q.

— Glenn Hanna, Santa Cruz

America's News

Ballot - Library tax measure before voters

Santa Cruz Sentinel (CA) - April 26, 2016

Author/Byline: By Jessica A. York; jjork@santacruzsentinel.com @ReporterJess on Twitter **Section:** News **Page:** 1

Readability: >12 grade level (Lexile: 1470)

SANTA CRUZ >> On June 7, voters will be asked to consider approving several tax measures across Santa Cruz County, including a \$67 million bond to improve Santa Cruz Public Libraries' 10 facilities.

The library funding would support the modernizing, upgrading and repairing of the Aptos, Boulder Creek, Branciforte, Capitola, downtown Santa Cruz, Felton, Garfield Park, La Selva Beach, Live Oak and Scotts Valley library branches, as needed. Watsonville's branch is not included in the new tax district.

Proposed facilities improvements range from roof repairs and bathroom updates to rewired electrical systems. Major renovations or building replacements are planned for the Capitola and Felton branches. The \$67 million in bond funding projects are culled from the Santa Cruz Public Libraries Facilities Master Plan 2014-2023.

Voters last approved a library countywide quarter-cent sales tax, Measure R, in 2008. The

move made permanent an existing tax, first passed by voters in 1996 and set to expire in 2013, and was aimed at expand library stacks and digital resources.

The June 7 ballot also will include local tax measures of a bond for Cabrillo College and parcel taxes for the Lakeside School District and the Live Oak School District.

If approved by more than two thirds of voters, Measure S's library bond would be repaid over 30 years through a new Community Facilities District property tax. The new tax would mean an annual bill of \$49.50 for single family residence owners or per unit of a multifamily residential property. Commercial, agricultural and recreational parcels would pay \$86 annually.

The tax is expected annually to bring in nearly \$4.2 million in revenue to the library system's approximately \$13 million annual operating budget, with net proceeds divided as follows: Scotts Valley: 4.84 percent, Capitola: 12.9 percent, city of Santa Cruz: 40.3 percent and Santa Cruz County: 41.9 percent. Each jurisdiction will be responsible for overseeing needed library improvement within its borders.

The library system's former Joint Powers Authority Board twice delayed plans to place the tax measure on the ballot, waiting first for increased public support and secondly for internal stability to the agency's governance. Early this year, the Library Joint Powers Authority Board, run by appointed elected officials from each jurisdiction and several members of the public was replaced with a governance board made of each jurisdiction's top administrative official. Interviews were in progress this week to fill the vacant library system director's role, in the hands of interim director Janis O'Driscoll since the May 2015 retirement of Teresa Landers. A new citizens Library Advisory Commission held its formation meeting April 19.

No ballots arguments were filed against the measure, and key supporters include Santa Cruz County Sheriff Jim Hart, United Way of Santa Cruz County Executive Director Mary Lou Goeke, Santa Cruz County Office of Education Superintendent Michael Watkins, Santa Cruz County Supervisor Bruce McPherson and former Santa Cruz Mayor Hilary Bryant.

The Santa Cruz County Elections Department offers complete ballot information at votescount.com. Measure S proponents, the "Our Library, Our Future" campaign, also have posted information online at

ourlibrariesourfuture.org and [facebook.com/ourlibrariesourfuture](https://www.facebook.com/ourlibrariesourfuture).

Index terms: *nyork; Santa Cruz Libraries; Election 2016; Santa Cruz; localnews; cityeditor; Article* **Record:** 1884240

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From: Santa Cruz Sentinel 4/24/16

FELTON

The Campaign to Strengthen Our Local Libraries, Measure S on the June ballot, is sponsoring a Town Hall meeting Wednesday at 6:30 p.m. at the Felton Community Hall, 6191 Highway 9.

A Power Point presentation will be followed by a panel discussion and Q&A led by Supervisor Bruce McPherson. The event is free, open to the public and designed to share more about the campaign to improve the county's library facilities, including a new building in Felton.

Information: www.feltonlibraryfriends.org or 831-335-1135.



NAVIGATOR

Humanizing Homelessness at the San Francisco Public Library

A social worker connects at-risk library patrons with resources and a chance to give back.

JULI FRAGA | Mar 29, 2016 | 7 Comments



A homeless man sits on the steps of the San Francisco Public Library. (AP Photo/Marcio Jose Sanchez)

On The Job is a series of conversations with the people who keep neighborhoods running.

Leah Esguerra, a social worker in San Francisco, begins her workday roaming in between the bookshelves at the city's Main Library. She's looking for homeless people who need her assistance. Esguerra is the nation's first library social

worker. Since 2009, she's been providing social services and outreach programs to many of the city's homeless patrons.

On this particular rainy morning, she's hoping to find her client, John, who suffers from depression and is in need of mental health care and temporary housing. Esguerra is excited to tell John that she's arranged some resources like food stamps and made an appointment for him to meet with a psychiatrist who will help treat his depression.

John is one of more than [7,000](#) homeless people living in San Francisco. Each day, hundreds of the city's homeless take refuge at the library, where they find shelter from the rain and a daytime roof over their heads.

RELATED STORY



How Community Centers Evolved to Help Immigrants Adjust to Life in America

Public programs like Edible Alphabet at the Free Library of Philadelphia use cooking classes to teach new skills and celebrate heritage.

A [2015 survey of San Francisco's homeless population](#) found that 67 percent reported chronic health conditions, from physical disabilities and HIV/AIDS to psychiatric illnesses such as schizophrenia, bipolar disorder, and major depression. People with untreated psychiatric disorders may pose a danger to the public or themselves. A [2014 investigation by KQED](#) discovered that more than half of the residents shot by the police between 2005-2013 were mentally ill.

At the library, Esguerra recognizes at-risk patrons when she sees them talking to themselves or pacing back and forth between the bookshelves. This is how Esguerra met Henry seven years ago.

After his son died unexpectedly, Henry became depressed and began abusing alcohol to help ease his pain. Eventually, he lost his job and home and spent nine months living on the streets, sleeping underneath a bridge on Division Street. Meeting Esguerra at the library, however, helped him turn his life around.

Esguerra introduced Henry to the [Homeless Outreach Team \(HOT\)](#), and they found him subsidized housing. They also connected him with mental health services so that he could begin counseling.

Henry still spends his days at the library, but now he's a Health and Safety Associate (HASA) worker, and Esguerra is his boss. As a HASA worker, Henry's job is to help the homeless patrons find the resources they need to get back on their feet. "The homeless feel safe talking to me because I tell them that I've been there, too," Henry says. Esguerra has five HASA workers on her team—all of them are formerly homeless.

"I feel authentic compassion for the people I'm trying to help," adds Henry. "I believe this goes a long way because they know I am not faking it, and they feel comfortable opening up to me."



A homeless man named John sits in his wheelchair inside the library. (AP Photo/Marcio Jose Sanchez)

Not long ago, Esguerra met a woman named Sally at the library. Sally used to work as a nurse at a hospital in San Francisco. After witnessing a co-worker commit suicide, Sally suffered from Post-Traumatic Stress Disorder (PTSD) and was unable to continue working. Eventually, she became homeless, and while she was living on the streets, she saw a stabbing, which worsened her PTSD.

By the time she met Esguerra, Sally felt hopeless. She worried about the prospect of finding a new job in her 50's. Esguerra recalls her saying, "I'm back to square one." Esguerra helped Sally find mental health care, food stamps, and job training. Henry took Sally under his wing, too. He helped her navigate the community resources that Esguerra had put in place and reassured her that he understood what she was going through.

Today, Sally lives in subsidized housing, and she is working again. She still visits Esguerra and the HASA outreach workers at the library. "This team became my family," says Sally. "At one time, the library was my home."

Esguerra says that the program dismantles stereotypes about homelessness. Over the years, she's helped former restaurant owners, medical professionals, and senior citizens find housing and she's connected close to 1,000 people with community resources such as legal services and medical and mental health care. The program is so successful that this year it will expand to other library branches in the city.

The program also began a national trend. Today, twenty-four public libraries in the country have followed in San Francisco's footsteps. [The Dallas Public Library](#) implemented a peer-counseling model, and the [Pima County Public Library](#) in Tucson, Arizona hired a nurse to provide medical care for the homeless population.

In the end, these social service programs serve as a bridge, helping the homeless patrons find a sense of community at the library so that they can receive other essential resources, too.

"These programs are humanizing homelessness throughout the library," says Esguerra. "The library becomes a sanctuary for many of the patrons and our program helps them to feel safe again."

About the Author

Juli Fraga is a San Francisco-based psychologist and health writer whose work has appeared in the *Washington Post*, *The New York Times*, *The Guardian*, and *Quartz*.

ALL POSTS

SCPL INCIDENT LOG - 2016
 (Dates from the 21st to the 20th. for LJPB Packet & Copy to DA Office sohara@cityofsantacruz.com)

Date	Location	Time	Patron's Name	Ref.#	Brief Description	Staff Involved	Steps Taken	Safety Action	Roving Guard Called	911 Called	Bld. Mtc. Called
03/22/16	GP	2:30pm	Rigel Flaherty	GP 003	Female patron became increasingly agitated when she requested to replace her boyfriend's library card. He was not present.	N Catherine Workman	The patron continued raising her voice and causing a disturbance. The patron was ejected for the day. A similar incident occurred on 11/18/15.	NA	No	No	No
03/23/16	DTN	10:35am	Female	DTN 127	Female patron verbally assaulting staff and security with racially charged language.	Y James Lee	The patron was interfering with staff's duties. The patron was issued a 30 day ban....3/24/16 The patron was served his ban package by Chris Murdock 4:45pm.	Y	No	No	No
03/23/16	LO	10:35	Female	-	Patron was sitting on a bench before opening. He was acting erratically, shouting, pacing and waving his arms.	N Laura Vanderslice, Patty Carroll	The man shouted in another patrons direction saying "What's the matter, am I bothering you? Staff called 911 but the man left before they arrived. This patron had recently on 2 occasions been asked to turn down the volume on the computer he was using.	NA	No	No	No
03/24/16	DTN	6:00pm	Joey Miller	DTN 148	Patron was reported to security for acting "funny". When security approached the patron began yelling and screaming at other patrons. Security detected a smell of alcohol from the patron's breath.	Y Christopher Murdock, Angel May, David Sidle	Patron was asked to leave for the day. He reacted by yelling and being disrespectful towards the rest of the staff. A 7 day ban was issued and served.	NA	Yes	No	No
03/26/16	DTN	11:35am	Peter Birmingham	DTN 001	Patron opened the closed doors at the back of the reading room that leads to the Staff area.	- David Sidle	The patron was advised that he was not allowed in Staff Only areas.	NA	No	No	No

04/01/16	B40	1pm	Geoff Rathert	-	A patron who appeared to be under the influence and somewhat incoherent, reported that his bike had been stolen. Staff put the patron in touch with 911. While waiting for 911 the patron wandered in and out of the library and at one point came in with bloody scratches on his forearm.		Cathy Landis, Peggy Meserth, Lois Meyer	The patron washed off in the bathroom. Staff gave him band-aides. Due to blood residue in the bathroom, building maintenance was called to sanitize the bathroom floor and sink.	NA	No	Yes	Yes
04/01/16	DTN	2pm	Joey Miller	DTN 148	Security observed the patron in the computer area behaving erratically and causing a disturbance.	N	James Lee, Horton Mitchell	The patron was escorted off of the property. This patron has a history of public intoxication and has been given multiple one day bans and a verbal 7 day ban. A 30 day ban was imposed.	NA	Yes	No	No
04/04/16	DTN	6:30pm	NA	-	Staff reported that a power outage occurred that lasted for approx. 20 min.	-	James Lee, David Addison, Margaret Dawson	Staff evacuated the building and conducted a sweep	NA	No	No	No
04/05/16	DTN	10:35am	Kyle Henderson	DTN 119	Staff reported that a patron who is currently on a ban until Oct. 2016, had entered the branch.	-	James Lee, Chase Coetzee	911 was called and the patron was cited for trespassing	NA	Yes	Yes	No
04/05/16	CAP	4pm	Male Patron	-	Staff observed a patron viewing pornography on a public computer.	-	Donna Barber, Devon Reyes, Liz Pollock, Melanee Barash	The patron was ejected for the day.	NA	No	No	No
4/6/16	DTN	2:30pm	Latic Barnes	DTN 112	Staff was advised by a patron that 2 females we "shooting up" in the bathroom (using a controlled substance). One of the patrons is known to be a heroin user.	N	James Lee, Maddie Damon, Chase Coetzee	Based on the witnesses' information, both females were served with a 30 day ban. 4/13/16, 4:30pm-Latic Barnes was served his ban papers by James Lee and Chase Coetzee.	NA	No	Yes	No
			Audrey Richardson	DTN 017								

04/12/16	APT 2:10PM	Male - Red hair & long beard, dark beanie/hat and large green backpack	APT 04	Two male patrons in the Internet area were observed yelling at each other and making verbal threats. One of the men had a fist sized rock in his hand.	N	Tyler Green, Sandra Zamora, Heather Pereira, David Addison	911 was called when the men refused to leave. The red haired man with the rock in his hand and was threatening the other man. After about 5 minutes of verbal abuse directed at staff, the 2 men left before 911 arrived. A 30 day ban was issued for both men. On 4/16/16 at 12:44, DTN 005 was served.	NA	No	Yes	No
04/15/16	DTN 10:10am	Male - Short dark hair cut and facial hair	APT 05	A young female's back pack was stolen by a young male outside the library.	-	Tary Beth Hypes, Mitchell Horton, David Sidle	A chase between the 2 individuals ensued. Security and 911 was called. It turned out to be a domestic dispute between the two involved.	NA	Yes	Yes	No
04/15/16	DTN 1pm	David Linberg	DTN 90	Security was called as a result of Mr. Linberg making threats of physical harm to another patron saying, "I'll put a rope around your neck".	N	Branson Hunter, Mitchell Horton	Mr. Linberg was ejected for the day. Upon leaving Linberg started to approach another patron. Staff intervened and the patron left. A 6 month ban was issued. 4/22/16 Patron attempted to enter the Fenton Branch. Staff served the patron his ban package at 11:35 by Kevin Hildreth.	NA	Yes	No	No
04/20/16	DTN 10:15am	Jeffery Binder	DTN 138	Patron caused a loud disturbance outside in front of the library that cause a disruption inside the library.	Y	James Lee, Chase Coetzee	A 30 day ban was issued and served.	NA	Yes	No	No

4/21/16	DTN 4:22pm	Christopher Simmonds	DTN 149	A patron was observed playing chess by himself and making derogatory remarks to other patrons passing by.	N	James Lee, Sara Harbison	When approached by staff with an offer to move, to a more seclude area where he would not be bothered by others passing by, he became increasingly upset and threatened staff by saying he would kill them with a gun. A 60 day ban was issued.	NA	No	No	No
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Date	Location	Time	Patron's Name	Ref.#	Brief Description In some instances a patron may receive more than 1 ban in a single day.	Days																	
						1 Day	2 Day	3 Day	7 Day	14 Day	30 Day	42 Day	60 Day	90 Day	3 Mo.	6 Mo.	1 Yr.						
03/22/16	GP	2:30pm	Rigel Flaherty	GP 003	Patron became increasingly agitated when she requested to replace her boyfriend's library card. He was not present. The patron continued raising her voice and causing a disturbance. The patron was ejected for the day. A similar incident occurred on 11/18/15.	1																	
03/23/16	DTN	10:35am	Female	DTN 127	Female patron verbally assaulting staff and security with racially charged language. The patron was interfering with staff's duties. The patron was served a 30 day ban.... 3/24/16 The patron was served their 60 day pkg. by Chris Murdock 4:45pm.				1														
3/24/16	DTN	6:00pm	Joey Miller	DTN 148	Patron was reported to security for acting "funny". When security approached, the patron began yelling and screaming at other patrons. Security detected a smell of alcohol from the patron's breath. The patron was asked to leave for the day. He reacted by yelling and being disrespectful towards staff. A 7 day ban was issued and served.			1															
04/01/16	DTN	2pm	Joey Miller	DTN 148	Security observed the patron in the computer area behaving erratically and causing a disturbance. The patron was escorted off of the property. This patron has a history of public intoxication and has been given multiple one day bans and a verbal 7 day ban. A 30 day ban was imposed.																		
04/05/16	CAP	4pm	Male Patron	-	Staff observed a patron viewing pornography on a public computer. The patron was ejected for the day.	1																	

Date	Location	Time	Patron's Name		Ref.#	Brief Description In some instances a patron may receive more than 1 ban in a single day.	1 Day	2 Day	3 Day	7 Day	14 Day	30 Day	42 Day	60 Day	90 Day	3 Mo.	6 Mo.	1 Yr.
4/6/16	DTN	2:30pm	Latic Barnes	DTN 112		A patron advised staff that 2 females we "shooting up" in the bathroom (using a controlled substance). One of the patrons is known to be a heroin user. Based on the witnesses' information, both females were served with a 30 day ban.						1						
			Audrey Richardson	DTN 017									1					
04/12/16	APT	2:10PM	Male - Red hair & long beard, dark beanie/hat and large green backpack	APT 04		Two male patrons in the Internet area were observed yelling at each other and making verbal threats. The men were asked to leave. 911 was called when the men refused to leave. The red haired man had a fist sized rock in his hand and was threatening the other man. After about 5 minutes of verbal abuse directed at staff, the 2 men left before 911 arrived. A 30 day ban was issued to both men.						1						
			Male - Short dark hair and facial hair	APT 05									1					
04/15/16	DTN	1pm	David Linberg	DTN 90		Security was called as a result of Mr. Linberg making threats of physical harm to another patron saying, "I'll put a rope around your neck". Mr. Linberg was ejected for the day. Upon leaving Lindberg started to approach another patron. Staff intervened and the patron left. A 6 month ban was issued.... 4/22/16 Patron attempted to enter the Fenton Branch. Staff served the patron his ban package at 11:35 by Kevin Hildreth.												1
04/20/16	DTN	10:15am	Jeffery Binder	DTN 138		A patron caused a loud disturbance outside, in front of the library that cause a disruption inside the library. A 30 day ban was issued and served.												1

Date	Location	Time	Patron's Name	Ref.#	Brief Description In some instances a patron may receive more than 1 ban in a single day.	1 Day	2 Day	3 Day	7 Day	14 Day	30 Day	42 Day	60 Day	90 Day	3 Mo.	6 Mo.	1 Yr.
4/21/16	DTN	4:22pm	Christopher Simmonds	DTN 149	A patron was observed playing chess by himself and making derogatory remarks to other patrons passing by. When approached by staff with an offer to move, to a more seclude area where he would not be bothered by others passing by, he became increasingly upset and threatened staff by saying he would kill them with a gun. A 60 day ban was issued.							1					
Totals						4	0	0	1	0	7	0	1	0	0	1	0

STAFF REPORT

DATE: 2 May 2016
TO: Library Joint Powers Board
FROM: Janis O'Driscoll, Interim Library Director
RE: Public Hearing on the Proposed FY 16/17 Budget for the Santa Cruz Public Libraries

RECOMMENDATION: Receive the proposed FY 16/17 budget and make any requests for supplemental reports as deemed appropriate. Schedule final action on the proposed budget at the regularly scheduled June meeting.

SUMMARY The staff has prepared a Proposed FY 16/17 Budget for the Santa Cruz Public Libraries that is essentially a status quo budget. The budget proposes no major projects in addition to those anticipated should Measure S be funded. The budget does reflect the impact of the CalREN/CENIC contract which will result in increased network speeds throughout the library system and cost savings in the budget.

BACKGROUND Article 8 of the Fourth Amendment to the Joint Powers Agreement Between the City of Santa Cruz and the County of Santa Cruz and the Cities of Capitola and Scotts Valley, relating to Library Services specifies that "the Services Authority shall hold a public hearing on the Proposed Budget which shall be held no later than May 31. Copies of the Proposed Budget shall be available for public inspection at least ten days prior to the public hearing."

"At the conclusion of the public hearing, the Governing Board shall request such supplemental reports as it deems appropriate and schedule final action on the Proposed Budget for a public meeting to be held no later than June 30."

DISCUSSION

Revenues: The projected sales tax revenues for the coming year are conservative and consistent with projections made by both the City of Santa Cruz and the County of Santa Cruz. The Maintenance of Effort estimate for 16/17 is the same figure from both the City of Santa Cruz and the County of Santa Cruz. In 15/16 there was a transfer from the vehicle replacement fund of \$200,000 for the purchase of a new bookmobile.

A copy of the current Fund Balance Policy, adopted on June 1, 2011, is attached.

Expenditures-Personnel: Personnel costs include increased costs for PERS and health care as well as the salary of the Interim Executive Director of the Library Facilities Financing Authority. It is anticipated that there will be a transition period needed for the transfer of responsibility from the Interim Executive Director to the new Director of Libraries. Personnel costs also include the following personnel changes:

Increasing

AAII #106-008 from .65 FTE to 1.0 FTE (from 26 hours to 40 hours) Administrative Assistant II

ACI #101-005 from .75 FTE to .875 FTE (from 30 hours to 35 hours) Account Clerk I

Reclassifying Branch Managers at the Four Smaller Branches

Library Assistant II #283-016 to Library Assistant III (no FTE change)

Library Assistant II #283-008 to Library Assistant III (no FTE change)

Library Assistant II #283-014 to Library Assistant III (no FTE change)

Library Assistant II #283-019 to Library Assistant III (no FTE change)

We recommend increasing the Administrative Assistant II to full-time so that he can be Clerk to the Library Advisory Commission and be fully trained as back up for Clerk to the Library Facilities Financing Authority and the Joint Powers Board. He can maintain his duties in Library Administration and take on these new assignments. The fiscal impact is \$27,323 annually.

We recommend increasing the Account Clerk I to 35 hours per week so that he is able to complete deposits and invoice entry. These tasks have increased significantly because the installation of library kiosks in all branches has significantly increased the fines and fees revenue. The procedures are more complex because the Library also receives an increasing number of credit card payments. The fiscal impact is \$9758 annually.

We recommend reclassifying the four Branch Managers at the Boulder Creek, Felton, Garfield Park, and LaSelva Beach branches to Library Assistant III (the classification for all other Branch Managers). Branch Manager duties and responsibilities for the staff, public, and building are the same for all branch managers and this reclassification would make all Branch Managers in the library system equal. The total annual cost of the reclassification for all four employees is \$32,100.

Expenditures-Information Technology

Several categories in the Information Technology budget have been readjusted. Attached is a staff report from Library IT Division Manager, Lynne Sansevero, addressing the Software Maintenance Services costs. Telecommunications costs are reduced in FY 16/17 as a result of the CENIC contract.

Expenditures-System Services

A new line item has been added for Merchant Bank Fees. This is a new expense related to patron credit card payments.

Extraordinary, one-time expenditures

Should Measure S not be successful, it will be necessary to re-cable all branches to take full advantage of the CENIC contract. It is recommended that the budget have a placeholder for \$150,000 in this event. Attached is a Staff Report from the Library IT Division Manager which gives background for this recommendation.

Talks are currently ongoing with CENIC for a scheduled switchover in early July. It is recommended that the budget have a placeholder for \$106,896 should the network not be in place by July 31, 2016. ATT anticipates charging the Library tariffs for contract extensions if the switchover does not occur. Attached is a Staff Report from the Library IT Division Manager which gives background for this recommendation.

Optional Budget Item

The staff has estimated the cost of increasing 33 hours system-wide. This estimate was made before receiving the latest updates in PERS and Health Care costs would need to be updated to reflect these increases. This estimate assumes that Felton, Garfield Park, and LaSelva Beach would each increase by 3 hours weekly and that Live Oak, Scotts Valley, Aptos, Boulder Creek, Branciforte, and Capitola would each increase by 4 hours weekly. The Downtown Branch would see no increase in hours.

The staff does not recommend increases in hours at this time. With the changing capacities for library service that are possible with renovations and repair as a result of Measure S, it seems wise to wait to examine the hours question when we know what services the community wants most, what new capacities we will have with improved facilities, and how we will staff our renovated buildings.

MEMORANDUM

DATE: June 1, 2011
TO: Library JPB
FROM: Teresa Landers, Library Director
SUBJECT: Fund Balance Policy

Recommendation: The LJPB adopt the attached fund balance policy

Recommendation: The LJPB authorize the fund balance amounts to be classified as "committed" for the Library JPA annual financial statement, period ending June 30, 2011 as indicated on the attached document.

BACKGROUND

A recent GASB decision requires governmental entities to adopt a fund balance policy by June 30, 2011. The City of Santa Cruz Finance Department has written a policy for the LJPB to adopt.

This policy eliminates the reserve fund term that has been used previously and establishes different categories of fund balances: nonspendable, restricted, committed, assigned and unassigned.

DISCUSSION

The LJPB must adopt this policy before the end of the fiscal year and must designate the various categories of fund balances. The specific amounts of necessary carryovers and allocation to the emergency cash fund balance will be approved when the FY11/12 budget is approved.

Nonspendable: No formal action is needed and Library does not currently have anything in this category.

Restricted: No formal action is needed and Library does not currently have anything in this category.

Committed: Formal action is required and is outlined in the attached documentation.

- **Library JPA Operating Fund:** This includes carryover funds and funds for the purpose of establishing a stabilization arrangement to cover cash flow issues and unexpected expenditures in fiscal year 2012 and beyond
- **Contingency Reserve Fund:** Since the above Operating fund includes the emergency and cash flow reserve fund balance, it is recommended this fund be deleted and the funds moved to the Operating Fund.
- **Technology Reserve Fund:** It is recommended this be retained and any operating funds designated for Technology that are not spent at the end of each fiscal year be moved to this Fund
- **Capital Projects Reserve Fund:** The recently adopted service model does not provide for contributions to a capital projects fund. Operating funds are designated for capital maintenance and it is anticipated that those funds will be fully spent during each fiscal year. It is recommended this fund be deleted and the funds moved to the Operating Fund.
- **Felton Branch Reserve Fund:** It is recommended this be retained.

Assigned: No formal action is needed and Library does not currently have anything in this category.

Unassigned: No formal action is needed. The Library currently has the \$495,000 fund balance from FY0910 in this category.

Library Joint Powers Authority (JPA) Fund Balance Reporting Policy - Governmental Funds

The purpose of this policy is to establish fund balance reporting standards for the Library Joint Powers Authority's governmental funds. It introduces and defines fund balance categories, identifies and describes the Joint Powers Authority's fund types, and sets forth application criteria. It is established based upon a long-term perspective of the Library Joint Powers Authority (JPA) maintaining a strong fiscal position and promoting sustainability through negative economic trends. It is also intended to preserve flexibility throughout the fiscal year in order to make adjustments in funding for programs approved in connection with the annual budget. This policy relates only to the JPA's governmental funds (general, special revenue, capital project, and debt service).

In addition, this policy is established to comply with the Governmental Accounting Standards Board (GASB) Statement No. 54, "Fund Balance Reporting and Governmental Fund Type Definitions" which was created to improve financial reporting by providing fund balance categories that are more easily understood, and by defining a constraint based hierarchy of fund balance categories for the identification and use of resources reported in the JPA's governmental funds. The policy eliminates the original "reserved" component of fund balance category in favor of "restricted" to facilitate consistent information reported in fund and government-wide financial statements ("restricted" has always been a component of the government-wide financial statements), and requiring the same presented categories regardless of governmental fund or governmental fund type.

Fund Balance Categories for Governmental Funds

Fund balance can be classified into five categories:

- nonspendable
- restricted
- committed
- assigned
- unassigned

Nonspendable Fund Balance consists of funds that cannot be spent due to their form (e.g. inventories and prepaid expenditures) or funds that legally or contractually must be maintained intact (i.e. endowments). Funds are required be classified in the *nonspendable* fund balance category even though this action creates a deficit *unassigned* fund balance. No formal action is necessary to place funds under this category.

Restricted Fund Balance consists of funds that are mandated for a specific purpose by external parties, constitutional provisions or enabling legislation. No formal action is necessary to place funds under this category.

Committed Fund Balance consists of funds that are set aside by the Library JPA Board for a specific purpose. Placing funds under the *committed* fund balance category requires a formal action of the JPA Board with the passage of a simple majority vote at or prior to the last meeting for the applicable fiscal year. The exact amount to place under *committed* fund balance is not necessary when bringing the action before the JPA Board. *Committing* fund balance is allowable only to the

extent that fund balance is available and cannot result in a deficit *unassigned* fund balance. The same formal action must be taken to remove or change the limitations placed on the funds.

Assigned Fund Balance consists of funds that are set aside with the intent to be used for a specific purpose. The authority to assign fund balance is delegated to the Director of Libraries. *Assigning* fund balance is allowable to the extent that fund balance is available and cannot result in a deficit *unassigned* fund balance. No formal action is necessary to classify funds within this category.

Unassigned Fund Balance consists of excess funds that have not been classified in the previous four categories. All funds in this category are considered spendable resources, and provide the resources necessary to meet unexpected expenditures and revenue shortfalls throughout the fiscal year. The only fund that may have an unassigned fund balance is the Library JPA's primary general fund. It is also the only category that can be used to report a negative fund balance. No formal action is necessary to place funds into this category.

Governmental Fund Type Descriptions

Although there are multiple governmental fund types, the Library JPA currently only has a General Fund type for financial reporting purposes.

General Funds account for all financial resources not accounted for and reported in Special Revenue Funds, Capital Project Funds or Debt Service Funds.

Financial Statement Reporting

Classifying Fund Balance Amounts for each fund is the responsibility of the City of Santa Cruz Finance Department, under the authority of the Finance Director, and should be determined by applying the City's accounting policies to the composition of the ending fund balance. *Committing* funds requires the approval of the Library JPA Board prior to the end of the fiscal year of the reporting period. *Assigning* funds requires the approval of the Director of Libraries.

Order of Classification within each fund is determined by the fund's *nonspendable* amount and the remaining fund balance. All *nonspendable* funds (inventories, prepaid expenditures, etc.) must always be classified first, even if this action creates a deficit *unassigned* fund balance. The Library JPA establishes that, unless prohibited by legal requirements, the following fund balance category order should be used when classifying remaining funds:

- restricted
- committed
- assigned
- unassigned

The Library JPA also establishes that, unless prohibited by legal requirements, the following fund balance category order is considered to be spent for incurred expenditure:

- restricted
- committed
- assigned
- unassigned

Each category should be exhausted before using funds from the next available category.

Stabilization Arrangements are funds formally set aside for use in revenue stabilization, capital outlay replacement, contingencies, emergencies, or other similar purposes. These arrangements are subject to the controls under which they can be spent, and may only be expended when certain criteria are met. The formal action which defines how and when these funds may be spent would determine which fund balance category they would be placed under (*restricted* or *committed*). Stabilization arrangements are still subject to the criteria of the fund balance category and placing funds under the *restricted* or *committed* category is not allowable if the action results in creating a deficit *unassigned* fund balance.

The City of Santa Cruz Finance Director recommends the Library JPA Board authorize the following fund balance amounts to be classified as “committed” for the Library JPA annual financial statement, period ending June 30, 2011:

Library JPA Operating Fund

- Fiscal year 2011 purchase order and contract balances to be carried forward to fiscal year 2012
- Fund balance at the end of June 30, 2011 for the purpose of establishing a stabilization arrangement to cover cash flow issues and unexpected expenditures in fiscal year 2012 and beyond, except as otherwise directed by the Board.

Contingency Reserve Fund (recommend deletion and funds moved to the Operating Fund)

Technology Reserve Fund

- Fund balance at the end of June 30, 2011

Capital Projects Reserve Fund (recommend deletion and funds moved to the Operating Fund)

Felton Branch Reserve Fund

- Fund balance at the end of June 30, 2011

STAFF REPORT

DATE: May 5, 2016
TO: Library Joint Powers Board
FROM: Lynne Sansevero, Library IT Manager
RE: Software Maintenance Services Costs for 16/17 FY

RECOMMENDATION: It is recommended that the Board approve the requested funds for Library IT's portion of Software Maintenance Services in the 16/17 Fiscal Year Budget, in the amount of \$265,120, an increase of \$78,620.

SUMMARY: The overall Software Maintenance Services budget for Library IT has increased \$78,620 from last years' amount.

BACKGROUND: Industry-wide, it is common that software maintenance costs rise between 18-22% each year. When the vendor is in a dominant industry position, such as VMware, our server virtualization infrastructure, it can rise as high as 25%. Keep in mind that true enterprise mission-critical software maintenance fees typically pay for 24 x 7 support. In addition, SCPL has added several more enterprise software solutions in order to automate and gain greater visibility into our computing environment, or improve existing functionality.

DISCUSSION: In addition to the usual increase in existing software maintenance contracts, as described above, the Library IT Department will be adding several new software solutions in order to increase the efficiencies of existing systems as well as putting new systems in place that automate more routine tasks within the computing environment. Automation allows applications to take over menial tasks and help staff focus on customer service (both Staff and the Patrons). These applications can be used to automate many complex activities that occupy IT staff relentlessly. Below is a list of the additions to this years' budget:

- Upgrade to Minecraft server software
- Log file analysis and reporting for over 14 web and database servers
- PC Refresh software for public laptops
- Internal communications and desktop alerts for staff – a cut-through messaging system
- IDE software (Integrated Development Environment)
- Server software for LIT password retention and change management controls
- Server software to track Active Directory and file server changes
- Wi-Fi access point management software to increase optimization, fault detection and reporting
- SCPL procured 14 Cisco switches through the E Rate program (at a 62% discount rate), that came with 1 year of software maintenance. LIT will need to renew maintenance on these switches.

STAFF REPORT

DATE: May 5, 2016
TO: Library Joint Powers Board
FROM: Lynne Sansevero, Library IT Manager
RE: Estimate of Re-Cabling Branches for 16/17 FY

RECOMMENDATION: It is recommended that a placeholder of \$150,000 be in the budget to rewire branches with faster Ethernet wiring in case the bond measure does not pass. This estimate has been downgraded from the original \$270,00 estimate.

SUMMARY: In the case that the bond measure does not pass, and that the Library has moved onto the CalREN/CENIC network, with a 10Gb connection to the Internet, it will be necessary to spend funds to re-wire 10 branches with Cat 6 plenum Ethernet cables to take advantage of the increased network speeds at the user level.

BACKGROUND: The Library Cat 5e wiring has been in place for over 15 years, and tops out at a max speed of 1 Gigabit. Cat 6 cables give the ability to have a 10 Gigabit network. Plenum is a space, usually above a ceiling or below a floor, that can serve as a receiving chamber for air that has been heated or cooled to be distributed to inhabited areas. Plenum-rated cables use special types of plastics in their jacket coverings and offer good resistance against fire, and in the event that they do begin to burn, they will not emit large quantities of harmful fumes. Thus, for speed and for safety, Cat 6 plenum rated cables are needed.

DISCUSSION: All branches will need to be re-wired. It was not possible to have a contractor survey and provide quotes for work at ten branches, so I took the worst three in terms of existing cabling, and got quotes from a single vendor. The worst branches are, Downtown, Aptos and Branciforte. The estimated amounts for each branch are; Downtown: \$52,387, Aptos: \$13,685 and Branciforte: \$9,816. Total for the worst three branches is \$76,000. I estimate that the other 7 branches will cost an additional \$74,000, based on their sizes and the complexity of the wiring terminations. The vendor that provided the three estimates has no promise of getting the job.

STAFF REPORT

DATE: May 5, 2016
TO: Library Joint Powers Board
FROM: Lynne Sansevero, Library IT Manager
RE: ATT Tariffs Placeholder in FY 16/17 Proposed Budget

RECOMMENDATION: It is recommended that a placeholder of \$106,896 be in the budget in case the CalREN/CENIC network is not in place before the AT&T contract expires on 7/31/2016, and we incur contract extension tariffs from AT&T.

SUMMARY: Currently, the Library system uses an AT&T Customized Switched Metro Ethernet Network (CSME) as interconnects between branches. This provides connection to the branches at speeds ranging from 1Gb to 10 Mbps. This contract expires on 7/31/2016. If the Library goes beyond that date on the CSME, AT&T will bill out of contract, “tariff” pricing for each month we go over.

BACKGROUND: While we anticipate a relatively smooth transition from AT&T fiber services to the CalREN/CENIC high-speed network, there are many unforeseen issues that may delay the installation of CENIC circuits throughout the system. Any branch AT&T fiber circuit that goes beyond the 7/31/16 contract date with AT&T will be subject to monthly contract extension tariffs. The roll-out of the new CalREN /CENIC network is entirely dependent on Comcast, the new fiber provider. We have no time estimates from Comcast, and even with estimates, turning on fiber circuits can take much longer than promised by a provider. We have estimated for a 4-month extension of CSME services, but it could be much less. We have planned for the worst case scenario.

DISCUSSION: The monthly contract extension tariffs are listed below by branch.

Downtown is 1Gbps: \$3900/month tariff

Felton and La Selva Beach are at 10 Mbps: \$1550/month tariff each circuit, equals \$3,100/month tariff

Boulder Creek, Scotts Valley, Aptos, Live Oak, Branciforte, Capitola and Garfield Park are at 100Mbps: \$2500/month tariff each circuit, equals \$17,500 /month tariff

Total monthly tariff cost for all circuits: \$24,500 /month

4 month costs of contract extension tariffs: ≈ \$106,000

*The additional \$8,000 is to account for taxes and surcharges.

*These tariff costs are still eligible for the E Rate discount of 60%, however, we would not recoup those monies until the beginning of the 2017 fiscal year.

FY 16/17 Budget Overview
Updated as of April 26, 2016

		FY 15/16 Adopted Budget	FY 16/17 Proposed Budget
Revenue			
	Sales Tax	\$ 7,516,000	\$ 7,799,700
	Maintenance of Effort	5,504,000	5,515,273
	Grants and Donations	74,468	78,568
	Fines and Fees	104,000	140,500
	Other	8,500	11,870
	Vehicle Transfer from Replacement Fund	200,000	-
	Revenue Total	\$ 13,406,968	\$ 13,545,911
Personnel			
	Regular Full and Part Time	\$ 5,367,835	\$ 5,666,781
	Temporary	809,801	826,000
	Misc. Personnel Costs	12,280	6,520
	Benefits	2,543,440	2,696,166
	Personnel Subtotal	\$ 8,733,356	\$ 9,195,867
Expenditures			
Information Technology			
	Hardware Maintenance	\$ 16,500	\$ 47,500
	Professional Services Other	44,000	27,000
	Software Maintenance Services	263,704	358,654
	Telecommunications	155,271	47,295
	Computer Equipment	100,000	125,000
	Subtotal	\$ 579,475	\$ 605,449
Library Materials			
	Materials	\$ 1,268,190	\$ 1,129,677
	Grants and Donations	26,278	26,278
	Refunded Fines and Fees	2,000	2,000
	Library Functional Supplies	161,850	161,850
	Subtotal	\$ 1,458,318	\$ 1,319,805
Staff Development			
	Travel	\$ 14,180	\$ 18,380
	Training	51,195	54,495
	LSTA Tuition	-	-
	Subtotal	\$ 65,375	\$ 72,875
Utilities			
	Water/Sewer/Refuse	\$ 63,330	\$ 69,095
	Hazardous Materials Disposal	1,000	1,000
	Electricity	184,600	184,600
	Natural Gas	28,000	28,000
	Subtotal	\$ 276,930	\$ 282,695
Building O & M			
	Building O & M	\$ 197,322	\$ 199,862
	Landscaping	33,000	33,000
	Janitorial Services	217,100	219,017
	Vehicle O & M	32,524	32,524
	Vehicle Equipment	200,000	-
	Building Eqipt. And Rental	309,385	309,385
	Subtotal	\$ 989,331	\$ 793,788
Supplies and Equipment			
	Office Supplies	\$ 20,500	\$ 21,700
	Copier Supplies	7,550	5,250
	Janitorial Supplies	20,000	22,500
	Misc. Supplies	73,960	69,440
	Safety Clothing and Equipment	4,710	4,710
	Office Furniture and Equipment	25,400	26,400
	Other Equipment	4,500	5,250
	Building Repairs-Library	102,800	69,000
	Subtotal	\$ 259,420	\$ 224,250
System Services			
	Professional Services Fiscal	\$ 8,300	\$ 88,300
	Unique Management Collection Agency	14,000	14,000
	Insurance	64,225	77,819
	Postage	3,500	5,500
	Printing and Advertising	27,530	34,330
	Dues and Membership	34,910	34,910
	Merchant Bank Fees	70,000	1,500
	Professional & Technical Services	70,000	13,000
	Subtotal	\$ 222,465	\$ 269,359
Other Services and Transfers			
	Financial Services Outside (City of SC)	\$ 669,211	\$ 710,000
	Transfer to Vehicle Replacement Fund	55,666	56,166
	Transfer to 2-month reserve account	85,368	15,036
	Subtotal	\$ 810,245	\$ 781,202
	Non-Labor Operating Expenditure Subtotal	\$ 4,661,559	\$ 4,349,423
	Total Operating Expenditures	\$ 13,394,915	\$ 13,545,290
	Total Operational Surplus or <Deficit>	\$ 12,053	\$ 621
Extraordinary, one-time expenditures (funded from excess reserves)			
	Recabling to accommodate greater internet speeds at the branches	\$ -	\$ 150,000
	AT & T Month to Month	-	106,896
	Additional one-time, extraordinary expenditures	\$ -	\$ 256,896
OPTIONAL BUDGET ITEM			
	Add Increased Hours (System-wide)	\$ -	\$ 217,582
	Subtotal	\$ -	\$ 217,582
	Total Surplus or <Deficit> (with optional changes)	\$ -	\$ (216,961)
Total Fund Summary			
	Revenue Total	\$ 13,406,968	\$ 13,545,911
	Personnel Subtotal	\$ 8,733,356	\$ 9,195,867
	Non-Labor Operating Expenditure Subtotal	\$ 4,661,559	\$ 4,349,423
	Optional- Add increased hours (System-wide)	\$ -	\$ 217,582
	Expenditure Total (recommended and optional)	\$ 13,394,915	\$ 13,762,872
	Maximum Operating Surplus or <Deficit>	\$ 12,053	\$ (216,961)
	Extraordinary, one-time expenditures	\$ -	\$ 256,896
	Projected Net Cash Flow	\$ 12,053	\$ (473,857)

STAFF REPORT

DATE: May 5, 2016

TO: Library Joint Powers Authority Board

FROM: Lisa Murphy, Director of Human Resources

RE: Approval of hiring Susan Nemitz for the position of Director of the Santa Cruz Public Library

RECOMMENDATION: 1) Approve hiring Susan Nemitz for the position of Director of the Santa Cruz Public Library and 2) Direct staff to prepare an employment agreement and related documents for the June 2, 2016 board meeting.

BACKGROUND: Last fall, the Library Director retired and a recruitment for a new Director began. The LJPA is the hiring authority for the Library Director who will serve the LJPA pursuant to an employment contract. After an extensive recruitment process, as detailed below the LJPA has selected Susan Nemitz to become the new Library Director. Formal approval is needed by the LJPA at a regularly scheduled meeting. The employment contract will be brought back to the Board on June 2, 2016.

The LJPA Agreement allows for any member of the LJPA to employ and administer the agreement with the Library Director. Since the LJPA's inception, the Library Director has been a member of the City of Santa Cruz's civil service system, therefore the new Director will continue in this capacity. This will require an agreement to be prepared for the Board's consideration which will also be brought to the LJPA on June 2, 2016. The Director will report to the entire Board of the LJPA.

DISCUSSION: Upon the retirement of the previous Director, the LJPA authorized an agreement with June Garcia, a professional recruiter specializing in library directors to begin the recruitment effort.

The process began with a series of meetings with the LJPA, Library staff and members of the community to solicit feedback on the ideal qualities and characteristics of the next Library Director. With that information, a nationwide recruitment effort began. After careful consideration, six candidates were selected to proceed with the interview process. This initial interview consisted of two separate panels composed of community members, member agency staff, and professionals in the library field. As a result of the first series of interviews, three candidates proceeded to the final phase of the vetting process.

The final interview process consisted of the three candidates spending two days meeting separately with the library staff, library management staff, the LJPA Board and touring the library branches. Feedback forms were provided to the staff which were then compiled and summarized for the LJPA Boards consideration.

The LJPA was unanimous in its decision to select Ms. Susan Nemitz as the person most qualified and most suited to lead the Santa Cruz Public Library as the Library Director. In addition, the staff feedback forms indicated Ms. Nemitz was also their first choice for the position.

Ms. Nemitz is leaving her current position as the Ramsey County Library Director in Minnesota where she spent 11 years managing seven public libraries and over 150 staff members. Below is a brief summary of the terms of the agreement:

- Three year term
- Retirement: PEPRRA Employee, 2% @ 62, average of three year salary.
- Starting salary of \$168,000
- Moving expense allowance of a maximum \$10,000
- Starting vacation bank of 80 hours
- Management Vacation bank of approximately 40 hours
- Vacation Accrual rate of 120 hours/year.
- In addition, she will receive the same benefits as City of Santa Cruz executives as detailed in Attachment A.

Ms. Nemitz will begin as the Library Director the week of June 13, 2016.

Attachments:

- 1) City of Santa Cruz Compensation and Benefits Plan as of Aug. 2015

Policy Title: Patron Conduct and Suspension Policy

Policy Statement:

In order to provide and maintain a comfortable and safe environment for all patrons and library staff, the Library Joint Powers Board has approved the Santa Cruz Public Libraries Rules of Conduct.

Violation or repetitive violation of any of the rules of conduct may warrant a suspension of library privileges. Suspension of library privileges will result in removal from and denial of access to, Santa Cruz Public Libraries services and facilities for a designated period of time.

SUSPENSION PROCEDURES

In order to be fair and equitable in the application of the Santa Cruz Public Libraries Rules of Conduct and to provide documentation of the enforcement of these rules, authorized library staff shall apply the procedures detailed in Sections A through G. Authorized staff members for the various sections are defined thus:

- enforcement of section A up to and including 30 day suspension : any regular library staff member. Greater than 30 days: Library Division Manager, Manager of System Services and Support or Library Director
- enforcement of Section B First Violation: any regular or temporary staff member
- enforcement of Section B Second Violation: any regular or temporary staff member
- enforcement of Section B Third Violation: any regular staff member
- enforcement of Section B Fourth Violation: Library Division Manager, Manager of System Services and Support or Library Director

In summary, all staff members are authorized to suspend privilege for up to and including 30 days. Longer suspensions must be approved by a Library Division Manager, the Manager of System Services and Support or the Library Director.

A. IMMEDIATE SUSPENSION WITH FURTHER ACTION TO FOLLOW:

The following violent behaviors will not be tolerated:

- physical abuse or assault
- fighting or challenging to fight
- making violent or threatening statements

Authorized library staff will instruct anyone displaying these behaviors to leave the library facility immediately for a period up to and including 30 days. Police will be called and additional legal action may occur, as appropriate. In addition, based on the severity of the situation, a suspension of library privileges for up to one year may be applied. Library staff will notify Library Administration immediately, where a determination of the appropriate suspension period and procedures will be determined by authorized staff. The appeal process applicable to Extensive Suspension as described in Section F will be applied.

B. ALL OTHER PROHIBITED BEHAVIORS WILL BE ADDRESSED IN THE FOLLOWING MANNER:

FIRST VIOLATION : Initial warning and given copy of Library Rules of Conduct

SECOND VIOLATION: Library privileges suspended for the day

THIRD VIOLATION: Library privileges suspended for up to and including 30 days

FOURTH VIOLATION: Library privileges suspended for 31 days to up to one year

C. FIRST VIOLATION: INITIAL WARNING:

When a patron has violated the Santa Cruz Public Libraries Rules of Conduct by displaying behavior that is prohibited but not violent or physically threatening, authorized library staff will handle these situations in the following manner:

1. Provide the patron with a copy of the Library Rules of Conduct. Explain to the patron that they are engaging in prohibited behavior, what that behavior is and the importance of abiding by the rules of conduct. The patron will be advised that further violations of the rules will not be tolerated and may result in their being asked to leave for the day.
2. The library staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to Library Administration.

D. SECOND VIOLATION: SUSPENSION – 1 DAY

1. If the patron continues *prohibited behavior* either the same day or another day, authorized library staff will reaffirm all previous conversations with the patron regarding the behavior and instruct the patron to leave the facility for the day. Library patrons who feel the treatment is unfair will be offered the name and telephone number of the next ranking library staff member so that they may communicate their concerns.
2. Library staff will again document the incident with a Library Incident Report submitted to Library Administration.

E. THIRD VIOLATION: SUSPENSION – UP TO AND INCLUDING 30 DAYS:

Longer than 1-day suspensions will be issued if a patron continues to *display prohibited behavior* after receiving a prior suspension.

1. If a patron has been issued a one-day suspension for prohibited behavior and if *prohibited behavior continues either during the suspension period or afterwards*, a patron will then be suspended for up to and including 30 days.
2. When a decision is made to suspend a patron for more than one day, authorized staff must complete the "Notice of Library Suspension- Up to 30 Days" document.
3. A copy of the completed document must be provided to the patron. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and provide them with a copy of the completed document.
4. Authorized library staff will also complete a Library Incident Report and submit the report to Library Administration.
5. A patron will receive only one 30 day or less suspension *for prohibited behavior*. Any further suspensions for *prohibited behavior* will be considered a Fourth Violation as described in Section F.

6. The patron will not be offered a formal hearing process for up to 30 day suspensions; however, they will be given the name and phone number of the appropriate Library Division Manager, Manager of System Services and Support and/or Director so that they may communicate their concerns by telephone or by submitting an appeal in writing.
7. To submit a written appeal the patron must complete the "Appeal of 30 Day Suspension" document. The patron must return the completed form to the suspending library within one working day from the date the suspension is issued.
8. The appeal will be reviewed by the Library Director, Manager of System Services and Support or Library Division Manager within one working day of submittal. If by a preponderance of the evidence it is determined that the suspension is unwarranted, the suspension will be withdrawn. The patron may call the designated staff member one day after submitting a written appeal to determine the status of the suspension.

F. FOURTH VIOLATION SUSPENSION: 31 DAYS TO 12 MONTHS

1. 31 DAYS TO 6 MONTHS

1. If a patron has been issued a 2- 30 day Suspension for *displaying prohibited behavior and prohibited behavior continues either during the suspension period or afterwards*, a decision will be made to suspend the patron for 31 days to six months. Authorized staff must complete the "Notice of 31 days - 6 Month Library Suspension" document.
2. A copy of the completed document and all accompanying forms must be provided to the patron.
3. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and also provide them with the completed document and all accompanying forms.
4. Authorized library staff will also complete a Library Incident Report and submit it to Library Administration
5. Any patron suspended for 31 days to six months has the right to a hearing with the Suspension Hearing Panel. The Suspension Hearing Panel will be comprised of the Library Director and/or Manager of System Services and Support, and/or appropriate Library Division Managers, the Assistant City Manager for Santa Cruz and a library security guard, if one is available. Appropriate library staff or patrons that were witnesses to the event may also be asked to appear.
6. To receive a hearing the patron must follow the directions on the "Notice of 31 days - 6 Month Suspension" and "Request for Suspension Hearing" documents.
7. The patron must return the completed forms to the suspending library within seven working days from the date the suspension is issued.
8. All hearings are held at the Downtown Library or Headquarters facility. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
9. The decision of the Suspension Hearing Panel for all 31 days to six month suspensions is final.

2. 6-12 MONTHS:

1. If a decision is made to suspend a patron for longer than 6 months, a Division Manager, the Manager of System Services and Support or the Library Director will complete a "Notice of Extensive Library Suspension" document.
2. A copy of the document and accompanying forms must be provided to the patron.

3. In the case of a minor (under the age of 18) the Library will attempt to provide the parent or guardian with a copy of the completed forms.
4. Any patron suspended for more than six months has the right to a hearing with the Extensive Suspension (ES) Hearing Panel. The ES Hearing Panel will be comprised one member of the Library Joint Powers Board, the Assistant City Manager for Santa Cruz and at least one other authorized Library staff member such as the Library Director, Manager of System Services and Support or a Library Division Manager. A library security guard will also be present if available. Appropriate library staff or patrons who were witnesses to the event may also be asked to appear.
5. To receive a hearing the patron must follow the directions on the "Notice of Extensive Suspension for 6-12 Months" and "Request for Extensive Suspension Hearing" documents. In addition, the patron must return the Request for Hearing form to the suspending library within seven days of receiving the suspension. All hearings are held at the Downtown Library or Headquarters Facility.
6. The decision of the Extensive Suspension Hearing Panel will be final.

SERVICE ANIMALS

1. Definitions:

- a. **Service Animal:** Any dog or miniature horse that is individually trained to benefit an individual with a disability and can be reasonably accommodated. (28 C.F.R. § 36.302(c)(9)(i))
- b. **Psychiatric Service Animal:** Any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability. (28 C.F. R. § 36.104)

2. Procedures:

- a. Any service animal must be appropriately managed, controlled and trained. This includes but is not limited to: on a leash or under voice control and housebroken
- b. Any staff member may ask handler and animal to leave if said animal is not appropriately managed, controlled and trained.
- c. Upon entry to any branch library, staff must ask handler if the animal is a service animal.
 - i. If the answer is NO then the animal will not be allowed in
 - ii. If the answer is YES it is a service animal, then staff must ask:
 1. What service is it trained to provide?
 2. They may use the library according to sections 2a and 2b.

Forms related to this policy may be obtained through your supervisor.
Rules of Conduct that will be posted in every library location is attached

This policy will be reviewed every three years

Updated: March 2013

City of Santa Cruz
Library System
June 2, 2015

Code of Conduct
Package

Package One – Up to 30 Days - White

1. Notice of Ban 1 to 30 Days
2. Library Rules of Conduct (English/Spanish double sided)
3. LJPB Policy #318

** No appeal rights for bans up to 30 days

Package Two – 31 Days to 6 Months – Yellow

1. Notice of Suspension from Library 31 Days – 6 Mo.
2. Library Rules of Conduct (English/Spanish double sided)
3. LJPB Policy #318
4. Appeal of Suspension Info. Sheet
Request for Suspension Hearing Sheet (double sided)

Package Three - 6 Months to One Year – Blue

1. Notice of Suspension from Library 6 Mo. – One Year
2. Library Rules of Conduct (English/Spanish double sided)
3. LJPB Policy #318
4. Appeal of “Extensive” Suspension Info. Sheet
Request for Extensive Suspension Hearing (double sided)