



**LIBRARY COMMISSION AGENDA
REGULAR MEETING**

Monday, April 4, 2011 at 7:00 p.m.
Central Santa Rosa Library, 211 E Street, Santa Rosa, CA 95404

THE COMMISSION WILL CONVENE IN THE CENTRAL LIBRARY'S FORUM ROOM TO HEAR PUBLIC COMMENT AND THEN WILL MOVE TO THE BOARD ROOM FOR THE CLOSED SESSION AND REMAINING AGENDA ITEMS.

1. CALL TO ORDER

2. ANNOUNCEMENTS AND INTRODUCTIONS

3. PUBLIC APPEARANCES

Members of the public who wish to address the Commission on any agenda item should request recognition at this time.

See guidelines for public appearances at the bottom of the agenda.

4. CLOSED SESSION

4.1. Pursuant to California Government Code §54957 to meet with in conference with agency labor negotiator.

Agency negotiators: Kelly Tuffo (by conference call)

Employee organization: SEIU Local 1021

Govt. Code §54957.6

5. OPEN SESSION

5.1. Pursuant to California Government Code §54957.1. Report on Closed Session.

6. APPROVAL OF MINUTES

6.1. Minutes of the March 7, 2011 Regular Meeting and March 15, 2011 Special Meeting (2 Documents)

7. CORRESPONDENCE & PRESS COVERAGE

8. CONSENT CALENDAR

These matters include routine financial and administrative actions that may be approved by a consensus. Any Commission member may remove an item from the Calendar and have it placed with the action items.

8.1. Request for Leave Without Pay

9. ELECTION OF OFFICERS

9.1. Annual election of chair and vice-chair

10. DISCUSSION ITEMS

10.1. Management Report

10.1.1. Monthly Financial Report

10.2. *Focus & Finish:* Annual Report & Plan for 2011-2012 (2 Documents)

10.3. Updates on Remodeling Projects (1 Document)

10.4. Plans for 2010 Service Awards (1 Document)

11. LIBRARY ADVISORY BOARDS

11.1 Ready for Appointment

11.1.1. Santa Rosa Libraries Advisory Board, Vacant Position

12. COMMISSION INFORMATION ITEMS

13. CLOSED SESSION

13.1. Pursuant to California Government Code §54957 the Library Commission will meet in closed session for:

13.1.1. Conference with Real Property Negotiator

Property: First Congregational Church, Sonoma

Negotiating Parties: Sandra M. Cooper, Library Director; First Congregational Church of Sonoma

Negotiation: Lease of Burlingame Hall for Temporary Library
Govt. Code §54956.8(a)

13.1.2. Public Employee Evaluation

Title: Library Director

Govt. Code §54957

14. OPEN SESSION

14.1. Pursuant to California Government Code §54957.1. Report on Closed Session.

15. DATE AND TIME OF NEXT MEETING

Meeting: Regular Commission Meeting

Date: May 2, 2011

Time: 7:00 p.m.

Location: Central Library – Santa Rosa

16. ADJOURNMENT

By acclamation.

Agenda support materials are available in the Library Administration Office, 211 E Street, Santa Rosa, after 3:30 p.m. on Wednesday, March 30, 2011. They will also be available on the Library's web site <http://www.sonomalibrary.org/agenda/>.

GUIDELINES FOR PUBLIC APPEARANCES

Members of the public wishing to speak to the Commission may do so under Public Appearances. If you wish to speak on an item under discussion by the Library Commission, which appears on this agenda, you may do so upon receiving recognition by the Chairperson during Public Appearances. Please state your name and address for the record before making your presentation, which will be limited to three minutes. All hearings are taped. Time limitations on public testimony may be extended at the discretion of the Library Commission

The Commission does not take action on items presented under Public Appearances during this meeting. You can request a response, and one will be forwarded to you.



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Action	4.4.11	Regular	6

SUBJECT

March Meeting Minutes

RECOMMENDED ACTION

APPROVE Minutes of the March 7, 2011 Regular Meeting and the March 15, 2011 Special Meeting. (2 Documents)

DRAFT MOTIONS

I MOVE THAT THE SONOMA COUNTY LIBRARY COMMISSION APPROVE the minutes of the Regular Meeting on March 7, 2011, and the Special Meeting on March 15, 2011, as presented. (or, as corrected)

BACKGROUND

None

FUTURE BOARD ACTIONS

None

FISCAL IMPACT

None

POLICY ISSUES

None

ATTACHMENTS

Document #6.1.1 - Draft Minutes

Document #6.1.2. - Draft Minutes

Sonoma County Library
Minutes of the Library Commission
March 7, 2011

Note: M/S/C = Moved/Seconded/Carried

CALL TO ORDER

The Sonoma County Library Commission met in regular session. Vice-Chair Kelley called the meeting to order at 7:04 p.m. in the Central Santa Rosa Library Board Room.

Commissioners present: Arnold, Dell’Osso, Freis, Kelley, and Whistler. Commissioners Colbert and May had excused absences.

Staff present: Library Director Sandy Cooper; Public Services Division Manager (PSDM) Kiyoko Okazaki; Administrative Services Division Manager (ASDM) Elissa Alfano; Materials Management Division Manager (MMDM) Jaime Anderson; Tech Support Specialist II Denise Lewers; ILS Manager Mike Dawe; Children’s Services Coordinator Kathy DeWeese; Tech Support Specialist I Kerri Bailey; Librarian Steve Alcorta; Library Technician Nancy Cimino; and Administrative Aide Stephanie Kunkle.

ANNOUNCEMENTS AND INTRODUCTIONS

None.

PUBLIC APPEARANCES

Speaking on behalf of the Union, Library Technician Nancy Cimino read a letter from the Union regarding the monthly management report, page 3, lines 40-42. The letter expressed concern about hiring Karen Walker to assist with major projects in Human Resources. Cimino said that we already had a Human Resources Department, and she did not understand why we were hiring a consultant. She suggested that the Commission consider the approach used by the Fairgrounds and the Water Agency—which is to contract with the County for human resource services. She requested the Commission use the expertise of our current staff or do something different.

She also asked when the preliminary budget would be revised to reflect the restoration of partial state funding for libraries. The Director explained that the budget had only been approved by the Budget Conference Committee and still must be approved by the House and Senate and signed by the Governor.

APPROVAL OF MINUTES – Minutes of the February 15, 2011 Regular Meeting

M/S/C (Dell’Osso/Freis) moved that the Sonoma County Library Commission approve the minutes of the regular meeting on February 15, 2011, as presented.

AYES (5): Arnold, Colbert, Dell’Osso, Freis, and Kelley.

ABSENT: (2) Colbert and May

1 **CORRESPONDENCE & PRESS COVERAGE**

2 The clippings folder contained the following articles from *The Press Democrat*: “\$2.5
3 Million Library Project on the Books in Sonoma” about the Sonoma Valley Library
4 remodel; and “Good Deeds: Painting the Library” about volunteers painting the History
5 & Genealogy Library interior. The spring edition of the Sonoma County Library
6 Newsletter featured an article, “Commissioner Spotlight: Commissioner John
7 Dell’Osso.”

8
9 Correspondence included a letter from Director Sandy Cooper to Co-Chair of the
10 Budget Conference Committee Mark Leno outlining the state’s roll in funding public
11 library service and urging the restoration of state funding for libraries.

12
13 **CONSENT CALENDAR**

14 There were no consent calendar items.

15
16 **CLOSED SESSION**

17 The Commission recessed to closed session at 7:09 p.m. to provide direction to
18 agency labor negotiator Kelly Tuffo pursuant to subdivision (b) of Section 54957.6.

19
20 **OPEN SESSION**

21 Pursuant to California Government Code §54957.6(b), the Library Commission
22 reconvened in open session at 7:47 p.m., and Vice-Chair Melissa Kelley reported that
23 the Commission provided direction to the agency negotiator but that no action was
24 taken.

25
26 **ELECTION OF OFFICERS**

27 The election of officers was postponed by the Commission until the next meeting on
28 April 4 due to the absences of Commissioners Colbert and May.

29
30 **ACTION ITEMS BY RESOLUTION**

31 **10.1. Adopt Annual Resolution on Funding Other Post-employment Benefits**

32 Under GASB 45, the Library Commission is required to adopt its policy on funding
33 health insurance benefits for retirees (OPEB). In response to a question, ASDM
34 Alfano said that the Library had just had a second actuarial study done. The
35 Library’s long-term financial obligation for OPEB is \$14 million.

36
37 **M/S/C (Dell’Osso/Whistler)** moved that the Sonoma County Library Commission
38 adopt the resolution as required by GASB 45 confirming that its current policy for
39 funding Other Post employment Benefits is “pay as you go” with a requirement that
40 the Commission review that policy in one year.

41 AYES (5): Arnold, Colbert, Dell’Osso, Freis, Kelley, and Whistler

42 ABSENT: (2) Colbert and May

43
44 **ACTION ITEMS BY MOTION**

45 **11.1. Approve the FY 11-12 Preliminary Budget**

46 Cooper said there was a minor change in the Workers’ Compensation rates and
47 another minor change from the budget presented to the Commission for review at its
48 February 15 meeting.

1 **M/S/C (Freis/Arnold)** moved that the Sonoma County Library Commission
2 authorize the Library Director to submit the preliminary FY 11-12 budget to the
3 County of Sonoma.

4 AYES (5): Arnold, Dell’Osso, Freis, Kelley, and Whistler

5 ABSENT: (2) Colbert and May

6
7 **DISCUSSION ITEMS**

8 **12.1. Management Report**

9 **12.1.1. Progress on Priorities, Issues & Challenges**

10 Vice-Chair Kelly congratulated IT staff on its completion of the migration to the
11 Microsoft network. Discussion followed on these topics:

- 12
13 • Question: How are the security gates working at the Rohnert Park-Cotati
14 Regional Library? Staff Response: They have been functioning well. The
15 gates have assisted in identifying 25 patrons leaving with books that have not
16 been checked out. The major problem now is the gates that go off when
17 patrons enter with books checked out at other libraries.
- 18
19 • Branch Managers’ request to temporarily stop work on work planning and
20 performance management: The Commission reiterated the importance of
21 performance management and directed that the work not be allowed to stop.
- 22
23 • Question: What is the cost of the collection HQ? Staff Response: \$28,000
24 annually.

25
26 **12.1.2. Monthly Financial Report**

27 There was a question about whether there had been a reduction in utility costs
28 since the lighting retrofit began. Staff responded that the bill period reflected in the
29 report was primarily for the period before the retrofits began.

30
31 **12.2. Report on Visit from EnvisonWare Vice-President Mike Monk**

32 IT Co-Team Leaders Mike Dawe and Denise Lewers were invited to come to the
33 table to discuss the report. Director Cooper noted that the report was very
34 complimentary of the work done by IT and Materials Management.

35
36 Lewers said the report dealt with issues in three areas:

- 37 1. Training
- 38 2. Environment and work flow
- 39 3. Software updates.

40
41 Lewers discussed the training issues and plans to develop improved training that
42 covers a variety of issues, including work flow. She is planning to overhaul the
43 training design and begin new training by working with each individual branch
44 manager.

45
46 Dawe talked about the physical environment and the challenge of making the highly
47 sensitive equipment work in the current space. Dawe also committed to making
48 sure that new software updates are installed promptly after their release.

1 Vice-Chair Kelley thanked Lewers and Dawe.

2
3 **12.3. Update on Preston Collection**

4 Cooper said the Preston Collection mystery had been solved, thanks to the
5 excellent work of History and Genealogy Librarian Tony Hoskins. Now that the heirs
6 of the original owners have been identified, County Counsel is working on a release
7 form that will allow the Library to turn the items over to the Friends of Santa Rosa
8 Libraries.

9
10 **COMMISSION MEMBER INFORMATION ITEMS**

11 Commissioner Arnold reported:

- 12 • She and others were evaluating various locations to use for the temporary library
13 during the building renovation.
- 14 • The Friends book sale yielded \$12,000.

15
16 Commissioner Freis reported:

- 17 • The Foundation’s *Chew On This!* Fundraiser will be on April 23.

18
19 Commissioner Whistler reported:

- 20 • She attended her first Sebastopol Library Advisory Board meeting. There is
21 interest in getting the Sebastopol remodel underway. Director Cooper said she
22 was holding it up due to workload issues, and Commissioner Whistler offered to
23 help her out to get this moving.

24
25 Vice-Chair Kelley reported:

- 26 • On March 16 the Santa Rosa Library Advisory Board will be hosting a “Meet and
27 Greet” for the City Council members.
- 28 • The Windsor Regional Library was having a jewelry show and sale next week to
29 benefit the Friends of the Library.
- 30 • The staff in the History and Genealogy Library is pleased with the new interior
31 paint after the weekend’s work by a volunteer group of painting contractors.

32
33 Commissioner Dell’Osso had nothing to report.

34
35 Arnold asked if we had ever heard about the Guerneville Library grant application for
36 the grant. Cooper responded no.

37
38 **DATE AND TIME OF NEXT MEETING**

39 Meeting: Regular Commission Meeting
40 Date: April 4, 2011
41 Time: 7:00 p.m.
42 Location: Central Library – Santa Rosa

43
44 **ADJOURNMENT**

45 The meeting adjourned at 8:30 p.m. by acclamation.

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47
48 _____
Clerk

**Sonoma County Library
Minutes of the Library Commission
March 15, 2011**

Note: M/S/C = Moved/Seconded/Carried

CALL TO ORDER

The Sonoma County Library Commission met in special session to consider a request for an amendment to the Petaluma Redevelopment Commission’s agreement with the county and the library. Vice-Chair Kelley called the meeting to order at 4:35 p.m. in the Central Santa Rosa Library Board Room.

Commissioners present: Colbert, Dell’Osso, Freis, and Kelley. Commissioner Whistler confirmed earlier that she would be at the meeting, but since she had not arrived by 4:35 p.m. and there was a quorum, Vice-Chair Kelley decided to begin the meeting. Commissioners Arnold and May had excused absences.

Staff present: Library Director Sandy Cooper and Administrative Aide Stephanie Kunkle.

Guests and observers: Attorney Samuel A. Sperry from Meyers Nave law firm.

ANNOUNCEMENTS AND INTRODUCTIONS

None.

PUBLIC APPEARANCES

None.

ACTION ITEMS BY RESOLUTION

4.1.1 Adopt Resolution for Approval of First Amendment to 1988 Passthrough Agreement Between the Library, the County of Sonoma, and the Petaluma Community Development Commission

Commissioner Freis asked if this request would increase the property tax funding to be redirected to Petaluma’s redevelopment districts. Attorney Sam Sperry, whose firm serves as legal counsel to the Petaluma Community Development Commission, responded that it would not.

M/S/C (Dell’Osso/Colbert) moved that the Sonoma County Library Commission adopt the resolution authorizing the Chair to sign the First Amendment to the 1988 agreement with the Petaluma Community Development Commission.

AYES (4): Colbert, Dell’Osso, Freis, Kelley.

ABSENT: (3) Arnold, May, Whistler

Commissioner Whistler arrived at 4:40 p.m., just as the meeting was adjourned.

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DATE AND TIME OF NEXT MEETING

Meeting: Regular Commission Meeting
Date: April 4, 2011
Time: 7:00 p.m.
Location: Central Library – Santa Rosa

ADJOURNMENT

The meeting adjourned at 4:40 p.m. by acclamation.

Clerk



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Consent	4.4.11	Regular	8

SUBJECT

Consent Calendar

NOTE

These items, which are assumed to be routine, are presented for the Commission’s review and approval. Any Commissioner may request that an item requiring discussion be moved to the Action Items section of the agenda.

RECOMMENDED ACTION

AGREE to the Consent Calendar if there is no objection.

DRAFT ACTION BY CHAIR

DECLARE the Consent Calendar approved if there are no objections.

BACKGROUND

Item #8.1: Approve request for unpaid leave.

FUTURE BOARD ACTIONS

None

FISCAL IMPACT

None

POLICY ISSUES

None

ATTACHMENTS

Document #8.1.1 – Request for Unpaid Leave

03/17/2011

MAR 18 2011

Sonoma County Library Commission
C/o Sonoma County Library, Attention Patrick Preston, HR Manager
211 E Street
Santa Rosa, CA 95404

Dear Sonoma County Library Commission;

My name is Kirsten Cutler, and I am a Librarian at the Rohnert Park Cotati Branch. I am currently on an FMLA qualifying medical leave of absence. My estimated return to work date is 05/03/2011. I anticipate that I will exhaust all of my paid time off accruals by Wednesday, April 20, 2011. Per the terms of the current MOU section 12.11.2, I am requesting your approval for an unpaid leave of absence from April 21, 2011 through 05/02/2011.

Thank you for your consideration of this matter.

Respectfully,



Kirsten Cutler

MONTHLY FINANCIAL REPORT

This report highlights revenue and expenditures through February 28, 2011 that may be of special interest. It also includes information now required under the Library's Delegation of Authority Policy.

SINGLE PURCHASE REPORT

There are no items that require reporting under the Delegation of Authority Policy.

BACKGROUND ON YTD REVENUE & EXPENDITURES

YTD Summary

Total revenues received through February 28, 2011:	\$ 8,223,133 or	54% of budget
Total expenditures through February 28, 2011:	\$ 9,570,154 or	60% of budget

Percent of Year & Payroll

- Percent of year elapsed: 67%
- Percent of payroll: 65%

Revenue

- Lines 1000 -1266 – Taxes: The Library receives two primary property tax payments each year in December and April, with a final year-end payment in June. The Library received its first allotment of property tax funds in December.
- Line 1700 – Interest on Pooled Cash: The Library receives quarterly interest payments from the County of Sonoma. The next quarterly interest payment will be in April, 2011.
- Line 2563 – State -Transaction Based Reimbursement: The Library receives 4 quarterly Transaction Based Reimbursements (TBR) payments from the State of California and one final payment. Three payments have already been received in FY 10-11. The State of California has proposed cutting a portion of these funds from their budget.
- Line 2566 – Public Library Fund: The Library receives one payment from the State of California. The State has also proposed cutting part of these funds from their budget.
- Line 2901 – County: The Library receives one year-end payment from the County of Sonoma for its Advertising Grant projects.
- Line 2945 – Literacy: The Library receives most of the Literacy grant payments before the end of the fiscal year.
- Line 4040 – Miscellaneous Revenue: The Library bills Mendocino and Lake Counties quarterly for use of the Horizon Integrated Library System (ILS). The next quarterly payment will be received in February, 2011.

DOCUMENT #10.1.1 (4.4.11)

- Line 4102 – Donations/Reimbursements: The budgeted amount is for any funds the Library receives for miscellaneous donations and to help fund the cost of special projects.

Expenditures

- Line 5900 – Vacancy Factor: As a result of the tentative agreement with the Union, salary savings were increased from \$45,000, as recommended by the County of Sonoma, to \$120,000 as requested by the Union. The projected salary savings for the January adjusted budget is \$121,000.
- Line 5910 – Permanent Positions: The budget has been reduced \$162,960 to reflect a 4.5 day furlough and by \$158,462 for the delay of step increases for 12 months.
- Line 5911 – Extra Help: Extra Help has been increased to \$616,127 for the January adjusted budget. This line is difficult to control because of unanticipated leaves and other factors.
- Line 5920 – Retirement Contribution: The budget has been reduced by \$36,540 to reflect changing the Library CalPERS retirement contribution from 1% to 0%.
- Line 5925 – Deferred Compensation: The budget has been reduced by \$35,487 to reflect the elimination of the Library match for voluntary retirement contributions.
- Line 5930 – Health Insurance: The budget has been reduced by \$32,053 to reflect increasing the employee contribution to health insurance from 15% to 18% and by \$10,170 for the change to the Kaiser office visit co-pay from \$5 to \$10.
- Line 5933 – Life Insurance: The Library has been working with its new insurance provider to set up an electronic billing system. As of February 28, 2011, all payments are current.
- Line 5935 – Unemployment Insurance: There was a computer problem between the Employment Development Department (EDD) and our payroll service that caused a delay in unemployment claims for last fiscal year. Those unemployment payments were paid early this fiscal year.
- Line 5936 – Retiree Health Insurance: The budget has been reduced by \$13,737 to reflect increasing the employee contribution to retiree health insurance from 15% to 18% and by \$4,500 for the change to the Kaiser office visit co-pay from \$5 to \$10.
- Line 5940 – Workers' Compensation Insurance: The Library's new Workers' Compensation provider requires that 25% of the premiums be paid in advance in addition to a deposit at the beginning of a new contract cycle.
- Lines 6040-6045 – Communications and Data Lines: The budgeted amount in these lines assumes state and federal telecommunications discounts.
- Line 6084 – Janitorial Supplies: Janitorial supplies include soap and paper supplies for the Libraries and was increased by \$10,000 in the January adjusted budget.
- Line 6103 – Liability Insurance: The insurance premium on the commercial policy is normally paid during the first half of the fiscal year. The first payment was made in

DOCUMENT #10.1.1 (4.4.11)

November, 2010. Additional payments were made this year for HVAC coverage in the Annex and for auto insurance for the new delivery trucks.

- Line 6140 – Maintenance Equipment - IT: The annual maintenance fee of \$45,740 for the self-check system was paid to EnvisonWare during the first month of the fiscal year.
- Line 6180 – Maint - Bldgs/Imps: The first quarterly HVAC maintenance agreement to AIRCO is paid early in the fiscal year.
- Line 6517 – Branch Networking: Licenses for the Microsoft migration were charged to this line; expenditures for this project are complete.
- Line 6540 – Contract Services: The annual payment of \$77,879 to NorthNet Library System for membership, SuperSearch and delivery is a major portion of this line and is fully paid during the first month of the fiscal year.
- Line 6610 – Legal: The Commission authorized continued use of an outside attorney to assist with labor relations and the January adjusted budget was increased \$20,000 to \$40,797.
- Line 6630 – Accounting: The annual audit, which is the major item in this line, is completed in the first half of the fiscal year.
- Line 7020 – Summer Reading: The majority of the expenditures in this line are paid during July and August. Various remaining expenditures are offset by gifts the Library receives throughout the year.
- Line 7187 – Bks/Mtls - Misc: The January adjusted budget has been reduced by \$30,000 to reflect sufficient stock of RFID tags on hand.
-
- Line 7190 – Books/Materials: The budget has been reduced by \$50,000 from \$1,713,000 to \$1,663,000. Books/Materials:
- Line 7301 – County Car Expense: This line reflects the cost of operating and repairing the Library's vehicles. There were a variety of unplanned repairs to the delivery trucks, and the Library has replaced them.
- Line 8560 – Equipment: The majority of the expenditures are for the purchase of two new delivery trucks.

SONOMA COUNTY LIBRARY						
FEBRUARY 2011 FINANCIAL REPORT						
PART 1- REVENUE						
		FEBRUARY	FY 10-11 JAN	YEAR TO	VARIANCE	%
		ACTUAL	ADJ BUDGET	DATE TOTAL	Over/(Under)	REC'D
1000	PROPERTY TAXES - CY SECURED		14,198,612	7,329,630	(6,868,982)	51.6%
1004	PROPERTY TAXES - CY SEC-JULY		0		0	N/A
1008	REDEVELOPMENT		(1,541,193)	(1,169,284)	371,909	75.9%
1011	SB2557 PROP TAX ADMIN		(210,000)		210,000	0.0%
1014	AB 1290 RDA PASS-THRUS		73,775	50,570	(23,205)	68.5%
1015	H&S 33401 RDA PASS-THRUS		848,069	668,448	(179,621)	78.8%
1020	PROPERTY TAXES - CY SUPP		95,991		(95,991)	0.0%
1040	PROPERTY TAXES - CY UNSECURED		510,680	479,623	(31,057)	93.9%
1042	COST REIM-COLL DEL CY UNS		(13,547)	(13,547)	0	100.0%
1060	PROPERTY TAX - PY SECURED		(10,500)		10,500	N/A
1080	PROPERTY TAX - PY SUPPLEMENTAL		(1,200)		1,200	N/A
1100	PROPERTY TAXES - PY UNSECURED		8,500		(8,500)	0.0%
1266	TIMBER YIELD TAX		1,044	1,044	(0)	100.0%
	TAXES	0	13,960,231	7,346,484	(6,613,747)	52.6%
1700	INTEREST ON POOLED CASH		39,900	12,335	(27,565)	30.9%
1701	INTEREST EARNED		9,500		(9,500)	0.0%
1800	RENTS/CONCESSIONS	66	300	326	26	108.6%
	USE OF MONEY/PROPERTY	66	49,700	12,661	(37,039)	25.5%
2081	ST - HIGHWAY RENTALS		100		(100)	0.0%
2440	ST - HOPTR		138,152	69,585	(68,567)	50.4%
2500	ST - OTHER		2,500		(2,500)	0.0%
2563	ST - LIB - TBR REIMB		250,000	145,731	(104,269)	58.3%
2566	ST - LIB - PUBLIC LIB FUND	168,729	170,000	168,729	(1,271)	99.3%
2901	COUNTY		25,378		(25,378)	0.0%
2945	LIBRARY LITERACY	1,652	69,545	54,683	(14,862)	78.6%
	INTERGOVERNMENTAL REVENUES	170,381	655,675	438,729	(216,946)	66.9%
3019	NCPA-FEE FOR GOVT SVCS	31,640	31,640	31,640	-	100.0%
3480	LIBRARY FINES	33,154	370,000	254,818	(115,182)	68.9%
3482	WINE LIBRARY MEMBERSHIPS		16,000	3,465	(12,535)	21.7%
3483	LIBRARY POSTAGE RECOVERY		500	301	(199)	60.1%
3484	FINES-DELINQUENT COLLECTIONS	1,831	44,000	12,017	(31,983)	27.3%
3485	LIBRARY DOCUMENT DELIVERY		0		0	N/A
3700	COPIER FEES	5,689	59,948	38,350	(21,598)	64.0%
3701	CHECK HANDLING FEES		50		(50)	0.0%
3980	REVENUE APPLIC TO PY		0		0	N/A
	CHARGES FOR SERVICES	72,315	522,138	340,590	(181,548)	65.2%
4020	OTHER SALES		0		0	N/A
4040	MISCELLANEOUS REVENUE	23,091	90,672	58,515	(32,157)	64.5%
4102	DONATIONS/REIMBURSEMENTS	2,362	55,000	25,946	(29,054)	47.2%
4106	REFUNDS		6,000	181	(5,819)	3.0%
4108	CUSTOMER DEPOSITS		0		0	N/A
4109	OUTDATED/CANCELED WARRANTS	151	1,000	151	(849)	15.1%
4113	RETURNED CHECKS	258	150	(123)	(273)	-82.3%
	MISCELLANEOUS REVENUES	25,861	152,822	84,670	(68,152)	55.4%
	TOTAL REVENUE	268,623	15,340,566	8,223,133	(7,117,433)	54%

SONOMA COUNTY LIBRARY							
FEBRUARY 2011 FINANCIAL REPORT							
PART 1 - EXPENDITURES							
		FEBRUARY	FY 10-11 JAN	YEAR TO		VARIANCE	
		ACTUAL	ADJ BUDGET	DATE TOTAL	ENCUMBERED	(Over)/Under	%
7030	PROGRAMMING ADULT	570	12,228	5,726		6,502	46.8%
7035	PROGRAMMING JUVENILE	2,075	12,228	7,601		4,627	62.2%
7110	PROF DEVELOPMENT	2,056	15,576	5,607		9,969	36.0%
7120	IN-SERVICE TRAINING	192	13,000	2,640		10,360	20.3%
7180	LITERACY PROGRAM	13,314	122,636	53,061		69,575	43.3%
7187	BKS/MTLS-MISC	3,235	40,000	22,469		17,531	56.2%
7190	BOOKS/MATERIALS	132,226	1,663,000	842,289		820,711	50.6%
7191	BINDING		10,000	4,063		5,937	40.6%
7301	COUNTY CAR EXPENSE	2,808	30,409	19,641		10,768	64.6%
7302	TRAVEL EXPENSE		7,500			7,500	0.0%
7303	MILEAGE & PARKING	4,889	60,000	36,368		23,632	60.6%
7320	UTILITIES	33,960	480,000	302,777		177,223	63.1%
7400	SO CO INFO TECHNOLOGY		383			383	0.0%
	SERVICES/SUPPLIES	280,315	4,241,006	2,203,456	0	2,037,550	52.0%
7910	CAPITAL LEASES	3,814	25,000	17,990	0	7,010	72.0%
	OTHER CHARGES	3,814	25,000	17,990	0	7,010	72.0%
8510	BUILDING IMPROVEMENT	39,760	300,000	143,000		157,000	47.7%
8560	EQUIPMENT		100,000	70,256		29,744	70.3%
8562	COMPUTER EQUIPMENT		85,000	2,294		82,706	2.7%
8570	FURNITURE/FIXTURES		30,000			30,000	0.0%
	FIXED ASSETS	39,760	515,000	215,550	0	299,450	41.9%
9000	APPR FOR CONTINGENCIES		0		0	0	N/A
	TOTAL EXPENDITURES	1,179,165	15,858,175	9,570,154	0	6,288,021	60%

SONOMA COUNTY LIBRARY							
FEBRUARY 2011 FINANCIAL REPORT							
PART 1 - EXPENDITURES							
		FEBRUARY	FY 10-11 JAN	YEAR TO		VARIANCE	
		ACTUAL	ADJ BUDGET	DATE TOTAL	ENCUMBERED	(Over)/Under	%
5900	VACANCY FACTOR		(121,000)			(121,000)	0.0%
5910	PERM POSITIONS	553,077	7,190,056	4,492,265		2,697,791	62.5%
5911	EXTRA HELP	45,238	616,127	403,675		212,452	65.5%
5920	RETIREMENT CONTRIB		35,824	26,167		9,657	73.0%
5923	PERS	79,879	1,049,859	646,766		403,093	61.6%
5924	MEDICARE	7,386	94,284	60,563		33,721	64.2%
5925	DEFERRED COMP	1,033	44,212	16,007		28,205	36.2%
5930	HEALTH INS	95,415	1,176,592	810,539		366,053	68.9%
5931	DISABILITY INS	2,867	35,496	19,960		15,536	56.2%
5932	DENTAL INS	14,960	167,576	106,872		60,704	63.8%
5933	LIFE INS	644	8,128	4,445		3,683	54.7%
5934	VISION INS	2,252	24,386	15,062		9,324	61.8%
5935	UNEMPLOYMENT INS	3,287	20,000	18,219		1,781	91.1%
5936	RETIREE HEALTH INS	49,239	530,000	354,632		175,368	66.9%
5940	WORKERS' COMP		205,629	157,986		47,643	76.8%
	SALARIES/BENEFITS	855,277	11,077,169	7,133,158		3,944,011	64.4%
6040	COMMUNICATIONS	695	12,000	6,223		5,777	51.9%
6041	DATA LINES	2,633	66,000	24,582		41,418	37.2%
6043	ALARM SYSTEMS	459	10,000	6,084		3,916	60.8%
6045	TELEPHONE SERVICE	862	22,000	15,368		6,632	69.9%
6048	CELL PHONE SERVICE	77	2,000	1,002		998	50.1%
6049	UNCLAIMABLE COMM		50			50	0.0%
6084	JANITORIAL SUPPLIES	3,268	26,000	18,164		7,836	69.9%
6085	JANITORIAL SERVICES	15,025	161,500	111,291		50,209	68.9%
6103	LIABILITY INSURANCE		71,631	69,384		2,247	96.9%
6140	MAINT EQUIP-IT		175,000	144,759		30,241	82.7%
6152	MAINT EQUIP-PARTS	809	11,545	8,207		3,338	71.1%
6153	MAINT EQUIP-OUTSIDE	3,879	61,839	38,481		23,358	62.2%
6180	MAINT-BLDGS/IMP	3,875	54,000	36,536		17,464	67.7%
6190	LANDSCAPE SERVICE	3,149	37,800	22,013		15,787	58.2%
6226	MAINT-BLDGS/IMP-PARTS	31	16,246	3,657		12,589	22.5%
6280	MEMBERSHIPS	3,690	10,000	7,797		2,203	78.0%
6401	OFFICE EXP-INVENTORY	2,943	40,000	22,252		17,748	55.6%
6410	POSTAGE	9,547	48,715	16,482		32,233	33.8%
6430	PRINTING SERVICES	5,300	45,536	11,531		34,005	25.3%
6452	PAPER STOCK	1,257	15,684	8,480		7,204	54.1%
6517	BRANCH NETWORKING		10,000	9,823		177	98.2%
6518	OCLC	2,803	30,000	23,989		6,011	80.0%
6521	COUNTY SERVICES		131,116			131,116	0.0%
6540	CONTRACT SERVICES	3,608	156,226	102,549		53,677	65.6%
6553	SECURITY SERVICES	4,065	65,000	34,170		30,830	52.6%
6570	CONSULTING SERVICES	6,500	15,000	9,805		5,195	65.4%
6589	PERMITS	238	274	238		36	86.9%
6610	LEGAL SERVICES	(575)	40,797	21,984		18,813	53.9%
6630	AUDIT/ACCOUNTING	838	26,190	24,250		1,940	92.6%
6631	BOOKKEEPING	1,485	22,500	12,371		10,129	55.0%
6800	PUBLIC/LEGAL NOTICES	324	1,000	696		304	69.6%
6820	RENT/LEASES-EQUIP	165	18,000	1,163		16,838	6.5%
6840	RENTS/LEASES-BLDG	921	12,000	8,289		3,711	69.1%
6880	FACILITIES EQUIPMENT		10,000	3,748		6,252	37.5%
6881	LIBRARY EQUIPMENT		37,739	1,543		36,196	4.1%
6882	GIFT EQUIPMENT		15,082	5,414		9,668	35.9%
6889	SOFTWARE		79,609	22,526		57,083	28.3%
6890	COMPUTER HARDWARE	54	115,000	54		114,946	0.0%
6891	SMALL EQUIPMENT-IT	6,460	45,000	27,265		17,735	60.6%
7000	LIBRARY & OTHER SUPPLIES	518	30,000	9,571		20,429	31.9%
7020	SUMMER READING	88	25,967	9,471		16,496	36.5%



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Discussion	4.4.11	Regular	10.2

SUBJECT

Focus & Finish Annual Report & Recommended Priorities

PURPOSE OF THE DISCUSSION

By the end of the discussion, the Commission will:

- Understand the progress made on priorities for the 10-11 year, and
- Have provided the staff with guidance on priorities for the 11-12 year, which will be on the agenda for formal adoption at the May meeting.

BACKGROUND

Focus & Finish establishes the annual priorities for the Library Management Team based on goals and desired outcomes established in 2007 and updated annually. The planning cycle is based on the “Commission” year (March 1 to February 28), and the monthly Management Report updates the Commission on progress on the annual priorities.

FUTURE BOARD ACTIONS: Approve priorities for the current year.

FISCAL IMPACT: As the Library’s planning document, *Focus & Finish* complements the budget.

POLICY ISSUES:

ATTACHMENTS

Document #10.2.1 – Annual Report for 2010-2011

Document #10.2.2 – Recommended Priorities for 2011-2012

1 FOCUS & FINISH
2 SONOMA COUNTY LIBRARY
3 ANNUAL REPORT FOR March 2010-February 2011
4

5 **INTRODUCTION**

6 *Focus & Finish* outlines the priority initiatives that are the focus of the Management Team's work
7 in addition to the day-to-day management of the Library. This document reports on progress on
8 these items during the past year as well as summarizing progress prior to the 2010-2011 year.
9

10 Many of these priorities are neither exciting nor strategic—they are fundamental to the success
11 of any library's management and delivery of services. Many are issues that most libraries have
12 already resolved. They are designed to create a foundation for the Library's future success by
13 returning our management and services to a basic level of acceptability. As we accomplish
14 these priorities, we are paving the way for articulating a new vision and strategic direction for the
15 Sonoma County Library.
16

17 **GOALS & INITIATIVES**

18
19 **Goal #1: Library Management - Improve and maintain the way we work as an**
20 **organization** (e.g., our management infrastructure, organizational structure, and work
21 processes)
22

23 1.1 *Develop and implement plans to manage financial resources effectively to deal*
24 *with long-term projected revenue decreases over the next four to five years.*

25 **Completed prior to March 2010:**

26 1.1.1. This priority was added for 2010.
27

28 **Priority outcomes for 2010-2011:**

29 1.1.1. Adopt interim budget policies to guide the process and communicate
30 the Library's approach to the loss of revenue to staff and other
31 stakeholders.

32 1.1.2. Identify potential savings in personnel costs and, working with the
33 collective bargaining unit, implement actions that will assist with
34 managing the multi-year financial crisis as well as controlling costs in
35 the long-term.

36 1.1.3. Continue efforts to reduce or control non-personnel expenditures in
37 areas that will not have an adverse effect on library services and the
38 library's assets, including aggressive efforts to reduce or control
39 energy costs.

40 1.1.4. Complete the project to implement a financial management system
41 (see Priority 1.8.2.).
42

43 **Accomplishments in 2010-2011:**

44 1.1.5. The interim budget policies were adopted in 2010 and
45 updated/adopted in 2011.

46 1.1.6. The Library Management Team efforts to reduce non-personnel
47 expenditures are ongoing and include energy-saving efforts.

- 1 1.1.7. The Administrative Services Team identified several ways to save
2 money on various personnel costs, including changing Workers'
3 Compensation carriers.
- 4 1.1.8. An agreement with SEIU was completed in September; it contained
5 both long- and short-term items to reduce personnel expenditures.
- 6 1.1.9. The Library Management Team also developed recommendations for
7 the FY 11-12 year, which have been incorporated in a proposal to
8 present to SEIU at various stages in the negotiations.

9
10 1.2 *Develop plans to use all the Library's personnel resources effectively.*

11 **Completed prior to March 2010:**

- 12 1.2.1. This priority was added for 2010-2011

13
14 **For 2010:**

- 15 1.2.2. Develop and implement a plan to improve the management of the
16 Library's substitutes, including performance management, training, and
17 communication.
- 18 1.2.3. Evaluate the use of volunteers at all the libraries and develop policies,
19 procedures and training that assures appropriate and consistent
20 management of volunteers systemwide.
- 21 1.2.4. Evaluate the Library's current staffing model and identify potential
22 changes.

23
24 **Accomplishments in 2010-2011:**

- 25 1.2.5. There has been no progress on these priorities.

26
27 1.3 *Streamline materials handling processes*

28 **Completed prior to March 2010:**

- 29 1.3.1. Changed holds shelving procedures
- 30 1.3.2. Completed RFID tagging at 9 branches.
- 31 1.3.3. Analyzed Central Library materials handling and developed plans to
32 reduce workload.

33
34 **For 2010:**

- 35 1.3.4. Complete project to apply RFID tags and branch stickers to materials
36 in the remaining four libraries (Cloverdale, Northwest, Healdsburg, and
37 Guerneville) and Central's Closed Stacks to reduce materials handling,
38 streamline workflow, allow for inventory, support improved security;
39 and support self checkout.
- 40 1.3.5. Reconfigure the staff workspace and switchboard area at the Central
41 Library to provide space to expand the check-in of materials on the
42 main floor, which will reduce materials handling and make it easier to
43 return materials to the shelves quickly.
- 44 1.3.6. Develop plans for streamlining the delivery process, including types of
45 vehicles, types of crates, and sorting processes.

46
47
48 **Accomplishments in 2010-2011:**

DOCUMENT #10.2.1 (4.4.11)

- 1 1.3.7. Completed all tagging/stickering of branch collections. Completed
2 tagging a portion of the Closed Stacks Collection but ended project as
3 a cost-saving measure.
- 4 1.3.8. Plans are being completed to re-configure the Central Library staff
5 work area; progress slowed by lack of Central Library Manager to
6 provide leadership for changes to the Central Library's Materials
7 Handling.
- 8 1.3.9. Thanks to a special program that IT found, delivery items returning to
9 their home library are checked in automatically, eliminating a step in
10 processing delivery items and reducing workload.
- 11 1.3.10. Gathered information on the delivery process at other libraries.
12 Purchased two replacement trucks to comply with stricter California Air
13 Resources Board diesel emission standards.
- 14
- 15 1.4 *Provide a healthy work environment with appropriate ergonomics for staff.*
16 (No specific action in 2010)
17 **Completed prior to March 2010:**
- 18 1.4.1. Purchased ergonomic task chairs; completed design standards for
19 furniture; S. Kunkle trained to provide initial ergonomic assessment;
20 Budget & Finance Office remodeled.
- 21
- 22 **Accomplishments in 2010-2011:**
- 23 1.4.2. Efforts are ongoing.
- 24
- 25 1.5 *Plan and implement a performance management system with work planning and*
26 *evaluation processes, including the training and tools to implement the system.*
27 **Completed prior to March 2010:**
- 28 1.5.1. System designed and implemented.
- 29
- 30 **For 2010:**
- 31 1.5.2. Complete key responsibilities (i.e., specific job descriptions) for
32 remaining positions.
- 33 1.5.3. Implement supervisor competencies.
- 34 1.5.4. Draft a formal policy on performance management and then write
35 procedures.
- 36 1.5.5. Evaluate the program and make adjustments as needed.
- 37
- 38 **Accomplishments in 2010-2011:**
- 39 1.5.6. Began work on documents and procedures for employee transfers...
- 40 1.5.7. Sponsored workshop on employee evaluation and discipline for
41 managers and supervisors.
- 42 1.5.8. Identified challenges in fully implementing the system; specific
43 adjustments need to be identified.
- 44 1.6 *Plan and implement a method of collecting and compiling relevant statistics to*
45 *support the Library's management and services.*
46 **Completed prior to March 2010:**
47 No activity.
48

1 **For 2010:**

- 2 1.6.1. Compile a quarterly statistical report on library activities for the Library
3 Commission and staff.
4 1.6.2. Improve the quality of the quarterly collection and analysis of reference
5 statistics.
6 1.6.3. Compile and monitor quarterly workload measures for branches.
7 1.6.4. Begin to use collection analysis tools that evaluate the collection and
8 its use.
9

10 **Accomplishments in 2010-2011:**

- 11 1.6.5. The materials budget allocations were revised to more closely reflect
12 patron use and demand using statistical analysis of collection size and
13 use.
14

15 1.7 *Develop a comprehensive, readily available set of policies and procedures.*

16 **Completed prior to March 2010:**

- 17 1.7.1. Updated *Standards of Behavior* and circulation policies.
18 1.7.2. Developed enforcement policy for the *Standards of Behavior*.
19 1.7.3. Adopted personnel policies for confidential and management
20 employees and an employee handbook.
21 1.7.4. Prepared an outline of existing and needed policies with priorities.
22 1.7.5. Developed an outline of financial policies with priorities.
23

24 **For 2010:**

- 25 1.7.6. Adopt new or revised policies for the following and begin work on
26 procedures as appropriate:
27 1.7.6.1. Technology Use
28 1.7.6.2. Collection Management
29 1.7.6.3. Sexual Harassment
30 1.7.6.4. Employer/Employee Relations Policy & Regulations
31 1.7.6.5. Injury & Illness Prevention Program (IIPP)
32 1.7.6.6. Performance Management Policy
33 1.7.6.7. Policy on Serving Alcohol
34 1.7.6.8. Policies on Online Services (i.e., public computers, wireless, and
35 Internet)
36 1.7.6.9. Prioritize financial policies
37 1.7.7. Create an online policy manual that is accessible to all staff on the
38 intranet.
39

40 **Accomplishments in 2010-2011:**

- 41 1.7.8. Evaluated circulation policies; changed DVD loan period as a result;
42 then responded to patron comments by modifying the loan period for
43 multidisc sets.
44 1.7.9. Adopted a Fund Balance Policy.
45 1.7.10. Adopted the Collection Management Policy. The Collection
46 Management Advisory Group (COMAG) continues work on the
47 Collection Management Plan, which will provide clear procedures to
48 staff and will support implementation of the policy.

1 1.7.11. Began work on the Employer/Employee Relations Policy &
2 Regulations; IIPP is nearing completion.

3
4 1.8 *Use management software to streamline work processes and reduce work load.*
5 **Completed prior to March 2010:**

6 1.8.1. Implemented online systems for scheduling substitutes and for
7 reporting time and attendance.

8
9 **For 2010:**

10 1.8.2. Complete web-based system to manage facilities work orders.

11 1.8.3. Identify criteria for a financial management system and complete the
12 procurement process for the system.

13
14 **Accomplishments in 2010-2011:**

15 1.8.4. The Facilities Services staff have developed a prototype for online
16 work orders. Once they have the needed software, testing will begin.

17 1.8.5. The County is in the process of purchasing a new financial
18 management system; the system the Library selects to meet its needs
19 must interface with the new system. As a result, no progress has been
20 made on the new system.

21
22 1.9 Initiate a comprehensive and systematic training program.

23 *(Note: This will be done to the extent that adequate financial and staff resources*
24 *are available.)*

25 **Completed prior to March 2010:**

26 1.9.1. Training to assist staff in dealing with difficult patrons and to support
27 the implementation of the new *Standards of Behavior*.

28
29 **For 2010 (if feasible):**

30 1.9.2. Begin planning an orientation program for new employees.

31 1.9.3. Identify options and implement, if feasible, training in supervision and
32 management for all managers and supervisors.

33 1.9.4. Identify options and implement, if feasible, training to support core
34 competencies, beginning with customer service.

35
36 **Accomplishments in 2010-2011:**

37 Implementation was not feasible this year.

38
39 1.10 *Maintain and improve the Library's information technology systems and services.*

40 **Completed prior to March 2010:**

41 1.10.1. Implemented new software to manage public computers; implemented
42 a content management system on the staff intranet; migrated to new
43 Horizon servers.

44
45 **For 2010:**

46 1.10.2. Complete migration to a Microsoft network environment (e.g., Active
47 Directory and Microsoft Exchange Servers) to replace the aging,
48 obsolete Novell network and GroupWise e-mail program.

1 1.10.3. Evaluate options and costs for replacing the existing telephone system.
2

3 **Accomplishments in 2010-2011:**

4 1.10.4. Completed migration to Microsoft network environment.

5 1.10.5. Began discussion of process for developing options and cost
6 information to replace the existing telephone system.
7

8 **Goal #2: Library Services - Improve and maintain the way we deliver our services**
9 *(e.g., our facilities, customer service, and technology)*

10
11 2.1 *Provide a safe, secure & welcoming environment for staff and patrons.*

12 **Completed prior to March 2010:**

13 2.1.1. Completed Standards of Behavior and enforcement policy; initial
14 enforcement procedures complete.

15 2.1.2. Developed smoking policy with regulations for Santa Rosa libraries.
16

17 **For 2010:**

18 2.1.3. Complete the development of new policies and procedures for online
19 services.

20 2.1.4. Continue project to implement and expand smoking regulations.

21 2.1.5. Continue development of procedures to help staff implement enforcement
22 of the Standards of Behavior.
23

24 **Accomplishments in 2010-2011:**

25 2.1.6. The Behavior Advisory Committee has continued its work on procedures
26 for enforcing the *Standards of Behavior*; a procedures manual is almost
27 ready for distribution.

28 2.1.7. Efforts are underway to eliminate smoking on the grounds of the
29 Cloverdale Regional Library.
30

31 2.2 *Plan and implement projects to remodel libraries to support the new service*
32 *model, integrate self-check technology and update the appearance of each*
33 *facility.*

34 **Completed prior to March 2010:**

35 2.2.1. Space plans, concept plans, and pricing for Sonoma Valley, Petaluma,
36 and Sebastopol.

37 2.2.2. Completed space planning for the Central Library.
38

39 **For 2010:**

40 2.2.3. Complete design work and remodel the Sebastopol Library with gifts and
41 donations.

42 2.2.4. Complete design work and remodel the Petaluma Library using funds from
43 the Petaluma Library's endowments and Friends.

44 2.2.5. Monitor efforts of the City of Sonoma to fund the City's portion of the
45 library remodeling project.
46

47 **Accomplishments in 2010-2011:**

- 1 2.2.6. The City of Sonoma is funding the renovation of the library, and library
- 2 staff is participating in the planning. Efforts are underway to find a
- 3 temporary location to house the library during construction; the library will
- 4 be in temporary quarters for about nine months beginning in August 2011.
- 5 2.2.7. Agreements with architects being executed for Sebastopol and Petaluma.
- 6 2.2.8. Space planning for Healdsburg to be funded with funds from a bequest.
- 7

8 **2.3** *Implement the RFID component of the self-check system wide as feasible.*

9 **Completed prior to March 2010:**

- 10 2.3.1. Installed self-check at the Rohnert Park-Cotati Regional Library.
- 11 2.3.2. Completed tagging a portion of the collection.
- 12

13 **For 2010:**

- 14 2.3.3. Complete tagging collection.
- 15 2.3.4. Implement the use of RFID for staff check-in and check-out at all libraries.
- 16 2.3.5. Install RFID security gates at as many libraries as possible, beginning with
- 17 those that have the highest circulation.
- 18

19 **Accomplishments in 2010-2011:**

- 20 2.3.6. Completed tagging the collection with the exception of the portion of the
- 21 items in Closed Stacks.
- 22 2.3.7. Efforts are continuing to fully implement the use of RFID for checking
- 23 materials in and out at all libraries; EnvisionWare report will be used as
- 24 the basis for additional efforts. Efforts have included branch visits to work
- 25 with staff; two visits by EnvisionWare technical support; and
- 26 reconfiguration of circulation desks at three libraries.
- 27 2.3.8. Security gates are up and working well at the Rohnert Park-Cotati
- 28 Regional Library.
- 29

30 **2.4** *Improve our collection and information resources.*

31 **Completed prior to March 2010:**

- 32 2.4.1. Added downloadable audiobooks to the collection.
- 33 2.4.2. Completed the "Big Weed," a systemwide effort to make sure that the
- 34 Library's collection is current and in good condition.
- 35 2.4.3. Developed new selection procedures.
- 36

37 **For 2010:**

- 38 2.4.4. Complete collection management policy and begin revising procedures for
- 39 all aspects of collection management.
- 40 2.4.5. Begin an ongoing process of reviewing current selection and purchasing,
- 41 using factors such as use, duplication, need and budget impact.
- 42

43 **Accomplishments in 2010-2011:**

- 44 2.4.6. Adopted Collection Management Policy (See 1.7.10 above).
- 45 2.4.7. Materials selection procedures were revised to include systemwide
- 46 selection of adult graphic novels, Juvenile Spanish materials, and toddler
- 47 books. A full year of a systemwide selection of many adult book
- collections has gone smoothly and resulted in more time for branch staff to
- devote to public service.

1 2.4.8. The statistical analysis of the collection and the resulting reallocation of
2 funds (1.6) helped to lessen the impact of the loss of \$50,000 to the
3 materials budget.

4 2.4.9. Two new collections were formed (Young Adult Nonfiction) in order to
5 provide greater patron access and better control of the management of
6 these collections.

7
8 2.5 *Improve our public catalog.*

9 **Completed prior to March 2010:**

10 2.5.1. Implemented e-commerce; improved the quality of 90,000 catalog records;
11 introduced cover art, format icons, table of contents, review and a “Wish
12 List” feature.

13 2.5.2. Completed an authority control project to improve the quality of the
14 catalog.

15 **For 2010:**

16 2.5.3. Continue to improve the appearance and functionality of the public
17 catalog.

18 2.5.4. Integrate ongoing maintenance of authority file once full database
19 authority control is complete.

20 2.5.5. Monitor and participate in the Open Source Collaborative.

21 **Accomplishments in 2010-2011:**

22 2.5.6. Cataloging and IT staff continue efforts to make changes to improve
23 searching and display of results in the public catalog.

24 2.5.7. Ongoing maintenance of the authority file is being done.

25 2.5.8. Staff attended two workshops on Open Source products and monitor the
26 listserv and publications on the topic.

27
28 2.6 *Expand online information resources.*

29 **Completed prior to March 2010:**

30 This goal was added in March 2010.

31 **For 2010:**

32 2.6.1. Research options and develop plans to create a “digital branch library,”
33 including a complete re-design of the Library’s public web site, federated
34 searching, and other features.

35 2.6.2. Pursue an LSTA grant to pilot creating digital content using the Wine
36 Library’s resources as a first step in creating an online presence for the
37 special collection.

38 **Accomplishments in 2010-2011:**

39 2.6.3. Several new grant-funded databases were added, and are free to Sonoma
40 County Library for a minimum of one year. They include Job and Career
41 Accelerator, A to Z Maps, A to Z the USA, A to Z World Culture, and
42 segments of Standard and Poor's Net Advantage.

43 2.6.4. The Library has a \$5,000 grant from the State Library to digitize a small
44 portion of the Wine Library’s collection to create an online exhibit focusing
45 on Sonoma County agriculture and the immigrant experience. The County
46 granted the Library an additional \$60,000 from Transient Occupancy Tax
47 (TOT) proceeds, which are being use to digitize additional Wine Library
48 items and to create a single platform and access to items being digitized

1 from the collections of both the Wine Library and the History and
2 Genealogy Library.

3
4 2.7 *Strengthen services to adults.*

5 [No priority outcomes for 2010; no priorities pre-2010]
6
7

8 **Goal #3: Library's Image & Community Support - Improve the visibility of the**
9 **Library in our communities** (e.g., build strong, positive working relationships with
10 library support groups and local governments; improve the Library's visibility across the
11 county)
12

13 3.1 Continue to build strong, positive relationships with Library Advisory Boards,
14 Friends groups, the Foundation, and local government officials.

15 **Accomplishments in 2010-2011:**

16 3.1.1. Efforts are ongoing.
17

18 3.2 Continue to develop the capacity of Library Advisory Boards to serve as
19 advocates for the Library's needs in each community.

20 **Accomplishments in 2010-2011:**

21 3.2.1. Efforts are ongoing.
22

23 3.3 Continue newsletter and donor database to support the Library's fundraising
24 efforts.

25 **Accomplishments in 2010-2011:**

26 3.3.1. One issue of the newsletter printed during the year.
27

28 3.4 Market the Wine Library's unique services and resources as feasible.

29 **Accomplishments in 2010-2011:**

30 3.4.1. The two grants to begin digitizing the Wine Library's collections are part of
31 the effort to achieve this outcome.
32

33 3.5 Evaluate the Library's current presence on popular social media and begin
34 planning for the future.

35 **Accomplishments in 2010-2011:**

36 Implementation was not feasible this year.
37
38

39 **Goal #4: Library's vision & strategic plan - Develop a new strategic vision for**
40 **library service for the people of Sonoma County.** (i.e., once we have the basics in
41 place, work on updating our service model through a visionary strategic plan and
42 explore alternatives for funding the Library's operations and capital needs)
43

44 Approved by the Sonoma County Library Commission

45 June 19, 2007; February 2008

46 Revised April 2009

47 Revised March 2010

1 FOCUS & FINISH
2 SONOMA COUNTY LIBRARY
3 2011-2012 PRIORITY INITIATIVES
4

5 **INTRODUCTION**
6

7 **This document outlines priority initiatives that are the focus of the Management Team's**
8 **work in addition to the day-to-day management of the Library from March 1, 2011-**
9 **February 28, 2010.**
10

11 Many of these priorities are neither exciting nor strategic—they are fundamental to the success
12 of any library's management and delivery of services. Many are issues that most libraries have
13 already resolved. They are designed to create a foundation for the Library's future success by
14 returning our management and services to a basic level of acceptability. As we accomplish
15 these priorities, we are paving the way for articulating a new vision and strategic direction for the
16 Sonoma County Library.
17

18 The following items have been priority outcomes since *Focus & Finish* was first
19 developed in 2007; however, they have now been incorporated into the day-to-day
20 operation of the Library and are no longer change-oriented:

- 21 • *Provide a healthy work environment with appropriate ergonomics for staff.*
- 22 • *Provide a safe, secure & welcoming environment for staff and patrons.*
- 23 • *Continue to build strong, positive relationships with Library Advisory Boards,*
24 *Friends groups, the Foundation, and local government officials.*
25

26 Implementation for the following outcome has been moved under Outcome 1.9:

- 27 • *Implement the RFID component of the self-check system wide as feasible.*
28
29

30 **GOALS & INITIATIVES**
31

32 **1. Goal: Library Management - Improve the way we work as an organization** (e.g.,
33 our management infrastructure, organizational structure, and work processes)
34

35 1.1. *Develop and implement plans to manage financial resources effectively to deal*
36 *with long-term projected revenue decreases over the next four to five years.*
37

38 **For 2011-2012:**

39 1.1.1. Continue to identify potential savings in personnel costs and, working with
40 the collective bargaining unit, implement actions that will assist with
41 managing the multi-year financial crisis as well as controlling costs in the
42 long-term.

43 1.1.2. Continue efforts to reduce or control non-personnel expenditures in areas
44 that will not have an adverse effect on library services and the library's
45 assets, including aggressive efforts to reduce or control energy costs.

46 1.2. *Develop plans to use all the Library's personnel resources effectively.*
47

For 2011-2012:

- 1 1.2.1. Develop and implement a plan to improve the management of the
2 Library's modified substitutes pool, including performance management,
3 training, and communication.
- 4 1.2.2. Monitor workload using standard workload measures at all public service
5 outlets and balance staffing allocation to meet the needs.
- 6 1.2.3. Evaluate the use of volunteers at all the libraries and develop policies,
7 procedures and training that assures appropriate and consistent
8 management volunteers systemwide.
- 9
- 10 1.3. *Streamline materials handling processes.*
- 11 **For 2011-2012:**
- 12 1.3.1. Reconfigure the staff workspace and switchboard area at the Central
13 Library to expand the check-in of materials on the main floor, which will
14 reduce materials handling and make it easier to return materials to the
15 shelves quickly.
- 16 1.3.2. Pilot the use of floating collections as a means of reducing materials
17 handling.
- 18
- 19 1.4. *Plan and implement a performance management system with work planning and*
20 *evaluation processes, including the training and tools to implement the system.*
- 21 **For 2011-2012:**
- 22 1.4.1. Reach 100% participation/implementation levels.
- 23 1.4.2. Get each manager/supervisor and employee on a schedule based on
24 employee anniversary dates.
- 25 1.4.3. Continue to evaluate and refine the performance management system.
- 26
- 27 1.5. *Plan and implement a method of collecting and compiling relevant statistics to*
28 *support the Library's management and services.*
- 29 **For 2011-2012:**
- 30 1.5.1. Compile a quarterly statistical report on library activities, services and
31 workload for the Library Commission and staff.
- 32
- 33 1.6. *Develop a comprehensive, readily available set of policies and procedures.*
- 34 **For 2011-2012:**
- 35 1.6.1. Adopt new or revised policies based on established priorities/ (See
36 Attachment A for list of priorities)
- 37 1.6.2. Create an online policy manual that is accessible to all staff on the
38 intranet.
- 39 1.6.3. Complete and distribute procedures for *Standards of Behavior* and
40 *Enforcement* policies.
- 41 1.6.4. Implement a system to inform staff about new or revised policies and
42 procedures.
- 43
- 44 1.7. *Use management software to streamline work processes and reduce work load.*
- 45 **For 2011-2012:**
- 46 1.7.1. Complete web-based system to manage facilities work orders.

1 1.7.2. Identify criteria for a financial management system and develop
2 recommendations for procurement.
3

4 1.8. *Initiate a comprehensive and systematic training program.*

5 1.8.1. Deliver training required under the Library's Workplace Security Policy and
6 the Illness and Injury Prevention Policy & Program (IIPP).

7 1.8.2. Develop a system of self-directed learning for staff on using the library's
8 online resources.

9 1.8.3. The following training efforts will be done to the extent that adequate
10 financial and staff resources are available.

11 1.8.3.1. Begin planning an orientation program for new employees.

12 1.8.3.2. Identify options and implement, if feasible, training in supervision
13 and management for all managers and supervisors.
14

15 1.9. *Maintain and improve the Library's information technology systems and services.*

16 **For 2011-2012:**

17 1.9.1. Expand use of RFID StaffLink so that it is used for all circulation functions
18 at five branches.

19 1.9.2. Expand self-check to at least one additional library.

20 1.9.3. Add RFID security gates at libraries when feasible.

21 1.9.4. Identify criteria, evaluate options and develop recommendations for
22 procurement of a new telephone system.

23 1.9.5. Upgrade Horizon to version 7.5.1.
24

25 **2. Goal: Library Services - Improve the way we deliver our services** (e.g., our
26 facilities, customer service, and collections)
27

28 2.1. *Plan and implement projects to remodel libraries to support the new service*
29 *model, integrate self-check technology and update the appearance of each*
30 *facility.*

31 **For 2011-2012:**

32 2.1.1. For the remodeling project at the Sonoma Valley Regional Library:

33 2.1.1.1. Continue to participate in design and construction.

34 2.1.1.2. Complete planning, implementation and move of the library into
35 temporary quarters by August 5, 2011.

36 2.1.2. Complete design work and remodel the Sebastopol Library with gifts and
37 donations.

38 2.1.3. Complete design work and remodel the Petaluma Library using funds from
39 the Petaluma Library's endowments and Friends.
40

41 2.2. *Improve our collection and information resources.*

42 **For 2011-2012:**

43 2.2.1. Refine and expand collection analysis activities to make the best use of
44 available resources while meeting the public's needs.

45 2.2.2. Prepare final recommendations about licensing Collection HQ, a software
46 product that provides data to assist in all phases of collection

1 management, including selection, maintenance, weeding, and promotion
2 of the collection.

3
4 2.3. *Improve our public catalog.*

5 **For 2011-2012:**

6 2.3.1. Plan and implement a system for digital asset management.

7 2.3.2. Monitor and participate in the Open Source Collaborative.

8
9 2.4. *Expand online information resources.*

10 **For 2011-2012:**

11 2.4.1. Evaluate feasibility of adding e-books and, if appropriate, develop
12 recommendations for implementation.

13 2.4.2. Expand online resources for children.

14 2.4.3. Add a collection development description for digital versions of the
15 Library's unique holdings (i.e., Wine Library and History/Genealogy
16 Library) to the Collection Management Plan.

17 2.4.4. Create a vision and action plan for creating a "digital branch library,"
18 including a complete re-design of the Library's public web site, federated
19 searching, and other features.

20
21 2.5. Strengthen services to adults.

22 [No priority outcomes for 2011-2012]
23
24

25 **Goal #3: Library's Image & Community Support - Improve the visibility of the**
26 **Library in our communities** (e.g., build strong, positive working relationships with
27 library support groups and local governments; improve the Library's visibility across the
28 county)
29

30 3.1 *Continue to develop the capacity of Library Advisory Boards to serve as*
31 *advocates for the Library's needs in each community.*

32
33 3.2 *Continue newsletter and donor database to support the Library's fundraising*
34 *efforts.*

35 **For 2011-2012:**

36 3.2.1. Publish one issue of the newsletter in cooperation with the Foundation.
37

38 3.3 *When feasible, market the Wine Library's unique services and resources as*
39 *feasible.*

40
41 3.4 *When feasible, evaluate the Library's current presence on popular social media*
42 *and begin planning for the future.*

43
44 **Goal #4: Library's vision & strategic plan - Develop a new strategic vision for**
45 **library service for the people of Sonoma County.** (i.e., once we have the basics in
46 place, work on updating our service model through a visionary strategic plan and
47 explore alternatives for funding the Library's operations and capital needs)

- 1
- 2 Approved by the Sonoma County Library Commission
- 3 June 19, 2007; February 2008
- 4 Revised April 2009
- 5 Revised March 2010
- 6 Revised March 2011
- 7

ATTACHMENT A
POLICY PRIORITIES for 2011-12

Status	Policy	Lead Division/Lead Mgr-Lead Person
Management & Administrative: Financial Policies (see Financial Policy Work Outline for details)		ASD/E. Alfano (EA)
P – 2011	GASB Fund Accounting	
P – 2011	Fund Types	
P – 2011	Fund Development	
Management & Administrative/Safety, Emergencies & Disasters		ASD/EA-P. Preston (PP)
IP	Illness & Injury Prevention Policy	
IP	Workplace Security	
Management & Administrative/Human Resources Management		
IP	Family & Medical Leave Act	ASD/EA-PP
IP	Employer-Employee Relations Resolution (EERR)	ES/S. Cooper (SMC)-J. Anderson (JA)
	Performance Management	ASD/EA-PP
Management & Administrative/Use of Information Technology		
IP	Develop outline of polices/write policies	ESD/SMC with IT
Public Services/Childrens' Services		
P – 2011	Unattended Children	PSD/K. Okazaki (K)-Kathy DeWeese (KdeW)
Online Services		
P – 2011	Public Internet	ES w/ IT & PSD/Sandy
P – 2011	Public Computer Use	ES w/IT & PSD/Sandy
Use of Facilities		
P – 2011	Meeting Room Policy	ES & PSD/Sandy
P – 2011	Serving Alcohol	ES/Sandy

IP = In Process

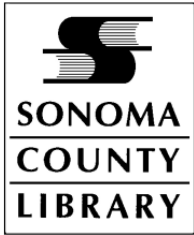
P-2011 = Priority for 2011 Year

ASD = Administrative Services Division

PSD = Public Services Division

ES = Executive Services Division

IT = Information Technology



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Discussion	4.4.11	Regular	10.3

SUBJECT

Updates on Remodeling Projects

PURPOSE OF THE DISCUSSION

By the end of the discussion, the Commission will be informed about the status of the three remodeling projects underway.

BACKGROUND

Projects to update three existing libraries are currently active:

1. Sonoma Valley Regional Library

The City of Sonoma is updating the interior and exteriors of the Sonoma Valley Regional Library, including new roof, new HVAC (including duct work), new finishes and lighting on the interior, and upgrades to comply with ADA and other code requirements. The City of Sonoma is managing the project and is providing the majority of the \$2.3 million.

The Library must be vacated for approximately nine months, beginning on August 5. The Library Advisory and Friends—and the entire community—have been working to find a suitable place to house the Library during construction. Recently, the First Congregational Church suggested that they might be able to make their social hall—Burlingame Hall—available for the Library to use. Bill Dodson from AXIA Architects has done a quick survey of the facility and believes that it is feasible to make the minor improvements needed for ADA compliance, lighting, power, and data.

We are currently working with a committee of church members to discuss potential terms for the lease and will be asking for the Commission’s guidance on the financial terms of the lease in closed session.

2. Sebastopol Regional Library

This project, which will be managed by the Library, is to update the interior of the Library’s reading room and to re-carpet the Forum Room. The Library will fund the design, and funds from the Friends and donations will be used to fund the actual construction.

The City is paying for new carpet from redevelopment funds. After discussions with the City Manager, we believe we have arranged to go ahead and get the funding for the carpet now.

The agreement with AXIA Architects is complete, and the schematic design is the next step. A description of the steps in the design process is attached.

3. Petaluma Regional Library

This project, which will be managed by the Library and paid for by funds from the Library’s endowments, is just behind the Sebastopol project. The scope of this project includes the removal of interior walls and creation of a new structural support, as well as creation of a new local history room and study rooms, as well as a teen room—all on the main floor.



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Discussion	4.4.11	Regular	10.3

FUTURE BOARD ACTIONS: For Sonoma: Approve lease for temporary quarters; budget for tenant improvements and the move.

FISCAL IMPACT: Under the agreement with the City of Sonoma for the remodeling, the Library is responsible for all expenditures related to the temporary quarters.

POLICY ISSUES:

ATTACHMENTS

Document #10.3.1 – Understanding the Design and Construction Process

From the American Institute of Architects (AIA)

Understanding the Design and Construction Process

Design and construction projects involve several steps. Typically, projects go through the following seven phases. However, on some projects, several of these steps may be combined or there may be additional ones.

Step 1: Programming/Deciding What to Build

The owner and architect discuss the requirements for the project (how many rooms, the function of the spaces, etc.), testing the fit between the owner's needs, wants and budget.

Step 2: Schematic Design/Rough Sketches

The architect prepares a series of rough sketches, known as schematic design, which show the general arrangement of rooms and of the site. Some architects also prepare models to help visualize the project. The owner approves these sketches before proceeding to the next phase.

Step 3: Design Development/Refining the Design

The architect prepares more detailed drawings to illustrate other aspects of the proposed design. Floor plans show all the rooms in correct size and shape. Outline specifications are prepared listing the major materials and room finishes.

Step 4: Preparation of Construction Documents

Once the owner has approved the design, the architect prepares detailed drawings and specifications, which the contractor will use to establish actual construction cost and build the project. The drawings and specifications become part of the building contract.

Step 5: Hiring the Contractor

The owner selects and hires the contractor. The architect may be willing to make some recommendations. In many cases, owners choose from among several contractors they've asked to submit bids on the job. The architect can help you prepare bidding documents as well as invitations to bid and instructions to bidders.

Step 6: Construction Administration

While the contractor will physically build the home or the addition, the architect can assist the owner in making sure that the project is built according to the plans and specifications. The architect can make site visits to observe construction, review and approve the contractor's application for payment, and generally keep the owner informed of the project's progress. The contractor is solely responsible for construction methods, techniques, schedules and procedures.

Step 7: Project Close Out

The architect can help bring your project to a close by ensuring that it is complete and ready for use, and that the contractor is entitled to final payment. You now have a working relationship with your architect, and no one knows your building better. You may wish to retain the same firm to assist with start-up, to review operations at a later date, for tenant related services, or for later alterations and modifications.



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Discussion	4.4.11	Regular	10.4

SUBJECT

Service Awards

PURPOSE OF THE DISCUSSION

By the end of the discussion, the Commission will provide guidance on planning for service awards.

BACKGROUND

Each year, the Library presents service awards to staff members who have reached significant milestones in their service to the Library during the past calendar year (e.g., 5, 10, 15, 20, 25, 30, 35 years as a staff member). A description of the awards is attached.

The awards have been presented in 3 different settings in recent years:

1. For a number of years, the Commission presented the awards in a ceremony prior to its October meeting. Because many staff were working at the time of the ceremony, participants were unable to attend.
2. For two years, the awards were presented during All-Staff Day.
3. Last year, after the All-Staff Day was suspended because of budget short-falls, the awards were presented during budget briefings at staff meetings at each branch.

The question is: how does the Commission wish to present this year's awards?

FUTURE BOARD ACTIONS:

FISCAL IMPACT:

POLICY ISSUES:

ATTACHMENTS

Document #10.4.1 – Background on Service Awards.

Service Awards

The Sonoma County Library recognizes employees for their years of service to the Library. All regular part-time and full-time Sonoma County Library employees are eligible to receive such a service award once every five years.

Employees with five years of service will receive a certificate while employees with 10, 15, 20, 25, 30 and 35 years of service will receive a gift certificate in graduated amounts based on length of service regardless of their job classification in the Library.

Starting in 2006, employees with ten or more years of service eligible for awards will be offered a choice of gift certificates in the specified amount dependent upon years of service with the Sonoma County Library. An eligible employee may select a gift certificate from Home Depot, Target or Macy's in the following amounts:

Years of Service	Award
Five Years	Framed certificate
10 Years	\$100
15 Years	\$175
20 Years	\$250
25 Years	\$325
30 Years	\$400
35 Years	\$475
40 Years	\$550



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Action	4.4.11	Regular	11

SUBJECT

Library Advisory Board Appointment

RECOMMENDED ACTION

APPOINT by resolution.

DRAFT MOTIONS

- **I MOVE, BY RESOLUTION, THAT THE SONOMA COUNTY LIBRARY COMMISSION APPOINT** David Carr to the vacant position on the Santa Rosa Regional Libraries Advisory Board for a term ending June 30, 2014.
-

BACKGROUND

The following appointment is ready to be made:

- Santa Rosa Libraries Advisory Board, Vacant Position. Term expires June 30, 2014
-

FUTURE BOARD ACTIONS

None

FISCAL IMPACT

None

POLICY ISSUES

None

ATTACHMENTS

None