



**LIBRARY COMMISSION AGENDA
REGULAR MEETING**

Monday, June 6, 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 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 negotiator: Kelly Tuffo

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 May 2, 2011 Regular Meeting (1 Document)

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. Approve Focus and Finish priorities for 2011-2012.

9. ACTION ITEMS

There are no action items at this time.

10. DISCUSSION ITEMS

10.1. Management Report

10.1.1. Progress on Priorities, Issues & Challenges

10.1.2. Monthly Financial Report

10.2. Review Proposed Workplace Security Policy (1 Document)

10.3. Discussion of issues

10.3.1. Revisit 2010 discussion of charging fees for holds (2 Documents)

10.3.2. Identify next steps to respond to City of Sebastopol request to raise funds to maintain service hours at the Sebastopol Regional Library (2 Documents)

11. LIBRARY ADVISORY BOARDS

12. COMMISSION INFORMATION ITEMS

13. DATE AND TIME OF NEXT MEETING

Meeting: Special Commission Meeting
Date: June 20, 2011
Time: 7:00 p.m.
Location: Central Library – Santa Rosa

Meeting: Regular Commission Meeting
Date: July 6, 2011
Time: 7:00 p.m.
Location: Rincon Valley Regional Library

14. ADJOURNMENT

By acclamation.

Agenda support materials are available in the Library Administration Office, 211 E Street, Santa Rosa, after 3:30 p.m. on Thursday, June 2, 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 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	6.6.11	Regular	6

SUBJECT

May Meeting Minutes

RECOMMENDED ACTION

APPROVE Minutes of the May 2, 2011 Regular Meeting.

DRAFT MOTIONS

I MOVE THAT THE SONOMA COUNTY LIBRARY COMMISSION APPROVE the minutes of the Regular Meeting on May 2, 2011, as presented. (or, as corrected)

BACKGROUND

None

FUTURE BOARD ACTIONS

None

FISCAL IMPACT

None

POLICY ISSUES

None

ATTACHMENTS

Document #6.1 - Draft Minutes

1
2
3 **Sonoma County Library**
4 **Minutes of the Library Commission**
5 **May 2, 2011**

6 **Note: M/S/C = Moved/Seconded/Carried**
7

8 **CALL TO ORDER**

9 The Sonoma County Library Commission met in regular session. Chair Kelley called
10 the meeting to order at 7:00 p.m. in the Forum Room of the Central Library.

11
12 Commissioners present: Arnold, Colbert, Freis, Kelley, and Whistler.
13 Commissioners Dell’Osso and May had excused absences.

14
15 Staff present: Library Director Sandy Cooper; Public Services Division Manager
16 (PSDM) Kiyoko Okazaki; Administrative Services Division Manager (ASDM) Elissa
17 Alfano; Materials Management Division Manager (MMDM) Jaime Anderson;
18 Technical Support Specialist II Denise Lewers; ILS Manager Mike Dawe; Children’s
19 Services Coordinator Kathy DeWeese; Collections Manager Kathy Dennison;
20 Technical Support Specialist Kerri Bailey; Building Mechanic Tom Popenuck; Branch
21 Manager Anne Marie Murphy; Librarians Steve Alcorta, Carol Singleton, and Jennifer
22 Duran; Library Technicians Nancy Cimino, Alyce Carmick, Rhianna Miller, Cathy
23 Signorelli, Daphne Matthews, and Barbara White; and Administrative Aide Stephanie
24 Kunkle.

25
26 Guests and observers present: A list of all other guests and observers who were in
27 attendance is attached.
28

29 **ANNOUNCEMENTS AND INTRODUCTIONS**

30 There were no announcements or introductions
31

32 **PUBLIC APPEARANCES**

33 Chair Melissa Kelley welcomed the public and thanked them for attending. She
34 made a brief statement explaining that the Library was seeking ways to stabilize
35 finances in the face of a continuing decline in the revenue and to help control staff
36 workload. She added that the Commission is waiting for a response from the Union
37 after presenting a series of options to accomplish these goals to the SEIU. She
38 explained that the change of service hours was not on the agenda for that reason.
39 As a result, under the Brown Act (California’s open meetings law), the Commission
40 could not respond to any of the comments made.
41

42 About 18 people made statements, including staff members, public, and patrons.
43 Their concerns and suggestions included:

- 44 • Involve the public in planning for the reduction in hours.
- 45
- 46 • Retain the current schedule to continue services for seniors and children’s
47 programs.
48

- 1 • Individualize schedules at each branch to meet the needs of the public.
- 2
- 3 • Close the gap for the Sebastopol library by allowing Friends to raise the money to
- 4 retain their current schedule.
- 5
- 6 • Look into a parcel tax.
- 7
- 8 • Retain substitutes; layoffs will hamper the smooth operation of the library.
- 9
- 10 • Keep the Guerneville Regional Library open Mondays and all mornings to serve
- 11 the needs of its users.
- 12

13 Staff concerns and issues identified in the discussion included:

- 14 • Invite staff suggestions regarding revenue streams.
- 15
- 16 • Retain current schedule at Guerneville because it covers a wide service area
- 17 often involving long commutes for patrons.
- 18
- 19 • Retain morning hours because the public has asked to have programs scheduled
- 20 then and attendance is high.
- 21
- 22 • Incorporate a sliding schedule membership fee; increase late fees; and pass a
- 23 bond measure.
- 24

25 Library Technician Nancy Cimino had a concern about agenda item #7.1 - Lease for
26 Sonoma Valley Regional Library Temporary Facility. She asked if the lease had
27 been drawn up. The agenda stated the recommended action was to authorize the
28 Director to sign the lease; however, the motion said to execute the lease. The letter
29 of intent did not include specific costs such as PG&E, trash service, our liability
30 policy, signage costs, etc. She had concerns about these unstated costs. She
31 requested a written response from the Commission regarding the terms of the lease.
32 Chair Kelley responded that they had a good idea of the costs and would follow up
33 with a response.

34
35 Chair Kelley thanked the public and the meeting was moved to the Board Room at
36 7:45 p.m.

37
38 **APPROVAL OF MINUTES** – Minutes of the April 4, 2011 Regular Meeting

39 **M/S/C (Freis/Colbert)** moved that the Sonoma County Library Commission approve
40 the minutes of the regular meeting on April 4, 2011, as presented.

41 AYES (5): Arnold, Colbert, Freis, Kelley, and Whistler.

42 ABSENT: (2) Dell’Osso and May

43
44 **CORRESPONDENCE & PRESS COVERAGE**

45 The clippings folder included articles from *The Press Democrat*:

46 “Libraries May Trim Hours” in a recap story of the previous week, four letters to the
47 editor regarding keeping library hours as they currently are and keeping the libraries
48 open. *The Sonoma West Times and News* featured an article about the Sebastopol

1 City Council discussing the library's plans to cut Library hours throughout the system
2 beginning August 2011. The article also included a plan by Progressive Source
3 Communications to create a 501(c) 3 fundraising arm for the Sebastopol Regional
4 Library.

5
6 Correspondence included a letter from the Mayor of the City of Sebastopol asking
7 the Commission to allow local funds to be used to pay to keep the Sebastopol
8 Regional Library service hours the same. Director Cooper said it was a major policy
9 issue. Commissioner Freis asked the Director to consult with County Counsel to
10 determine whether such an arrangement would be legal under the Joint Powers
11 Agreement (JPA) and applicable state laws.

12
13 There were also several letters and emails to the Commission regarding the
14 proposed Library cuts in service hours.

15 16 **CONSENT CALENDAR**

17 There were no consent calendar items.

18 19 **ACTION ITEMS BY MOTION**

20 **7.1. Authorize Library Director to sign the lease for Sonoma Valley Regional** 21 **Library's Temporary Facility**

22 Commissioner Arnold left the meeting at 8:02 p.m. prior to the discussion on action
23 item #7.1. She reminded the Commission that she had a conflict of interest
24 because she was the vice-moderator at the First Congregational Church of
25 Sonoma (FCC), which will lease its social hall to the Library, as well as being a
26 member of the Library Commission.

27
28 The agenda packet contained the basic Letter of Understanding outlining the terms
29 of the lease. Commissioner Colbert asked whom the lease was negotiated with.
30 The Director replied that she was working with an FCC committee.

31
32 **M/S/C (Colbert/Whistler)** moved that the Sonoma County Library Commission
33 authorize the Library Director to execute a lease with the First Congregational
34 Church of Sonoma based on the terms outlined in the Letter of Intent.

35 AYES (4): Colbert Freis, Kelley, and Whistler

36 ABSENT: (3) Dell'Osso, May and Arnold

37
38 The Lease will be reviewed by the real estate agent and County Counsel.
39 Commissioner Whistler requested a copy of the lease once signed.

40
41 Commissioner Arnold was called back into the Board Room at 8:02 p.m.

42 43 **7.2. Approve third quarter budget adjustments**

44 Commissioner Freis commented that the new format of the narrative was much
45 easier to understand. ASDM Alfano reviewed the changes, which included an
46 increase of \$11,000 in property tax revenues along with savings of \$45,661 in
47 expenditures.

1 A discussion followed on Interest on Pooled Funds – Line 1700, not coming in at
2 what was budgeted.

- 3 • Question: What is our investment policy? Response: We do not currently have
4 an investment policy; it is on the list of needed policies. Staff agreed to add the
5 investment policy to the priorities for the current year.

6
7 There was additional discussion about the revenue from fines and the Library's
8 income from its collection agency.

9
10 **M/S/C (Whistler/Arnold)** moved that the Sonoma County Library Commission
11 approve the proposed changes to the FY 10-11 budget and authorize the Library
12 Director to submit them to the County.

13 AYES (5): Arnold, Colbert, Freis, Kelley, and Whistler

14 ABSENT: (2) Dell'Osso and May
15

16 **DISCUSSION ITEMS**

17 **8.1. Management Report**

18 **8.1.1. Progress on Priorities, Issues & Challenges**

19 There were no comments on the management report. Director Cooper
20 commented that they have identified new strategies to get management back
21 on track with the performance management system.

22
23 There was a discussion about how to communicate the Library's rationale for
24 reducing service hours and how to communicate with the public.

25
26 Commissioner Whistler asked about the status of the remodel at the
27 Sebastopol Regional Library. The Director replied that staff is getting quotes
28 for the carpet and that she and AXIA Architect Bill Dodson have a meeting
29 scheduled on June 3 to review the project and potential City issues with staff
30 at the City of Sebastopol.
31

32 **8.1.2. Monthly Financial Report**

33 Discussion included the following topics:

- 34 • Question: Why is revenue only at 71% of budget? Response: Because of
35 the schedule for people to pay their property taxes, we receive the funds in
36 three payments.
37
- 38 • Question: Have we seen savings from our energy retrofits? Response: It is
39 still too early to evaluate the savings. We are using rebates to continue
40 projects to save on energy costs, including for the lighting at the Annex and
41 upgrades to the Central Library's HVAC system.
42

43 **8.1.3. Quarterly Gifts and Donations Report**

44 There was no discussion.
45

46 **8.2 Focus and Finish**

47 The Library Management Team (LMT) joined the discussion. Commissioner
48 Whistler asked if the Commissioners had input on the priorities, and Cooper

1 assured her that they did. Chair Kelley observed that much had been
2 accomplished during the 10-11 year.

3
4 Various LMT members discussed the projects for which they would be
5 responsible:

- 6 • Children’s Services Coordinator Kathy DeWeese described her plans to
7 update the policy on unattended children, including adding more about dealing
8 with unattended children who were still at the Library at closing time.
9
- 10 • ILS Manager Mike Dawe spoke about the upgrade to Horizon version 7.5.1,
11 which will be done in September. He added that the entire system would be
12 down for at least one day. The new version would give the Library more
13 options, including the ability to create “floating collections” that can stay at the
14 Library to which they are returned—helping to reduce the delivery workload.
15
- 16 • Chair Kelley suggested transitioning to an e-newsletter version only. Cooper
17 said the newsletter pays for itself with donations-- and that the Foundation
18 pays for half of the costs. The newsletter serves as a major outreach and
19 education tool. Whistler said that maybe we should ask what the public
20 wants.
21
- 22 • Children’s Services Coordinator Kathy DeWeese said that collection analysis
23 will help the Library use its limited materials budget more effectively. She
24 added that the public was asking for eBooks.
25
- 26 • Cooper described the efforts to create digital content based on the Library’s
27 special collections.
28
- 29 • Commissioner Freis added that we need to develop an investment policy if not
30 already on the list. Cooper said that it would be added to the priorities policy
31 list.
32
- 33 • Commissioner Whistler asked where the employee handbook was. Cooper
34 responded that it had not been handed out yet, but was adopted in 2009. The
35 commitment was to get it out in hard copy to staff by June 1.
36
- 37 • In response to a question about updating the policy on serving alcohol,
38 Cooper noted that it is on the list of priority policies and would be done in
39 conjunction with revising the meeting room policy.
40

41 **8.3 Discuss Parcel tax option**

42 The Commission discussed placing a parcel tax on the ballot to increase revenue.
43 In a response to a request from the Library Director, County Counsel indicated that
44 the Joint Powers Agreement does not give the Library Commission the authority to
45 place a parcel tax on the ballot. The Board of Supervisors would make the
46 decision.
47

1 Commissioner Whistler asked about amending the JPA. Cooper explained that
2 trying to amend the JPA opened the entire document and that County Counsel did
3 not advise opening the document up for revision.

4 .
5 The Commission reviewed the steps that must be taken prior to placing an item on
6 the ballot. There was no consensus among Commissioners about pursuing a
7 property tax. Commissioner Freis observed that we need to put the public's
8 passion into supporting a productive step. Commissioners Arnold and Colbert did
9 not believe that a parcel tax would have public support.

10
11 At the end of the discussion, the Commission asked the Director to invite retiring
12 County Auditor/Treasurer/Controller Rod Dole to meet with the Commission to
13 discuss two items: the politics of a parcel tax and the County's investment policy.

14 15 **LIBRARY ADVISORY BOARDS**

16 **M/S/C (Arnold/Colbert)** moved by resolution that the Sonoma County Library
17 Commission reappoint the incumbents who have indicated a wish to be
18 reappointed to the library advisory board for a new four-year term ending June 30,
19 2015. Cooper stated there were several other expirations on June 30 in
20 Cloverdale, Guerneville, Healdsburg, and Sebastopol. She would get the
21 procedures involved to Commissioners Colbert and Whistler as a follow-up.

22 AYES (5): Arnold, Colbert, Freis, Kelley, and Whistler

23 ABSENT: (2) Dell'Osso and May
24

25 **COMMISSION MEMBER INFORMATION ITEMS**

26 Commissioner Arnold had nothing to report.

27
28 Commissioner Freis reported:

- 29 • That the Santa Rosa Libraries Advisory Board had the *Meet and Greet* event
30 with the City which went very well. Freis would like to have a City
31 representative on the Library Advisory Board. She also announced that
32 member Merrie Krisl was resigning at end of June.

33
34 Chair Kelley reported:

- 35 • That she saw former Cloverdale Friends' President Shirley Black who recently
36 moved to Santa Rosa from Cloverdale.

37
38 Commissioner Whistler reported:

- 39 • That a Sebastopol council member attended the recent Sebastopol Library
40 Advisory Board meeting.
- 41 • That the Guerneville Friends had a play, an art show, and book readings.

42
43 Commissioner Colbert reported

- 44 • That Bo Simons is now the Healdsburg Branch Manager who was "wearing
45 two hats" and was trying to complete Wine Library projects.

46
47 Director Cooper said that the recruitment had not happened yet because we need
48 an updated position description for the position.

1 The Commission asked the Director to set up Library email addresses for them and
2 to ask the branches to stop distributing their personal email addresses.

3
4 **CLOSED SESSION**

5 Pursuant to California Government Code §54957, the Library Commission met in
6 closed session at 9:38 p.m. to consider the Library Director's performance
7 evaluation.

8
9 **OPEN SESSION**

10 The Commission reconvened in open session at 10:10 p.m. Chair Kelley reported
11 that the Commission discussed the Director's performance evaluation but no action
12 was taken.

13
14 **DATE AND TIME OF NEXT MEETING**

15 Meeting: Regular Commission Meeting
16 Date: June 6, 2011
17 Time: 7:00 p.m.
18 Location: Central Library – Santa Rosa

19
20 **ADJOURNMENT**

21 The meeting adjourned at 10:11 p.m. by acclamation.
22
23



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Consent	6.6.11	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 priorities for the current year outlined in Focus & Finish 2011. The Library Commission reviewed Focus & Finish at its May 2, 2011 meeting. This approval is a formality. The document is posted <http://www.sonoma.lib.ca.us/agenda/>. It is Document #8.2.1 in the agenda packet for May 2, 2011.

FUTURE BOARD ACTIONS

None.

FISCAL IMPACT

Expenditures are consistent with the Library's budget.

POLICY ISSUES

None.

ATTACHMENTS

None.

**SONOMA COUNTY LIBRARY
MANAGEMENT REPORT
PROGRESS ON PRIORITIES, ISSUES & CHALLENGES
May 2011**

GOALS & INITIATIVES

1. Goal: Library Management - Improve the way we work as an organization

(e.g., our management infrastructure, organizational structure, and work processes)

- 1.1. Develop and implement plans to manage financial resources effectively to deal with long-term projected revenue decreases over the next four to five years.
 - *For personnel expenditures: discussed position paper on change in hours and reduction of substitute expenditures with Library Advisory Boards; responded to request for information on impacts of substitute layoffs; prepared counterproposal to s proposal on layoff of substitutes; updated 11-12 budget projections and prepared updated economic proposal for Commission review.*
- 1.2. Develop plans to use all the Library's personnel resources effectively.
 - *Continued discussions about evaluation and classification of substitutes.*
- 1.3. Streamline materials handling processes.
 - *For floating collections: identified the collections for the pilot; waiting for Horizon upgrade in September to implement; need to develop plans for evaluating the pilot and for re-balancing collections at each branch.*
- 1.4. Plan and implement a performance management system with work planning and evaluation processes, including the training and tools to implement the system.
 - *Identified the tasks that have to be completed to have work planning and evaluation underway for 100% of the staff.*
- 1.5. Plan and implement a method of collecting and compiling relevant statistics to support the Library's management and services.

No major activity this month.
- 1.6. Develop a comprehensive, readily available set of policies and procedures.
 - *Workplace Security Policy is on the June Commission agenda for review; plan is to have it on the July agenda for adoption.*
 - *Policy for Illness and Injury Prevention Program (IIPP) being refined.*
 - *Elissa Alfano met with Library CPA Will Soper to begin work on financial policies.*
 - *Policies on Family and Medical Leave and Performance Management drafted.*
- 1.7. Use management software to streamline work processes and reduce work load.

- 1 • *Online work order forms and processes are being fine-tuned and will be rolled*
2 *out to all branches in June.*

3
4 1.8. Initiate a comprehensive and systematic training program.

- 5 • *Safety Committee had initial discussions about training to implement*
6 *Workplace Security Policy and IIPP.*

7
8 1.9. Maintain and improve the Library's information technology systems and
9 services.

- 10 • *EnvisionWare Vice-President visited the Library to deliver beta version of*
11 *upgrade to StaffLink software developed to respond to Library staff's*
12 *suggestions for improvement. Staff at five libraries are testing the upgrade*
13 *and providing feedback.*
14 • *The IT staff is gathering information on the design, procurement, and setup of*
15 *a new Voice over Internet Protocol (VOIP) telephone system.*
16 • *Horizon upgrade planned for September 12-13; the entire Horizon system will*
17 *be shut down for two days.*

18
19 **2. Goal: Library Services - Improve the way we deliver our services** (e.g.,
20 our facilities, customer service, and collections)

21
22 2.1. Plan and implement projects to remodel libraries to support the new service
23 model, integrate self-check technology and update the appearance of each
24 facility.

- 25 • *Bidder's conference held for Sonoma Valley Regional Library (West Napa)*
26 *remodel.*
27 • *Planning for Sonoma temporary location at Burlingame Hall is moving quickly;*
28 *lease negotiations are complete; floor plan is complete; Project Coordinating*
29 *Team meets weekly; budget work is underway but cannot be completed until*
30 *design work is complete; planning for move underway.*
31 • *Receive quotes on carpeting for Sebastopol Library; meeting on June 3 with*
32 *architects and city staff.*

33
34 2.2. Improve our collection and information resources.

- 35 • *Staff is doing additional collection analysis to support allocation of materials*
36 *budget for FY 11-12.*

37
38 2.3. Improve our public catalog.

- 39 • *Purchased ContentDM and ordered archival server with grant funds;*
40 *submitted application for FY 11-12 grant from County Transient Occupancy*
41 *Tax (TOT) funds.*

42
43 2.4. Expand online information resources.

- 44 • *Ebooks being evaluated as part of the development of the FY 11-12 budget.*
45 • *Library is benefitting from statewide grant for access to BookFlix, an online*
46 *resource for children. (Visit website for more information:*
47 *<http://teacher.scholastic.com/PRODUCTS/BOOKFLIXFREETRIAL/>)*

- 1 2.5. Strengthen services to adults.
2 [No priority outcomes for 2011-2012]
3

4 **3. Library's Image & Community Support - Improve the visibility of the**
5 **Library in our communities** (e.g., build strong, positive working
6 relationships with Library support groups and local governments; improve
7 the Library's visibility across the county.)

8 *No major activity to implement this Focus & Finish priority this month.*
9

10 **ISSUES & CHALLENGES**
11

- 12 • Public Services Division: The managers in the Public Services Division are
13 coordinating efforts to plan for: Kiyo Okazaki's month-long vacation, which starts
14 on June 8; Kathy DeWeese's maternity leave, scheduled to begin on July 8; and
15 Kathy Dennison's retirement, scheduled for September 30.
16
17 • Staff throughout the Library system are mourning the death of Susan Seward, a
18 beloved Tech III at the Petaluma Regional Library for the past 25 years. A special
19 reception in her memory is scheduled for Sunday, June 5.

MONTHLY FINANCIAL REPORT

This report highlights revenue and expenditures through April 30, 2011 that may be of special interest. It also includes information now required under the Library’s Delegation of Authority Policy.

REPORTS ON PURCHASING & BUDGET MODIFICATION

1. One invoice exceeds the \$25,000 threshold and requires reporting, but not approval, according to the Delegation of Authority Policy.

Payee	Amount	Purpose
PG&E	\$33,118.22	Utilities: 02/26/11 - 04/27/11

2. Two agreements that were signed this month exceed the \$25,000 threshold and span two fiscal years; however, they do not meet the \$50,000 threshold requiring Library Commission authorization.

Contractor	Amount	Purpose
AXIA Architects	\$35,490	Architectural design services as well electrical and civil engineering services to develop plans and specifications that meet code requirements for modifying Burlingame Hall to serve as temporary Sonoma Valley Regional Library.
Critical Solutions, Inc. (CSI)	Not to Exceed \$30,515	For Sonoma Valley Regional Library-Burlingame Hall: Prepare project budget and schedule; advise in development of designs for tenant improvements; assist with developing Requests for Quotes and Requests for Proposals and contracts with subcontractors, manage construction, plan and manage Library move.

3. The Library also submitted a request to the County Administrator in May for approval to transfer \$10,000 from 6820-Rents\Leases-Equipment to 7910- L.T. Debt Principal. The Library copier leases were renewed in FY 2010-11 in most of the branches to reduce monthly leasing fees. The new leases are capital items, rather than operating leases. The original budget included more appropriations in 6820 than needed and not enough in 7910, so the funds will be transferred. The transfer only moves money to the correct budget line and does not have an impact on the current year’s approved expenditures.

BACKGROUND ON YTD REVENUE & EXPENDITURES

YTD Summary

Total revenues received through April 30, 2011: \$ 14,084,074 or 92% of budget
 Total expenditures through April 30, 2011: \$ 12,385,163 or 79% of budget

Percent of Year & Payroll

- Percent of year elapsed: 83%
- Percent of payroll: 85%

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 second allotment of property tax funds in April.
- 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 June, 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. Four 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 a single annual payment from the State of California.
- Line 2901 – County: The Library receives a single 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 is due in June 2011.
- Line 4102 – Donations/Reimbursements: The budgeted amount reflects an estimate of funds that will be spent during the current year. Gifts and donations that the Library does not expect to be spent during the current year are in the Special Revenue fund.

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 April 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 was increased from \$512,000 to \$616,127 in the January adjusted budget. This line is difficult to control because of unanticipated leaves and other factors. Funds from the increase came from salary savings in 5910-Permanent Positions.
- Line 5920 – Retirement Contribution: The budget has been reduced by \$36,540 to reflect changing the Library CalPERS retirement contribution from 1% to 0%.

DOCUMENT #10.1.2 (6.6.11)

- 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 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. The Library also made two payments to the Department of Industrial Insurance; 2009-\$8,375 and 2010-\$6,500. Those payments are a penalty for having an experience modification over 110% in those years.
- 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. The additional funds are from Line 7187 – Materials Management Supplies.
- 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 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 in July 2010.
- 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 was fully paid during July 2010.
- 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. The additional funds are from Line 7187 – Materials Management Supplies.

DOCUMENT #10.1.2 (6.6.11)

- 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 – Materials Mgt Supplies: The January adjusted budget reduced this line by \$30,000 to a lower projected expenditure for the balance of the year. The funds were used to increase Lines 6084 – Janitorial Supplies and 6610 – Legal Services.
- Line 7190 – Books/Materials: The budget has been reduced by \$50,000 from \$1,713,000 to \$1,663,000.
- Line 8560 – Equipment: The majority of the expenditures are for the purchase of two new delivery trucks.

SONOMA COUNTY LIBRARY						
APRIL 2011 FINANCIAL REPORT						
PART 1- REVENUE						
		APRIL	FY 10-11 APR	YEAR TO	VARIANCE	%
		ACTUAL	ADJ BUDGET	DATE TOTAL	Over/(Under)	REC'D
1000	PROPERTY TAXES - CY SECURED	6,075,077	14,215,922	13,404,706	(811,216)	94.3%
1004	PROPERTY TAXES - CY SEC-JULY		0		0	N/A
1008	REDEVELOPMENT	(371,910)	(1,541,193)	(1,541,193)	(0)	100.0%
1011	SB2557 PROP TAX ADMIN	(218,678)	(218,678)	(218,678)	(0)	100.0%
1014	AB 1290 RDA PASS-THRUS	25,674	73,775	76,243	2,468	103.3%
1015	H&S 33401 RDA PASS-THRUS	179,752	848,069	848,199	130	100.0%
1020	PROPERTY TAXES - CY SUPP		95,991		(95,991)	0.0%
1040	PROPERTY TAXES - CY UNSECURED	(4,992)	513,080	474,631	(38,449)	92.5%
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	5,684,922	13,971,263	13,031,406	(939,857)	93.3%
1700	INTEREST ON POOLED CASH	7,508	30,000	19,843	(10,157)	66.1%
1701	INTEREST EARNED		9,500		(9,500)	0.0%
1800	RENTS/CONCESSIONS		400	326	(74)	81.5%
	USE OF MONEY/PROPERTY	7,508	39,900	20,169	(19,731)	50.5%
2081	ST - HIGHWAY RENTALS		100		(100)	0.0%
2440	ST - HOPTR		138,152	69,585	(68,567)	50.4%
2500	ST - OTHER		0		0	N/A
2563	ST - LIB - TBR REIMB		250,000	183,441	(66,559)	73.4%
2566	ST - LIB - PUBLIC LIB FUND		168,729	168,729	0	100.0%
2901	COUNTY		25,378		(25,378)	0.0%
2945	LIBRARY LITERACY	50	69,545	55,589	(13,956)	79.9%
	INTERGOVERNMENTAL REVENUES	50	651,904	477,344	(174,560)	73.2%
3019	NCPA-FEE FOR GOVT SVCS		31,640	31,640	0	100.0%
3480	LIBRARY FINES	35,353	395,000	337,422	(57,578)	85.4%
3482	WINE LIBRARY MEMBERSHIPS	3,665	16,000	7,130	(8,870)	44.6%
3483	LIBRARY POSTAGE RECOVERY		500	487	(13)	97.5%
3484	FINES-DELINQUENT COLLECTIONS	2,956	30,000	17,384	(12,616)	57.9%
3485	LIBRARY DOCUMENT DELIVERY		0		0	N/A
3700	COPIER FEES	5,121	59,948	49,774	(10,174)	83.0%
3701	CHECK HANDLING FEES		50		(50)	0.0%
3980	REVENUE APPLIC TO PY		0		0	N/A
	CHARGES FOR SERVICES	47,095	533,138	443,837	(89,301)	83.2%
4020	OTHER SALES		0		0	N/A
4040	MISCELLANEOUS REVENUE	665	90,672	59,532	(31,140)	65.7%
4102	DONATIONS/REIMBURSEMENTS	13,348	55,000	51,711	(3,289)	94.0%
4106	REFUNDS		6,000	181	(5,819)	3.0%
4109	OUTDATED/CANCELED WARRANTS		1,000	30	(970)	3.0%
4113	RETURNED CHECKS	(121)	150	(135)	(285)	-90.2%
	MISCELLANEOUS REVENUES	13,891	152,822	111,319	(41,503)	72.8%
	TOTAL REVENUE	5,753,467	15,349,027	14,084,074	(1,264,953)	91.8%

SONOMA COUNTY LIBRARY							
APRIL 2011 FINANCIAL REPORT							
PART 1 - EXPENDITURES							
		APRIL	FY 10-11 APR	YEAR TO		VARIANCE	
		ACTUAL	ADJ BUDGET	DATE TOTAL	ENCUMBERED	(Over)/Under	%
5900	VACANCY FACTOR		(121,000)			(121,000)	0.0%
5910	PERM POSITIONS	558,562	7,190,056	5,883,435		1,306,621	81.8%
5911	EXTRA HELP	43,036	616,127	516,475		99,652	83.8%
5920	RETIREMENT CONTRIB		26,167	26,167		0	100.0%
5923	PERS	81,059	1,030,859	848,766		182,093	82.3%
5924	MEDICARE	7,414	94,284	79,135		15,149	83.9%
5925	DEFERRED COMP	944	23,000	18,502		4,498	80.4%
5930	HEALTH INS	80,315	1,176,592	972,878		203,714	82.7%
5931	DISABILITY INS	2,885	35,496	25,718		9,778	72.5%
5932	DENTAL INS	10,844	164,576	133,337		31,239	81.0%
5933	LIFE INS	646	8,128	5,737		2,391	70.6%
5934	VISION INS	1,547	23,386	18,792		4,594	80.4%
5935	UNEMPLOYMENT INS		20,000	18,219		1,781	91.1%
5936	RETIREE HEALTH INS	16,398	530,000	412,061		117,939	77.7%
5940	WORKERS' COMP	14,222	205,629	193,129		12,500	93.9%
	SALARIES/BENEFITS	817,872	11,023,300	9,152,351		1,870,949	83.0%
6040	COMMUNICATIONS	695	12,000	8,359		3,641	69.7%
6041	DATA LINES	3,955	50,000	32,687		17,313	65.4%
6043	ALARM SYSTEMS	544	10,000	7,406		2,594	74.1%
6045	TELEPHONE SERVICE	1,922	30,000	20,757		9,243	69.2%
6048	CELL PHONE SERVICE	254	2,000	1,422		578	71.1%
6049	UNCLAIMABLE COMM		50			50	0.0%
6084	JANITORIAL SUPPLIES	4,099	26,000	22,263		3,737	85.6%
6085	JANITORIAL SERVICES	14,785	170,000	140,861		29,139	82.9%
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	1,015	11,545	10,439		1,106	90.4%
6153	MAINT EQUIP-OUTSIDE	4,221	50,000	37,895		12,105	75.8%
6180	MAINT-BLDGS/IMP	7,692	54,000	48,325		5,675	89.5%
6190	LANDSCAPE SERVICE	2,399	37,800	26,810		10,990	70.9%
6226	MAINT-BLDGS/IMP-PARTS	248	10,000	4,530		5,470	45.3%
6280	MEMBERSHIPS	540	10,000	8,578		1,422	85.8%
6401	OFFICE EXPENSE	3,577	40,000	29,021		10,979	72.6%
6410	POSTAGE	7,536	48,715	35,933		12,783	73.8%
6430	PRINTING SERVICES	4,297	45,536	25,346		20,190	55.7%
6452	PAPER STOCK	2,908	15,684	12,729		2,955	81.2%
6517	BRANCH NETWORKING		10,000	9,823		177	98.2%
6518	OCLC	1,670	30,000	28,825		1,175	96.1%
6521	COUNTY SERVICES	129,954	131,116	129,954		1,162	99.1%
6540	CONTRACT SERVICES	3,877	156,226	118,364		37,862	75.8%
6553	SECURITY SERVICES	5,668	65,000	44,337		20,663	68.2%
6570	CONSULTING SERVICES		15,000	9,805		5,195	65.4%
6589	PERMITS		274	238		36	86.9%
6610	LEGAL SERVICES	17,104	40,797	44,389		(3,592)	108.8%
6630	AUDIT/ACCOUNTING		26,190	24,250		1,940	92.6%
6631	BOOKKEEPING	1,623	22,500	16,038		6,462	71.3%
6800	PUBLIC/LEGAL NOTICES		1,000	696		304	69.6%
6820	RENT/LEASES-EQUIP	165	10,000	1,492		8,508	14.9%
6840	RENTS/LEASES-BLDG	921	12,000	9,210		2,790	76.8%
6880	FACILITIES EQUIPMENT		10,000	4,853		5,147	48.5%
6881	LIBRARY EQUIPMENT		37,739	1,543		36,196	4.1%
6882	GIFT EQUIPMENT		15,082	5,414		9,668	35.9%
6889	SOFTWARE	89	79,609	31,774		47,835	39.9%
6890	COMPUTER HARDWARE	6,395	115,000	6,449		108,551	5.6%

SONOMA COUNTY LIBRARY							
APRIL 2011 FINANCIAL REPORT							
PART 1 - EXPENDITURES							
		APRIL	FY 10-11 APR	YEAR TO		VARIANCE	
		ACTUAL	ADJ BUDGET	DATE TOTAL	ENCUMBERED	(Over)/Under	%
6891	SMALL EQUIPMENT-IT	556	45,000	32,928		12,072	73.2%
7000	LIBRARY & OTHER SUPPLIES	8,400	30,000	25,728		4,272	85.8%
7020	SUMMER READING	1,060	25,967	10,531		15,436	40.6%
7030	PROGRAMMING ADULT	1,016	12,228	9,805		2,423	80.2%
7035	PROGRAMMING JUVENILE	1,675	12,228	10,610		1,618	86.8%
7110	PROF DEVELOPMENT	553	10,000	7,052		2,948	70.5%
7120	IN-SERVICE TRAINING		5,000	2,640		2,360	52.8%
7180	LITERACY PROGRAM	7,045	122,636	67,636		55,000	55.2%
7187	MATERIALS MGT SUPPLIES	2,977	40,000	26,252		13,748	65.6%
7190	BOOKS/MATERIALS	157,788	1,663,000	1,151,719		511,281	69.3%
7191	BINDING		10,000	5,520		4,480	55.2%
7301	COUNTY CAR EXPENSE	3,308	30,409	26,249		4,160	86.3%
7302	TRAVEL EXPENSE		1,000			1,000	0.0%
7303	MILEAGE & PARKING	7,124	60,000	49,296		10,704	82.2%
7320	UTILITIES	30,462	480,000	372,957		107,043	77.7%
7400	SO CO INFO TECHNOLOGY		383			383	0.0%
	SERVICES/SUPPLIES	450,118	4,195,345	2,973,883	0	1,221,462	70.9%
7910	CAPITAL LEASES	1,617	31,000	22,140	0	8,860	71.4%
	OTHER CHARGES	1,617	31,000	22,140	0	8,860	71.4%
8510	BUILDING IMPROVEMENT	(4,852)	300,000	164,238		135,762	54.7%
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	(4,852)	515,000	236,788	0	278,212	46.0%
9000	APPR FOR CONTINGENCIES		0		0	0	N/A
	TOTAL EXPENDITURES	1,264,755	15,764,645	12,385,163	0	3,379,482	79%



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Discussion	5.2.11	Regular	10.2

SUBJECT

Workplace Security Policy

PURPOSE OF THE DISCUSSION

By the end of the discussion, the Commission will:

- Be familiar with the proposed Workplace Security Policy
- Indicate whether they want to see any changes in the policy before it is placed on the agenda for approval at the next meeting.

BACKGROUND

In December, the Library received a notice from Cal/OSHA that a complaint was filed against the Library because we did not have a policy on workplace violence. This proposed policy was developed in response. It is based on various model policies.

The policy has been reviewed with SEIU.

FUTURE BOARD ACTIONS:

FISCAL IMPACT:

POLICY ISSUES:

ATTACHMENTS

Document #10.2.1 – Proposed Workplace Security Policy

1 SONOMA COUNTY LIBRARY
2 WORKPLACE SECURITY POLICY
3

4 I. **Purpose**
5

6 The purpose of this policy is to communicate the Library's commitment to provide a
7 safe work environment that is free of violence and the threat of violence in all Library
8 facilities and to establish the policy and regulations to create and maintain a secure
9 workplace.
10

11 II. **Policy**

12 A. The Sonoma County Library does not tolerate violence in the workplace. The
13 safety and security of employees is of the highest priority to the organization.
14 Threats of violence, threatening behavior or acts of violence against employees,
15 visitors, patrons, vendors conducting business with the Library or any person
16 using Library facilities will not be tolerated. In the event the Library fears for the
17 safety of the staff or others at the scene of the violent act, law enforcement will
18 be called.

19 B. All patrons, vendors or persons using Library facilities who make threats, exhibit
20 threatening behavior, engage in violent acts against the life, health, well-being,
21 family or property of others while in any Library facility may have their Library
22 privileges restricted or terminated, may be removed from the premises or may be
23 subject to criminal penalties (please refer to the *Standards of Behavior* and the
24 *Enforcement Policy*).

25 C. All employees are responsible for maintaining a safe work environment.
26 Employees who make threats, exhibit threatening behavior, engage in violent
27 acts against the life, health, well-being, family or property of others while at work
28 or at off-site Library-sponsored events may be removed from the premises, may
29 be subject to disciplinary action, up to and including termination, and may be
30 subject to criminal penalties. Any employee, reported to be a perpetrator, will be
31 provided both due process and representation before disciplinary action is taken.

32 D. All Library managers and supervisors are responsible for:

- 33 1. Ensuring that this policy is clearly communicated and understood by all
34 employees.
- 35 2. Providing training and/or counseling to employees on work practices
36 designed to ensure workplace security.

- 1 3. Evaluating the performance of all employees in complying with the Library's
- 2 workplace security measures.
- 3 4. Disciplining employees for failure to comply with workplace security practices.
- 4 5. Increasing their awareness of situations that could be harmful to employees.
- 5 E. Each Library employee is responsible for:
- 6 1. Understanding the policy.
- 7 2. Complying with the policy, procedures, and practices.
- 8 3. Participating in meetings and training that support a secure workplace.
- 9 F. No one, acting in good faith, who initiates a complaint or reports an incident
- 10 under this policy will be subject to retaliation or harassment.

11 **III. Definitions**

- 12 A. Acts of Violence: The exertion of force or aggression with the intent of causing
- 13 injury or abuse.
- 14 B. Threats of Violence: A verbal expression or physical action, including remarks,
- 15 gestures or other forms of communication, that conveys an intent to commit a
- 16 violent act.
- 17 C. Categories of Workplace Violence: As defined by Cal/OSHA, there are three
- 18 levels of workplace violence:
- 19 1. Type I workplace violence involves a violent act by an assailant with no
- 20 legitimate relationship to the workplace who enters the workplace to commit a
- 21 robbery or other criminal act.
- 22 2. Type II involves a violent act or threat of violence by a recipient of a service
- 23 provided by the Library.
- 24 3. Type III involves a violent act or threat of violence by a current or former
- 25 employee (including volunteers), supervisor or manager, or another person
- 26 who has some work-related involvement with the Library, such as an
- 27 employee's spouse or partner, an employee's relative or friend, or another
- 28 person who has a dispute with one of the Library's employees.

29 **IV. Regulations**

- 30 A. Communication: In order to maintain a safe and secure workplace, the Library
- 31 must have open, two-way communication between all workers, including
- 32 managers and supervisors, on all workplace security issues without fear of
- 33 reprisal and in a form that is readily understandable. The communication system
- 34 will consist of the following items:

- 1 1. Periodic review of this Policy with all employees.
- 2 2. Review of this Policy with new employees during employee orientation.
- 3 3. Training programs designed to address specific aspects of workplace security
4 unique to the Library.
- 5 4. Regularly scheduled safety meetings with all personnel that include
6 workplace security discussions.
- 7 5. Posted or distributed workplace security information.
- 8 6. Reminders to employees to inform management about workplace security
9 hazards or threats of violence.
- 10 7. Protection for employees who report threats from retaliation by the person
11 making the threats.

12 B. Periodic Inspections: The Library's Safety Committee will perform periodic
13 inspections to identify and evaluate workplace security hazards and threats of
14 workplace violence. The initial workplace security inspection will take place
15 when this Policy is established. Inspections will also occur when new, previously
16 unidentified security hazards are recognized or whenever workplace security
17 conditions warrant an inspection.

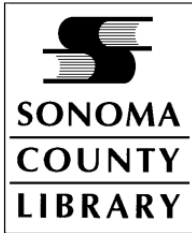
18 The inspections will consist of identification and evaluation of workplace security
19 hazards for all three types of workplace violence. The hazards or situations that
20 threaten the security of employees shall be corrected in a timely manner.

21 C. Incident Investigations: The site manager/supervisor will report each incident of
22 workplace violence and will arrange to have it investigated immediately. The
23 investigation will include interviewing threatened or injured persons, examining
24 the workplace for security risk factors associated with the incident, determining
25 the cause of the incident, taking corrective action to prevent the incident from
26 recurring and recording the findings and corrective actions taken.

27 D. Training and Instruction: All employees, including managers and supervisors,
28 shall have periodic training and instruction on general and job-specific workplace
29 security practices.

- 30 1. Training will be provided to:
 - 31 a) All current employees at the time the Workplace Security Policy is
32 initially implemented.
 - 33 b) All new hires during new- hire orientation.
 - 34 c) All employees transferred or re-assigned to new jobs.
- 35 2. This training will include:

- 1 a) Explanation of this Policy including measures for reporting any
2 violent acts or threats of violence.
- 3 b) Increasing the awareness of employees, supervisors, and
4 managers of the warning signs of potential workplace violence.
- 5 c) Recognition of workplace security hazards including the risk factors
6 associated with the three types of workplace violence.
- 7 d) Measures to prevent workplace violence, including procedures for
8 reporting workplace security hazards or threats to managers and
9 supervisors.
- 10 e) Ways to defuse hostile or threatening situations.
- 11 f) Measures to summon others for assistance.
- 12 g) Determination of when to use the “buddy” system or other
13 assistance from co-employees.
- 14 h) Employee routes of escape.
- 15 i) Notification of law enforcement authorities when a criminal act may
16 have occurred.
- 17 j) Contact of emergency medical care in the event of any violent act.
- 18 k) Post-event trauma counseling for those employees desiring such
19 assistance.
- 20 l) Working and managing with respect and consideration for
21 employee well being.
- 22 m) General review of the Employee Assistance Program.



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Discussion	6.6.11	Regular	10.3

SUBJECT

Discussion of Issues: Charging Fees for Holds & Response to City of Sebastopol

PURPOSE OF THE DISCUSSION

By the end of the discussion, the Commission will have:

- Discussed the pro's and con's of charging fees for holds;
- Discussed the request outlined in the letter from Sebastopol's mayor and County Counsel's initial response; and
- Provided direction to staff on follow-up.

BACKGROUND

1. Fees for Holds

Two Commissioners asked to put a discussion of charging fees for hold on the agenda. The Commission discuss the issue of fees in early 2010, and asked staff for feedback on charging for expired holds. The Commission decided against charging at that time. We have provided data on holds, the Library Management Team's feedback on the issue, and the document from the 2010 discussion about charging for expired holds.

2. Sebastopol Letter

At the May meeting, the Commission asked staff to request advice from County Counsel on the issue of having a local government provide funding to maintain Library hours at a single library. Kathy Larocque's response is attached.

FUTURE BOARD ACTIONS: TBD

FISCAL IMPACT: TBD

POLICY ISSUES:

ATTACHMENTS

- Document #10.3.1.1 – LMT's Pro's & Con's on charging fees for holds with statistics.
- Document #10.3.1.2 – May 2010 Staff report on charging for expired holds
- Document # 10.3.2.1 – Email exchange with Kathy Larocque, Deputy County Counsel
- Document #10.3.2.2 – Original Letter from Sebastopol Mayor

DOCUMENT #10.3.1.1 (6.6.11)

CHARGING FOR HOLDS

See attachment for statistics on holds.

PROS	CONS
1. Would result in additional income	1. Actual amount difficult to project; past experience in charging fees indicates the number of requests would drop.
2. Shifts workload from processing holds to handling fees.	3. Undermines a major Sonoma County Library value—that users anywhere in the County have free access to the entire collection.
	4. Has the potential to discourage new, young readers.
	5. Users of smaller branches would pay more.
	6. Would require a review of assumptions about materials selection, which is based on the assumption that copies are readily accessible to patrons system wide.
	7. Requires additional administration to collect and account for funds.
	8. Creates additional customer service issues for staff to handle.
	9. Very popular service.

Note: Charging fees for holds would create a major problem for patrons while the Sonoma Valley Regional Library is in its temporary location. A very limited collection will be available at Burlingame Hall, so requests will be the primary way for people to get books and other items.

DOCUMENT #10.3.1.1 (6.6.11)

DATA & REVENUE ESTIMATES FOR FEES FOR HOLDS

		Sample Fees & Fee Income			
Fees		\$0.10	\$0.25	\$0.50	\$1.00
Actual Statistics - FY 2009/10 (9 mon)					
Holds Placed	644,324	\$ 64,432.40	\$ 161,081.00	\$ 322,162.00	\$ 644,324.00
Holds Picked-up	485,745	\$ 48,574.50	\$ 121,436.25	\$ 242,872.50	\$ 485,745.00
Holds Expired	60,263	\$ 6,026.30	\$ 15,065.75	\$ 30,131.50	\$ 60,263.00
Actual statistics-FY 2010/11 (9 mon)					
Holds Placed	656,134	\$ 65,613.40	\$ 164,033.50	\$ 328,067.00	\$ 656,134.00
Holds Picked-up	515,663	\$ 51,566.30	\$ 128,915.75	\$ 257,831.50	\$ 515,663.00
Holds Expired	61,905	\$ 6,190.50	\$ 15,476.25	\$ 30,952.50	\$ 61,905.00
<i>Data is for the same nine months - July through March.</i>					

REPORT TO THE LIBRARY COMMISSION
STAFF FEEDBACK
CHARGING FOR EXPIRED HOLDS
May 3, 2010

RECOMMENDATION:

The staff recommends that the Library conduct a vigorous information campaign to encourage patrons to pick up or cancel their holds. This is in lieu of charging people for expired holds.

BACKGROUND:

At the April 5 meeting, the Commission discussed charging patrons for expired holds. The Management Team asked for additional time to discuss the issue with staff.

On April 7, we distributed this e-mail to the branch managers.

Dear Branch Managers,

The Management Team would like your help in exploring the pros and cons of charging patrons for expired holds. The Commission has raised the issue – and we know that many staff favor the concept. We asked the Commission for time to discuss the idea internally and promised to have the staff response for the May 3 Commission meeting.

Please discuss the issue with your staff and come prepared to represent their thinking at next week's meeting. Here are some things for you and your staff to consider:

- 1. Is the goal to raise money or to control workload?*
- 2. Is the circulation staff prepared to deal with angry patrons who challenge the charge for a hold they failed to pick up – or who did not receive the notice or were out of town or...*
- 3. The number of holds that were not picked up last year was about 82,000 systemwide out of 800,000 requests. Even if we charge \$1 per hold, we do not anticipate that the income would be that much – between waived fees and the decline in the number of items that people fail to pick up.*
- 4. We assume that we would have to do a pretty intense information campaign for 2-3 months ahead of time.*

We look forward to having feedback on the issue from you and all your staff.

The Management Team

At the April 14 Branch Managers' meeting, they reported on the discussions among their staff. Of the 11 branches, 2 supported charges for expired holds; 2 were "on the fence" with no consensus; and the staff at the remaining Libraries were opposed to

DOCUMENT #10.3.1.2 (6.6.11)

1 charging for expired holds. Here is a summary of the pros and cons identified by the
2 staff.

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4

PROS	CONS
<ul style="list-style-type: none">• Expired holds put an item out of circulation for two weeks.• They create additional work for branch staff as well as delivery.• We already deal with angry patrons.• It serves as an incentive for patrons to be more judicious.• We need to educate people.	<ul style="list-style-type: none">• Patron anger• Too punitive• Impairs materials access• Patrons at small Libraries use requests because of the limitations of the local collections.• It's more work than it's worth to collect the money.• The only good reason to do it is to control the workload.

5

6 The branch managers feel it undermines the principle of equity of access, which is a
7 fundamental value of the system staff. They also agreed that branch managers in
8 larger Libraries need to help their staff members understand the value of holds to
9 people throughout the county, especially those who use the smaller Libraries.

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From: [Kathy Larocque](#)
To: [Sandy Cooper](#)
Subject: RE: Request for Advice
Date: Wednesday, May 18, 2011 6:31:53 PM

I'm concerned this is a hard and thorny question. The idea behind the Joint Powers Agreement was to equalize service, but that doesn't necessarily mean equal service at each branch (and I see you have some variations at the different branches). So the question is what do you do if a particular City is willing to donate revenue to assure a higher level of service in its area. How long is the commitment for? What is the effect on staff (do you hire particular staff for particular branches, so that the staff at a particular branch are going to be advantaged? Is this a union meet and confer issue? How does it affect any retirement commitment you have to the employees at the advantaged site?)

Maybe you need to write back to the Mayor and thank him for his interest and support, and that counsel is looking into the issues that might be raised by the suggestion. If you think a meeting with him to discuss this would be helpful, I'm happy to go with you if you would like. I think there does need to be an additional discussion on how this might affect employee labor issues: maybe Liebert Cassidy might have a preliminary view.

It would, I think, be part of your budget, correct, so it would need to be included in what you report to the CAO as the Library budget?

How would you like to proceed with this?

Kathy Larocque
Chief Deputy County Counsel

=====
Confidentiality Statement=====
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From: Sandy Cooper [<mailto:scooper@sonoma.lib.ca.us>]
Sent: Thursday, May 12, 2011 1:47 PM
To: Kathy Larocque
Subject: Request for Advice

Hi, Kathy:

The Library recently received a letter from the Mayor of Sebastopol expressing concern about the plans to reduce hours and asking if the Commission would be open to keeping the Sebastopol Regional Library open its current 52 hours a week of the City were to provide funding to support it. I am attaching a copy of the letter.

The Commission asked me to request advice from County Counsel. Their concern is that allowing one library to provide services at a level higher than that provided by the other libraries in the system would not be consistent with the language and intent of the Joint Powers Agreement and/or relevant state laws.

Can you provide some guidance on this question?

Thanks,
Sandy Cooper

Sandra M. Cooper, Director
Sonoma County Library
211 E Street
Santa Rosa, CA 95404
Telephone: 707.545.0831 x 537
Fax: 707.525.9563
E-Mail: scooper@sonoma.lib.ca.us



RECEIVED
DOCUMENT #10322. (6.6.11)
APR 25 2011

CITY OF SEBASTOPOL
City Hall
7120 Bodega Avenue
Post Office Box 1776
Sebastopol, CA 95473-1776
707-823-1153 - Phone
707-823-1135 - Fax
Email: sebchall@sonic.net
Web Site: www.ci.sebastopol.ca.us



SEBASTOPOL
Local Flavor. Global Vision.

MAYOR
Guy Wilson

April 22, 2011

Sandra M. Cooper
Library Director
211 E St.
Santa Rosa, CA 95404

re: proposal to reduce library hours of operation

Dear Ms. Cooper:

Sebastopol community members are very concerned that the Sonoma County Library Commission is considering closing our library on Mondays and shortening the hours open to the public on two additional days because of the County budget shortfall. My fellow City Council members and I have received numerous messages imploring us to protect our local library from this unwise proposal.

At our Council meeting on April 19 we held a public forum to discuss the situation. We heard testimony affirming that the Sebastopol library is a central meeting place for our small town. Business people are there in the evenings. Retirees use it daily. School children use it as a study facility. Families with small children use the facility in the mornings; parents who intentionally do not have television in their homes borrow dozens of children's books every week to nurture reading and learning habits. For many, the library computers are their only access to the web. Sebastopol schools enjoy high academic achievement rates, thanks in large part to access to our library and its professional staff.

Other communities in Sonoma County face the same curtailment of library hours with harsh consequences. We all share grave concerns over the loss of such a valuable resource. If the Commission chooses to impose drastic reductions in library hours, Sebastopol and other towns will be forced to pursue local fundraising to pay staff salaries so as to maintain current hours of operation. In that case, we trust the Commission will allow locally raised funds to be used to pay staff at specified local branches. However, if the Commission would oppose such a plan, please let me know promptly.

Sincerely,

Guy Wilson

Mayor, Sebastopol



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Action	6.6.11	Regular	11rev

SUBJECT

Library Advisory Board Appointments

RECOMMENDED ACTION

Adopt reappointments and appointment by resolution.

DRAFT MOTIONS

11.1.1 Reappointment to new term:

I MOVE, BY RESOLUTION, THAT THE SONOMA COUNTY LIBRARY COMMISSION REAPPOINT the incumbents who have indicated a wish to be reappointed to the library advisory board for a new four-year term ending June 30, 2015.

11.1.2 Appointment to a vacant position on the Sonoma Valley Library Advisory Board:

I MOVE, BY RESOLUTION, THAT THE SONOMA COUNTY LIBRARY COMMISSION APPOINT Jackie Stubbs to the vacant position on the Sonoma Valley Regional Library Advisory Board for a term ending June 30, 2014.

BACKGROUND

The following people have terms expiring June 30, 2011, and have indicated that they wish to be reappointed for four-year terms ending June 30, 2015.

- Cloverdale Library Advisory Board: *Christopher Sterling-Youth Position*
- Guerneville Library Advisory Board: *Jan Guidotti*
- Sebastopol Library Advisory Board: *Phillip Brownell; Nancy Dempsey; Barbara Talcroft.*
- Healdsburg Library Advisory Board: *Barbara Rosen; Marion Johnson; Chris Bethards; Mike Fairchild.*

The following appointment is ready to be made:

- Sonoma Valley Library Advisory Board, Vacant Position. Term expires June 30, 2014.

FUTURE BOARD ACTIONS

None



Agenda Item			
Information/Action	Commission Meeting Date	Regular/Executive Meeting	Agenda Item No.
Action	6.6.11	Regular	11rev

FISCAL IMPACT

None

POLICY ISSUES

None

ATTACHMENTS

None