



BERKELEY PUBLIC LIBRARY BOARD OF LIBRARY TRUSTEES

REGULAR MEETING
Wednesday, 11/14/2018

AGENDA
6:30 PM

Tarea Hall Pittman
South Branch
1901 Russell Street

I. PRELIMINARY MATTERS

- A. **Call to Order**
- B. **Public Comments** – Speakers are allowed 3 minutes each for up to 10 speakers; if more than 10 individuals have filled out and submitted cards to speak, the time for all speakers will be reduced to 2 minutes per person and if more than 20 individuals have submitted speaker's cards, the time per person will be reduced to one minute each, for a maximum of one hour of public comment.
- C. **Comments from Library Unions** – For regular meetings of the BOLT, representatives from the three unions representing Library employees may address BOLT, with a total time limit of 15 minutes. If all three (3) unions have representatives present and wish to speak, each union shall receive 5 minutes to address BOLT. If only two (2) unions have representatives present and wishing to speak, each union shall receive 7.5 minutes to address BOLT, for a total of 15 minutes. If only one (1) union has representatives present and wishing to speak, that union shall receive 15 minutes to address BOLT. The Secretary shall, at the start of the Comment from Library Union item, ask union representatives who wish to speak to identify themselves and which union they represent. The Secretary shall then determine the appropriate allocation of speaking time according to the rules stated herein.
 - i. SEIU, LOCAL 1021 (Maintenance and Clerical Units)
 - ii. SEIU, LOCAL 1021 (Community Services and PTRLA Units)
 - iii. Public Employees Union, LOCAL 1
- D. **Comments from Board of Library Trustees**

II. CONSENT CALENDAR

*The Board will consider removal and addition of items to the Consent Calendar prior to voting on the Consent Calendar.
All items remaining on the Consent Calendar will be approved in one motion.*

- A. **Approve Minutes of the October 3, 2018 Regular Meeting**
Recommendation: Approve the minutes of the October 3, 2018 Regular Meeting of the Board of Library Trustees.
- B. **Contract Amendment: No. 9954A Edgeworth Integration**
Recommendation: Adopt a resolution authorizing the Director of Library Services to execute a contract amendment with Edgeworth Integration, LLC for building security systems maintenance and support services at all Berkeley Public Library locations, to increase the contracted value up to \$50,000.00 to an amount not to exceed \$100,000.00.

III. ACTION CALENDAR

- A. **Review and Possible Action on Budget Priorities for the FY 2020 & FY 2021 Biennial Budget Cycle**
Recommendation: Adopt a resolution adopting budget priorities for the Library for the FY 2020 and FY 2021 biennial budget cycle.
- B. **Discussion and Nominations for the Selection of Board President and Vice-President**
Recommendation: Adopt the resolution to appoint President and Vice-President, for the term commencing November 15, 2018, for a one-year term.
- C. **Revised Circulation Policy**
Recommendation: Adopt the resolution to update the Library Circulation Policy.
- D. **Revised Suspension Policy**
Recommendation: Adopt the resolution approving the revised Patron Suspension Policy.

IV. INFORMATION REPORTS

- A. **Organization Review Oral Report** – Moss Adams
- B. **Information Technology Oral Report** – Alicia Abramson
- C. **Statistical Reporting Report** – Elliot Warren

- D. **Monthly Library Director's Report** – Elliot Warren, Acting Director of Library Services
- E. **Bylaws Subcommittee Oral Report** – Sophie Hahn and Judy Hunt
- F. **Library Events** – Calendar of events and press releases for various Library programs are posted at <http://www.berkeleypubliclibrary.org>

V. AGENDA BUILDING

The next meeting will be a Regular Meeting held at 6:30 PM on Wednesday, December 12, 2018 at the **Tarea Hall Pittman South Branch, 1901 Russell Street, Berkeley.**

VI. ADJOURNMENT

* * * * *

Communication Access Information



This meeting is being held in a wheelchair accessible location. To request a disability-related accommodation(s) to participate in the meeting, including auxiliary aids or services, please contact the Disability Services specialist at 510-981-6418 (V) or 510-981-6347 (TDD) at least three business days before the meeting date. Please refrain from wearing scented products to this meeting.

I hereby certify that this amended agenda for the special meeting of the Board of Library Trustees of the City of Berkeley was posted in the display cases located at 2134 Martin Luther King, Jr. Way and in front of the Central Public Library at 2090 Kittredge Street as well as on the Berkeley Public Library's website on November 7, 2018.

//s//

Elliot Warren, Acting Director of Library Services
Serving as Secretary to the Board of Library Trustees

For further information, please call (510) 981-6195.

COMMUNICATIONS

Communications to Berkeley boards, commissions or committees are public record and will become part of the City's records. **Please note: e-mail addresses, names, addresses, and other contact information are not required, but if included in any communication to a City board, commission or committee, will become part of the public record.** If you do not want your e-mail address or any other contact information to be made public, you may deliver communications via U.S. Postal Service or in person to the secretary of the relevant board, commission or committee. If you do not want your contact information included in the public record, please do not include that information in your communication. Please contact the secretary to the relevant board, commission or committee for further information.

Any writings or documents provided to a majority of the Commission regarding any item on this agenda will be made available for public inspection at Berkeley Public Library Administration Office located at 2090 Kittredge Street, 3rd Floor Admin Wing, Berkeley, CA 94704.

Agendas and agenda reports may be accessed via the Internet at www.berkeleypubliclibrary.org/about/board-library-trustees and may be read at reference desks at the following locations:

Central Library - 2090 Kittredge Street
Claremont Branch – 2940 Benvenue Avenue
West Branch – 1125 University Avenue
North Branch – 1170 The Alameda
South Branch – 1901 Russell Street

Communications:

- | | | | |
|----|---------------|--|------------|
| 1. | Louisa Huber | Homelessness Community Resources Event | 10/20/2018 |
| 2. | Binod Neupane | Supporting Libraries in Developing Countries | 11/1/18 |



MINUTES
Berkeley Public Library - Board of Library Trustees Special Meeting
Wednesday, October 3, 2018 6:30 PM

Central Library – 2090 Kittredge Street

Board of Library Trustees:

Diane Davenport, President	Sophie Hahn
John Selawsky, Vice President	Judy Hunt
	Amy Roth

I. PRELIMINARY MATTERS

A copy of the agenda packet can be found at <http://www.berkeleypubliclibrary.org/about/board-library-trustees>

1. Call to Order: 6:31 pm.

Present: Trustees Davenport, Hahn, Hunt, and Roth.

Absent: Trustee Selawsky (excused)

Also Present: Elliot Warren, Acting Director of Library Services; Sarah Dentan, Library Services Manager; Anna Gonzalez, Library Services Manager; Dennis Dang, Admin and Fiscal Services Manager; Alicia Abramson, Information Technology Manager; Danielle McMillian, Assoc. Human Resources Analyst; Walter Johnson, Senior Building Maintenance Supervisor; Eve Franklin, Administrative Secretary.

2. Public Comments: 0 speakers.

3. Comments from Library Unions:

- A. SEIU, LOCAL 1021 (Community Services and PTRLA Units) – 1 speaker.
- B. Public Employees Union, LOCAL 1 – 0 speakers
- C. SEIU, LOCAL 1021 (Maintenance and Clerical Units) – 0 speaker

4. Comments from Board of Library Trustees

- A. Trustee Hahn – Spoke regarding the respectful relationship between Labor, City Manager and City Council. Unions bring ideas to us.
- B. Trustee Roth – Spoke regarding library efforts to help the homeless.

II. CONSENT CALENDAR

Action: M/S/C Trustee Hunt / Trustee Roth to adopt resolution # R18-041 to approve the consent calendar as presented.

Vote: Ayes: Trustees Davenport, Hahn, Hunt, and Roth. Noes: None. Absent: Trustee Selawsky. Abstentions: None.

A. Approve Minutes of the September 17, 2013 Special Meeting

From: Acting Director of Library Services

Recommendation: Adopt a resolution to approve the minutes of the September 17, 2013 Special Meeting of the Board of Library Trustees with minor corrections.

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-042.

B. Contract Amendment: Janitorial Services for Berkeley Public Library

From: Acting Director of Library Services

Recommendation: Recommendation: Adopt the resolution authorizing the Director of Library Services to execute a contract amendment with Universal Building Services (UBS) for janitorial services at all Berkeley Public Library locations to increase the contracted value up to \$225,000 to an amount not to exceed \$1,305,000.

Financial Implications: See Report.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-043.

C. 17th Annual Authors Dinner Event

From: Acting Director of Library Services

Recommendation: Adopt the resolution approving the arrangements in preparation for the 17th annual Authors Dinner to be held on Saturday, February 9, 2019 at the Central Library.

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-044.

D. Authorization to Open the Central Library and all Branches One Hour Late to Allow Adequate Time for All-Staff Meetings

From: Acting Director of Library Services

Recommendation: Adopt the resolution to open the Central Library and all Branch Libraries one hour later on March 29, May 31, and August 30, 2019 to allow adequate time for the all-staff meeting.

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-045.

E. 2019 Berkeley Public Library Holiday & Early Closing Schedule

From: Acting Director of Library Services

Recommendation: Adopt the resolution approving the 2019 Berkeley Public Library Holiday & Early Closing Schedule. From: Acting Director of Library Services

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-046.

F. 2019 Regular Meeting Schedule for the Board of Library Trustees

From: Acting Director of Library Services

Recommendation: Adopt the resolution approving dates, times and locations for the 2019 regular meeting schedule for the Board of Library Trustees.

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-047.

III. INFORMATION CALENDAR

A. Safety Committee Report – Walter Johnson

Walter Johnson provided a presentation (Attachment 1)

From: Walter Johnson, Senior Building Maintenance Supervisor

Contact: Walter Johnson

Action: Received

B. ULC Conference Report – Diane Davenport

From: Diane Davenport, President Board of Library Trustees

Contact: Diane Davenport

Action: Received

C. Organizational Review Oral Report – Elliot Warren, Acting Director of Library Services

From: Acting Director of Library Services

Contact: Elliot Warren, Acting Director of Library Services

Action: Received

D. Monthly Library Director's Report – Elliot Warren, Acting Director of Library Services

From: Acting Director of Library Services

Contact: Elliot Warren, Acting Director of Library Services

Action: Received

E. Library Events

From: Acting Director of Library Services

Contact: Elliot Warren, Acting Director of Library Services

Action: Received

IV. AGENDA BUILDING

- President/Vice President Elections
- Organization Review Update
- Process for Executive Search for Director of Library Services
- Budget Priorities for Biennial Budget
- Budget Calendar

V. ADJOURNMENT

Adjourned at 7:29 PM.

This is to certify that the foregoing is a true and correct copy of the minutes of the regular meeting of October 3, 2018 as approved by the Board of Library Trustees

//s// _____

Elliot Warren, Acting Director of Library Services, acting as secretary to BOLT

Attachments:

1. Safety Committee Report



Berkeley Public Library Safety Committee Update

October 3, 2018

Walter Johnson



Danielle McMillian

Today's Presentation

1. Roles and Responsibilities of Berkeley Public Library Safety Committee
2. Area Safety Monitors
3. Central Library Fire Drill
4. Safety Solidarity Wednesday



Purpose

- To regularly bring staff and management together in a cooperative effort to communicate and to promote occupational safety and health in the workplace.
- A joint effort to detect and correct workplace hazards, reduce injuries and illnesses, prevent fatalities and increase safety awareness.
- The committee is visible and approachable for safety and health concerns, suggestions, and problem solving.



BPL Safety Committee Members

- | | |
|------------------|----------------------|
| ■ Sherry Austin | ■ Walter Johnson |
| ■ Marcus Bell | ■ Danielle McMillian |
| ■ Jay Dickinson | ■ Donovan Russell |
| ■ Gaby Fernandez | ■ Joy Shioshita |
| ■ Jef Findley | ■ Robert Young |
| ■ Mecca Freeman | ■ Sam Zhang |



Area Safety Monitors (ASM)

- Members of the BPL Safety Committee serve as Area Safety Monitors (ASM)
- Assume a leadership role in communicating safety information
- Provide leadership in the event of an emergency or accident in their designated areas.
- Issued Personal Protective Equipment (PPE)—High Visibility Green Vest and Hard Hat—be easily identifiable by First Responders, Staff, and Patrons



ASM Responsibilities continued

- Identify hazards and unsafe acts for corrections
- Conduct inspections in their designated area(s)
- Increase and maintain the interest of employees in health and safety issues
- Maintain employee safety suggestions boxes
- Assist in the development of site-specific emergency action plans



ASM Responsibilities continued

- Evaluate the types of emergencies that may occur
- Conduct periodic safety and health walk-through inspections
- Know the appropriate response procedures for emergencies
- Direct safety efforts in the area, including evacuating employees and visitors
- Direct/ensure the shutdown or securing of operations when necessary



ASM Responsibilities continued

- Communicate: all safety incidents to the appropriate person(s) and group(s)
- Remain familiar with evacuations routes, assembly points
- Participate in emergency action drills
- Provide communication at their designated assembly area
- Identify employees with disability who would need evacuation assistance



Central Library Fire Drill

- Where: Central Library
- What: Planned fire drill with the City of Berkeley Fire Department and Berkeley Police Department
- When: Monday, October 15, 2018, approx. 11:15 a.m. to 11:45 a.m.
- Why now: The fire drill will allow the Area Safety Monitors to evaluate the Post Drill Evaluation Criteria listed below. ➡
- Special Guests: City Manager, Dee Williams-Ridley; Kevin Walker and Teofil Dumlao, City of Berkeley Human Resources will be in attendance.

Post Drill Evaluation Criteria

- Did the fire alarm devices, including sirens, strobes, and public address system operate properly?
- Was the drill exercise conducted in a safe and orderly manner?
- Did anyone refuse to leave?
- Were there disabled/injured persons and were they assisted appropriately during evacuation?



Post Drill Evaluation Criteria

continued

- Were emergency evacuation personnel (ASM and BFD) available at the assembly point?
- Did evacuees report to the designated assembly point?
- Did occupants leave buildings and keep entrance/exits clear?
- ASM debrief for recommendations/comments



Safety Solidarity Wednesday

Citywide Safety Committee came up with an easily recognizable safety theme:

“Safety Continuity”

What is “Safety Continuity?”

Continuity refers to City employees with the...

Same Direction,

Same Purpose,

Same Drive,

Same Responsibility, and

Same Commitment ...



toward a safe work process and a safe workplace.

Safety Continuity Citywide coordination includes...

- On the **second Wednesday of each month** all employees are asked to join the City Wide Safety Committee in wearing the common color to exemplify “Safety Continuity” among all employees, departments, and divisions.
- Use of a bold high visibility **green color** coordination of uniforms worn by the Public Works Dept. field employees.
- Berkeley Public Library staff received *high visibility green lanyards*.
- Other departments will wear a wristband, lanyard, or other piece of the same color to designate an active safety connection within their department and the City.



Thank you for your attention





CONSENT CALENDAR

November 14, 2018

To: Board of Library Trustees

From: Alicia Abramson, Library Information Systems Administrator

Subject: Contract Amendment: No. 9954A Edgeworth Integration

RECOMMENDATION

Adopt a resolution authorizing the Director of Library Services to execute a contract amendment with Edgeworth Integration, LLC for building security systems maintenance and support services at all Berkeley Public Library locations, to increase the contracted value up to \$50,000.00 to an amount not to exceed \$100,000.00.

FISCAL IMPACTS OF RECOMMENDATION

Funding for security systems maintenance and support services is included in the FY 2019 budget in budget code 301-9102-450-3038; funding for any parts and equipment will be allocated to budget code 301-9102-450-7041. This is not a request for additional funds. Contracted services for fiscal years 2020 and 2021 will be funded in the upcoming biennial budget.

CURRENT SITUATION AND ITS EFFECTS

Due to recent unplanned costs to replace several pieces of building security equipment, including the key-card access control system panel at North Branch, the key-card access control server at Central Library, and the video monitoring server at Claremont Branch, the Library has determined that it is necessary to increase the contracted not-to-exceed amount in order to cover the cost of replacing these system components, as well as to implement preventative hardware upgrades for system components as they age.

Included in the recommended equipment upgrades or replacements are key-card access control panels at the Central Library, several of which are over fifteen years old, the Central Library's video monitoring server which is eight years old, and the three remaining branch video monitoring servers which are approaching six and seven years of age.

Remaining funds on the Contract at the time of this report is \$12,995.

BACKGROUND

Edgeworth Integration has been providing building security systems support and maintenance services to all Berkeley Public Library locations since July 1, 2015 under the terms of a three-year contract (Contract #9954). This includes support and maintenance of the Library's key-card access control and video monitoring systems such as regular maintenance, troubleshooting and repair services, as well as obtaining and installing new and/or replacement equipment.

On January 23, 2018 the Library executed an amendment to extend the term of the contract to June 30, 2021 and to add \$25,000 for a total not-to-exceed value of \$50,000, the maximum spending authority of the Director of Library of Services for services (Contract #9954A). The amendment was triggered in part by the change in company ownership and name, from VAS Security Systems to Edgeworth Integration, LLC, which pursuant to City of Berkeley purchasing and contracting practices required that the existing contract be reassigned to the new entity. Additionally, the amendment also included funds to cover the cost to replace a

number of aging building security system components, and funds for three additional years of system support and maintenance.

ENVIRONMENTAL SUSTAINABILITY

N/A

ALTERNATIVE ACTIONS CONSIDERED

No alternative actions were considered.

CONTACT PERSON

Alicia Abramson

Attachments:

1: Resolution

BOARD OF LIBRARY TRUSTEES

RESOLUTION NO: R18-____

CONTRACT AMENDMENT: NO. 9954A EDGEWORTH INTEGRATION

WHEREAS, Edgeworth Integration, LLC has been providing building security systems support and maintenance services to all Berkeley Public Library locations since July 1, 2015 under the terms of a three-year contract (Contract #9954); and

WHEREAS, on February 13, 2018 the Library executed an amendment to re-assign the contract from VAS Security Systems to Edgeworth Integration, LLC, extend the term of the contract to June 30, 2021 and to add \$25,000 for the purchase of replacement system components and for three years of building security systems support and maintenance services for a total not-to-exceed value of \$50,000 (Contract #9954A); and

WHEREAS, Library Information Technology staff have determined that it is necessary to increase the contract amount in order to cover the cost of replacing equipment that recently unexpectedly failed; and

WHEREAS, Library Information Technology staff recommend that the Library implement preventative hardware upgrades for other building security system components in order to mitigate against possible negative operational impacts;

NOW, THEREFORE, BE IT RESOLVED by the Board of Library Trustees of the City of Berkeley to authorize the Director of Library Services to amend Contract No. 9954A with Edgeworth Integration, LLC for building security systems support and maintenance services at all Berkeley Public Library locations to increase the contracted value up to \$50,000 to an amount not to exceed \$100,000.

ADOPTED by the Board of Library Trustees of the City of Berkeley at a regular meeting held on November 14, 2018 by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

Diane Davenport, President

Elliot Warren, Acting Director of Library Services
Serving as Secretary to the Board of Library Trustee



ACTION CALENDAR

November 14, 2018

To: Board of Library Trustees

From: Elliot Warren, Acting Director of Library Services

Subject: Review and Possible Action on Budget Priorities for the FY 2020 & FY 2021 Biennial Budget Cycle

RECOMMENDATION

Adopt a resolution adopting budget priorities for the Library for the FY 2020 and FY 2021 biennial budget cycle.

INTRODUCTION

The purpose of this report is to provide background relevant to setting the Library's budget priorities for the upcoming 2-year biennial budget cycle – fiscal years 2020 and 2021 – that begins on July 1, 2019. A proposed schedule for the budgetary process is also included.

FISCAL IMPACT

There is no direct fiscal impact from this report; however, adopted priorities will have budget implications.

BACKGROUND

Prior to the development of the budget for a 2-year fiscal cycle, the board establishes budget priorities to serve as the framework with which to achieve the optimum utilization of public and library resources over that biennial budget period.

At the December 14, 2016 regular meeting, the board by passage of BOLT Resolution No.: R16-050 adopted the following budget priorities for fiscal years 2018 and 2019:

1. Better organizational health by cultivating an engaged staff, enhancing operational efficiencies, and building a culture of collaboration, planning, evaluation, and evidence-based decisions
2. Promote innovative and effective use of technology to facilitate access to information and ideas
3. Identify and prioritize strategic capital improvements, including infrastructure and Central Library repairs and improvements for possible action
4. Increase and adapt the Library Tax Fund (301) reserve set-aside to model the City General Fund Reserve Policy
5. Maintain the stability of the operating budget and plan for future operational needs – including establishing/maintaining a balanced budget

These budget priorities were used by the Library Director and Finance Manager to guide the development of the departmental budget recommended by BOLT and approved by City Council.

The City has not yet released budget instructions for the 2020 and 2021 biennial cycle. Instructions are expected to be released shortly. The proposed schedule reflects past practices and may be modified depending upon instructions from the City.

CURRENT SITUATION AND ITS EFFECTS

The board establishes budget priorities to serve as the framework with which to achieve the optimum utilization of public and library resources over a biennial budget period.

Proposed priorities for fiscal years 2020 & 2021:

1. Provide excellent, timely, easily-accessible services and information to the community
2. Champion and demonstrate social and racial equity
3. Provide state-of-the-art, well maintained infrastructure, amenities, and facilities
4. Develop and enhance policies, practices, services, and assignments that promote community wellness and the safety and comfort of all library users
5. Harmonize efforts of the board, management, and staff to improve library services by implementing recommendations of the November 2018 Organizational Evaluation report
6. Maintain the stability of the operating budget and plan for future operational needs – including establishing/maintaining a balanced budget

For the past two years, the City of Berkeley has been engaged in a comprehensive strategic planning initiative. On January 16, 2018, City Council adopted a 2018-19 Strategic plan which identified nine long-term goals for the City. Each City department identified projects and developed a work plan designed around those goals. The Library performed similar work. The Library Council, composed of about 25 managers in lead roles, identified three of the citywide long-term goals that most resonate with the Library's mission, and which have been integrated into the proposed 2020-2021 priorities:

1. Provide excellent, timely, easily-accessible services and information to the community
2. Champion and demonstrate social and racial equity
3. Provide state-of-the-art, well maintained infrastructure, amenities, and facilities

The Library has developed a fiscal year work plan with over thirty specific projects intended to help meet these long-term goals (see attached); some will be accomplished this year, while others will likely need further development in 2020-2021. Key examples of efforts likely to need further work and/or implementation steps through the 2020-2021 biennial cycle and will require some fiscal support include the following:

- Initiate community and staff input process for update of Central Library children's floor. (Infrastructure)
- Identify opportunities for increased self-service laptop lending options at all facilities (Infrastructure)
- Upgrade Library's high speed internet services to 10 Gigabytes to enable greater access to online resources (Infrastructure)
- Identify methods to encourage MLIS degree program participation among paraprofessional staff; invest in training opportunities at all classification levels, including increased participation in regional conferences (Equity)
- Perform assessment of the Central Library's History Room collections to identify opportunities for digitization and improved access (Services)
- Integrate evaluative framework into public programming practices to enable Library to assess and improve public program offerings to satisfy diverse community needs (Services)

- Initiate Social Media and Public Communications Plan to improve clarity of messaging and provide for increased community awareness (Services)

In addition to the focus upon infrastructure, equity, and service delivery, three additional budgetary priorities are being proposed related: supporting community wellbeing, fulfilling the recommendations of the organizational evaluation report provided by Moss Adams, and ensuring responsible budgetary oversight.

Public libraries serve all members of the community. Due to the ongoing issues of lack of access to adequate mental health services and affordable housing for some community members, public libraries throughout California and the nation find themselves encountering numerous patrons exhibiting social service needs, particularly for housing assistance and mental health assistance. Public libraries have responded to this in a variety of ways. Some have created new units responsible for addressing such patrons or have hired social workers with expertise on assessing and responding to individual needs. Others have contracted with local nonprofit agencies or have developed agreements with governmental agencies to assign a staff-member to be present in the library to ensure adequate response to such patrons. BPL currently collaborates with local social service agencies to ensure access to information about their services through the Berkeley Information Network, and has enabled some organizations to use Library spaces to interact with patrons and provide advisement and referral, through the Community Outreach in the Library (COIL) program. BPL staff also regularly address significant mental health crises by contacting City services, such as the City's Homeless Outreach team (HOT) and/or the Mobile Crisis Team. However, this has not adequately addressed needs and, as a result, the Library should consider a variety of creative methods to develop and enhance policies, practices, services, and assignments that promote community wellness and the safety and comfort of all library users.

The Moss Adams organizational evaluation report provides a set of recommendations intended to better align Board, management and staff efforts and includes a recommended 18 to 24 month implementation plan. Recommendations may impact the staffing levels of some units, particularly to support orientation, training, disciplinary processes, and other human resources efforts. As part of the implementation process, the Library should consider methods to financially support successful implementation of the recommendations.

The Library remains committed to maintaining the stability of the operating budget and planning for future needs such that expenditures are considered and balanced against revenues.

RATIONALE FOR RECOMMENDATION

Biennial budget progress reports and workshops will be conducted with staff and the board as outlined in the attached timetable.

Attachments

1. Resolution
2. Workplan
3. Timetable

BOARD OF LIBRARY TRUSTEES

RESOLUTION NO: R18-___

BIENNIAL BUDGET DEVELOPMENT FY 2020 & FY 2021

WHEREAS, on a biennial basis the Board of Library Trustees reviews and establishes budget priorities for the upcoming biennial budget cycle; and

WHEREAS, at the December 14, 2016 regular meeting, the Board of Library Trustees adopted priorities for FY 2018 and FY 2019 with passage of BOLT Resolution No.: R16-050; and

WHEREAS, with the kick-off of the FY2020 and FY 2021 biennial budget process, a review of priorities is recommended to achieve the optimum utilization of public and library resources throughout the biennial budget period and to ensure proposed budget changes are aligned with the board's priorities.

NOW, THEREFORE, BE IT RESOLVED by the Board of Library Trustees of the City of Berkeley approves the Budget Priorities as follows:

Budget Priorities for FY 2020 and FY 2021:

1. Provide excellent, timely, easily-accessible services and information to the community
2. Champion and demonstrate social and racial equity
3. Provide state-of the-art, well maintained infrastructure, amenities, and facilities
4. Develop and enhance policies, practices, services, and assignments that promote community wellness and the safety and comfort of all library users
5. Harmonize efforts of the board, management, and staff to improve library services by implementing recommendations of the November 2018 Organizational Evaluation report
6. Maintain the stability of the operating budget and plan for future operational needs – including establishing/maintaining a balanced budget

ADOPTED by the Board of Library Trustees of the City of Berkeley during a regular meeting held on November 14, 2018 by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

Diane Davenport, President

Elliot Warren, Acting Director of Library Services
Serving as Secretary to the Board of Library Trustees

BERKELEY PUBLIC LIBRARY: FY 2019 ACTIVITIES TO SUPPORT CITY OF BERKELEY STRATEGIC PLAN

Berkeley Public Library is an integral City of Berkeley service. With over 1 million visitors per year, the Library's facilities and online services are among the most vital public service points for City residents. The City of Berkeley has developed a draft Strategic Plan (the "Plan") with nine (9) long-term strategic goals. The Library Council, a team of roughly 25 Library staff in lead roles (supervisors, senior librarians, and managers), identified three (3) key goals from the Plan that significantly relate to the Library's mission:

- Provide state-of the-art, well maintained infrastructure, amenities, and facilities
- Champion and demonstrate social and racial equity
- Provide excellent, timely, easily-accessible service and information to the community

The Library has identified a number of operational initiatives and activities designed to help meet these goals. Some of these began in 2018 and are nearing completion, while others will require significant effort to initiate.

PROVIDE STATE-OF THE-ART, WELL MAINTAINED INFRASTRUCTURE, AMENITIES, AND FACILITIES:

- 1) Develop and implement *Facility Maintenance Plan*.
- 2) Complete project to replace stucco and window systems on Bancroft wing of the Central Library.
- 3) Break ground on long-deferred Central Library 1st and 2nd floor interior improvements, including creation of a new, dedicated teen space; creation of additional quiet study areas and seating options; and updated service desks, shelving areas, lighting, and flooring.
- 4) Perform Library-wide signage audit; develop and implement signage plan using User Experience (UX) principles for improved wayfinding; identify opportunities for digital wayfinding.
- 5) Initiate community and staff input process for update of Central Library children's floor.
- 6) Replace aging vehicle fleet for improved staff/community safety and to reduce amount of time vehicles are unavailable for use.
- 7) Update self-service and automated materials handling systems infrastructure and equipment for improved user experience.
- 8) Improve and streamline user experience of Library's public computers; initiate RFP team to identify solutions.
- 9) Upgrade Library's high speed internet services to 10 Gigabytes to enable greater access to online resources.
- 10) Identify and implement methods to support City of Berkeley's initiative to bridge the digital divide, including collaborating with community organizations to hold a Tech Fair.
- 11) Identify opportunities for increased self-service laptop lending options at all facilities

CHAMPION AND DEMONSTRATE SOCIAL AND RACIAL EQUITY:

- 1) Implement fine-free practices.
- 2) Reduce barriers to library card ownership by updating library card access rules.
- 3) Identify, implement, and sustain monthly public programs that support the learning and cultural interests of a diverse community.
- 4) Enhance and update bilingual materials collections.
- 5) Ensure adequate access to all-gender bathrooms at each facility.
- 6) Maintain and develop the Tarea Hall Pittman South social justice programming series.
- 7) *Community Outreach in the Library (COIL)* expands to include additional service providers (at least two more regular participants) and opportunities for one-stop-services.
- 8) Identify methods to encourage MLIS degree program participation among paraprofessional staff; invest in training opportunities at all classification levels, including increased participation in regional conferences.
- 9) Identify strategies to ensure increased diversity of applicant pool across recruitments for all classifications, and particularly for professional positions.

PROVIDE EXCELLENT, TIMELY, EASILY-ACCESSIBLE SERVICES AND INFORMATION TO THE COMMUNITY:

- 1) Develop and increase capacity to offer services that support science, technology, engineering, and math (STEM) learning experiences across all age levels; effective STEM programs occur at each site on a monthly basis.
- 2) Integrate media lending into Library's Link+ service to increase access to quality media collections.
- 3) Expedite recruitments for currently vacant professional and paraprofessional positions, including for Central Support division, to enable successful implementation of first floor improvements.
- 4) Initiate *Social Media and Public Communications Plan* to improve clarity of messaging and provide for increased community awareness.
- 5) Integrate evaluative framework into public programming practices to enable Library to assess and improve public program offerings to satisfy diverse community needs.
- 6) Convene *Integrated Library System Migration Team* to ensure improved patron experience of online circulation services and catalog; develop effective and efficient operational workflows; and to create and implement training and documentation plans.
- 7) Perform assessment of the Central Library's History Room collections to identify opportunities for digitization and improved access.
- 8) Perform annual patron satisfaction survey to help shape future departmental priorities.
- 9) Enhance Library website with expanded online readers' advisory and reference services.
- 10) Implement strategies identified in the draft *Collection Management Plan*, including ongoing collection refreshment and identification of new collection areas to satisfy diverse and changing community interests.
- 11) Deepen collaboration with Berkeley Unified School District (BUSD) towards universal library access for BUSD students.

12) Refine closing and opening procedures to ensure community and staff safety.

The following are departmental priorities related to **Internal Work & Communications**:

- 1) Develop employee/procedures manual.
- 2) Increase participation of staff in leadership trainings, professional conferences, and regional meetings.
- 3) Develop recruitment outreach plan.
- 4) Department successfully migrates to the City's new Enterprise Management System to improve accountability and payroll practices.

Timetable
FY 2020 and FY 2021 Biennial Budget

Date	Topic
14 NOV 2018	Discussion and Action on Budget Priorities for FY 2020 & FY 2021
DEC 2018	Extended Action on Budget Priorities for FY 2020 & FY 2021 (<i>if needed</i>)
FEB 2019	BOLT FY16-2Q (mid-year) Report
TBD MAR 2019	Internal Staff Workshop
MAR 2019	BOLT Budget Workshop
APR 2019	BOLT Recommendations on Draft Budget
TBD MAY/JUN 2019	BOLT Recommendations on Draft Budget, Tentative Adoption
JUN 2019	BOLT Recommendation to City Council, Final Adoption



ACTION CALENDAR

November 14, 2018

To: Board of Library Trustees

From: Elliot Warren, Acting Director of Library Services

Subject: Discussion and Nominations for the Selection of Board President and Vice-President

INTRODUCTION

Each year the Board of Library Trustees elects Officers for a one-year term. Following discussion, the Board will nominate Trustees to sit as President and Vice-President, for the term commencing November 15, 2018, for a one-year term.

FISCAL IMPACTS OF RECOMMENDATION

This report will have no fiscal impacts.

BACKGROUND

Each year the Board of Library Trustees appoints a Trustee to sit as President and a second Trustee to sit as Vice-President for the following year. Section 3.04.040 Organization of Board of the City of Berkeley Municipal Code specifies that each year the Board of Library Trustees shall elect one of its members as president and another as vice president for a term of one year, on or about the first meeting of the board in October of each year.

CURRENT SITUATION AND ITS EFFECTS

Regular President and Vice-President elections occurred in November, 2017. Trustee Davenport was elected President and Trustee Selawsky Vice-President, to serve through the time of the next election in November 2018.

Process

In October or November of each year, an open nominations process is followed for the election of officers for the Board of Library Trustees President and Vice-President one-year term to the Board of Library Trustees. Nominations taken "from the floor" allow all of the Trustees the opportunity to nominate others as well as themselves.

The election of officers is a public process, with the vote announced at the conclusion of voting. The one-year term will commence November 15, 2018.

FUTURE ACTION

No future action is needed.

CONTACT PERSON

Elliot Warren, Acting Director of Library Services, Library, 510-981-6195

Attachments:

1. Resolution

BOARD OF LIBRARY TRUSTEES

RESOLUTION NO: R18-____

APPOINTMENT OF A TRUSTEE TO SIT AS PRESIDENT AND A TRUSTEE TO SIT AS VICE-PRESIDENT FOR THE BOARD OF LIBRARY TRUSTEES

WHEREAS, each year the Board of Library Trustees must appoint a President and Vice-President to sit in those capacities for the following year; and

WHEREAS, the Board wishes to establish a consistent practice for this process to be followed in the current term and in the future, such that in October or November of each year, an open nominations process will occur, to be followed by election of Library Trustee President and Vice-President for a one-year term to the Board of Library Trustees; and

WHEREAS, nominations will be taken "from the floor", thereby allowing all of the Trustees the opportunity to nominate others as well as themselves; and

WHEREAS, the election of officers is a public process, with the vote announced at the conclusion of voting with the term commencing November 15, 2018.

NOW, THEREFORE, BE IT RESOLVED by the Board of Library Trustees of the City of Berkeley to appoint _____ to sit as President for the remainder of 2018 and through the time of election in 2019.

ADOPTED by the Board of Library Trustees of the City of Berkeley at a special meeting held on November 14, 2018 by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

NOW, THEREFORE, BE IT RESOLVED by the Board of Library Trustees of the City of Berkeley to appoint _____ to sit as Vice-President for the remainder of 2018 and through the time of election in 2019.

ADOPTED by the Board of Library Trustees of the City of Berkeley at a special meeting held on November 14, 2018 by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

Diane Davenport, President

Elliot Warren, Acting Director of Library Services
Serving as Secretary to the Board of Library Trustee



ACTION CALENDAR

November 14, 2018

TO: Board of Library Trustees
FROM: Jay Dickinson, Circulation Services Manager
SUBJECT: Circulation Policy Update

RECOMMENDATION

Adopt the resolution to update the Library Circulation Policy. The proposed revision expands fine free practices at Berkeley Public Library to include Link+ materials, and eliminates the \$5 damaged case fee and \$10 lost audio book disc fee. Furthermore, a new patron account category (Easy Access Card) will be created to facilitate digital access and limited physical checkouts to patrons who are not able to provide evidence of residence at the time of obtaining their card. The Easy Access card will replace the current "Shelter" and "Temporary" patron statuses. The list of documents accepted as proof of California residence will be expanded. The new policy includes the rules for library card access. This information had previously not been included as a board approved policy and becomes an integral element of the policy. Finally, materials circulating to patrons will now automatically renew at the end of their circulation period if there are no holds placed on them by other patrons. Previously this process had been patron initiated rather than automated.

FISCAL IMPACT

Minimal. The Library currently collects roughly \$3,000 to \$5,000 in Link+ late fines annually. It is estimated that the Library receives less than \$1,000 per year for replacement of single discs from multidisc sets and/or for case replacements.

BACKGROUND

Berkeley Public Library has historically charged fines and fees for the late return of materials, lost materials, etc. Periodically, these charges are reviewed and may be raised, reduced, or discontinued; all changes are brought as agenda items to the Board of Library Trustees for consideration and approval.

Recent changes approved by the Board of Library Trustees focused on increasing ease of access for patrons. The policy changes increased maximum allowed checkouts, increased maximum simultaneous holds per patron, removed some overdue fees, and more. As these initiatives have been implemented, additional barriers to access have been identified by staff. The following resolution would make Library practices more consistent, equitable, and easy to understand for Library patrons. The goal is to make Library services user-friendly for all community members.

Requirements to get a Library card have not previously been presented to the board. Various aspects of the Circulation Policy such as the Fines and Fees schedule have been presented as proposed

improvements were identified. The following resolution will transform those aspects that had previously been seen as procedural into policy (requirements for getting a library card). This revision is intended to unify otherwise disparate aspects of circulation practices into a single policy document.

CURRENT SITUATION AND ITS EFFECTS

Berkeley Public Library seeks to provide library access to people experiencing homelessness. However, the burden of presenting proof of California residence has long been a point of difficulty for such community members. There are currently three options for patrons who cannot provide proof: A “Shelter Card” which requires the patron to present a letter from an institution stating that they reside there, a “Temporary Card” which requires proof of residence within 45 days, and computer “day passes” which give patrons one hour of public computer access. The creation of the Easy Access card would eliminate the need for the Shelter and Temporary cards, and would, in many cases, reduce the need for computer day passes. This card would provide full access to all digital resources in-house and online, but would be limited to three physical checkouts and up to three holds since the proof of residence requirement would be waived. Those members of our community who are experiencing homelessness have great need and desire to access our digital resources, but until now have either had to take additional steps to gain access (Shelter Card), or have had to interact with staff on a daily basis (day passes). The Easy Access Card is intended to eliminate these barriers.

When the Board of Library Trustees approved the Circulation Policies Update in June, 2018, most of the late fines previously charged by Berkeley Public Library were eliminated. The late fines associated with Link+ were left in place because the lending rules are defined by the members of the consortium. Since that time it has become clear that the decision to impose late fees for Link+ materials may be made at a local level, and there are other members of the Link+ consortium who do not charge such fees. Since the requirements of the consortium were the only consideration in retaining the fines, removing them would be appropriate and would make the experience of using the Library more consistent for those who check out both Link+ and BPL materials.

The fees for damaged DVD/CD cases (\$5) and lost audio book discs (\$10) have been inconsistently assessed across the library system. Fees such as these are applied based on staff evaluation, which is difficult to codify across multiple locations. Staff will still have the ability to charge patrons for damaged items, but will discuss individual damaged materials with the Technical Services Unit to establish actual costs, eliminating the need for these generic charges.

Currently when a patron has three overdue items, their account is blocked from use. This practice was initiated when the majority of the fines were eliminated in July of 2018. Activating the automatic renewal function available in the Library’s circulation software will act as a courtesy toward patrons.

Berkeley Public Library continually reviews its policies, including circulation policies, in an effort to improve services. The American Library Association’s Code of Ethics, which the BOLT affirmed commitment to at the April 19, 2017 Board of Library Trustees meeting, is one of the guiding principles in policy review. The Code of Ethics states “We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.” Berkeley Public Library is committed to this standard.

FUTURE ACTION

None

Attachments

1. Resolution
2. Existing Circulation Policy
3. Proposed Circulation Policy
4. Existing Tool Lending Library Fees

BOARD OF LIBRARY TRUSTEES

RESOLUTION NO: R18-___

CIRCULATION POLICIES UPDATE

WHEREAS, the Berkeley Public Library has historically charged fines and fees for the late return of adult materials, lost materials, etc.; and

WHEREAS, periodically these are brought before the Board of Library Trustees for review and may be raised, reduced, or discontinued; and

WHEREAS, the American Library Association's Code of Ethics commits to providing "the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests."; and

WHEREAS, Berkeley Public Library has been a leader in policies and practices designed to enable equitable access for all residents through such things as not charging late fees for children's materials; and

WHEREAS, the Library recognizes the need to include the rules for access to library cards in the BOLT approved Circulation Policy; and

WHEREAS, the Library will enact an Easy Access Card to enable people experiencing homelessness to gain independent access to library services to the highest degree possible while also ensuring accountability over the Library's collections and resources; and

WHEREAS, the Library will remove fees for damaged DVD/CD cases (\$5) and lost audio book discs (\$10) to ensure that fines and fees are applied consistently without perceptions of prejudice; and

WHEREAS, the Library will facilitate patrons' renewal of materials via an automated process; and

WHEREAS, the Library will no longer charge late fees for Link+ materials in order to provide a consistent experience for those check materials out from the Library; and

WHEREAS Berkeley Public Library strives to remove barriers to access and improve the patron experience of Library Services.

NOW, THEREFORE, BE IT RESOLVED by the Board of Library Trustees of the City of Berkeley to approve the Library Circulation Policy, to take effect December 1, 2018

ADOPTED by the Board of Library Trustees of the City of Berkeley at a regular meeting held on November 14, 2018 by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

Dianne Davenport, Chairperson

Elliot Warren, Acting Director of Library Services
Serving as Secretary to the Board of Library Trustees

BERKELEY PUBLIC LIBRARY POLICIES

**SUBJECT: Circulation Policies
(Loan limits, fees and fines)**

ORIGINAL DATE:
BOLT Resolution #: R18-028
REVISED DATE: 06/06/2018
PAGE: 1 of 2

All patron types are allowed a maximum of 75 items overall and up to 4 Lucky Day items, except for Shelter and Temporary Patron cards, which are limited to 3 and 1 respectively.

Materials	Fines Per Day	Loan Period in Days	Renewals
Book	none	21	2 renewals
Book on CD/Cassette/MP3	none	21	2 renewals
Cornerstones Kit	\$1.00	7	non-renewable
DVD/Blu-Ray	none	21	2 renewals
Laptop	\$1.00 (per hour)	2 hours	non-renewable
Link+	\$1.00	21	1 renewal
Lucky Day item	none	21	non-renewable
Magazine	none	21	2 renewals
Music CD/Vinyl	none	21	2 renewals
Tool	\$1.00-\$10.00 (per schedule)	3 or 7 (per schedule)	1 renewal

Library accounts are blocked when fees exceed \$10.00 or when there are three yet-to-be returned overdue items on the account. The maximum overdue fine for Link+ items is \$15.00 for each item.

Holds

All patron types are limited to 25 reserves, except for Shelter and Temporary Patrons who are limited to 3 and 1 respectively.

Replacement Fees

The Library charges a replacement fee for overdue items that are not returned within six weeks of checkout or renewal. The patron is charged the price of the item as indicated in the item record. If an item is returned damaged, the account will be charged the same replacement fee amount. Accounts are blocked from further borrowing when an item has not been returned by the time a bill is sent for it. If the items are not returned within 8 weeks after the due date, and \$50.00 or more is owed, accounts are referred to a collection agency. If so, the account will be charged a \$10.00 Collection Agency Fee in addition to other fees.

A new copy of a lost item is accepted in lieu of payment of the replacement fee as long as the item offered is the same edition or newer, is in the same format (hardcover, paperback, etc.) as the item checked out, and the item is in new condition.

Link+ materials have a flat replacement fee of \$115.00, dependent on the discretion of the original lending institution, which will often times merely ask for the cost of the book plus local processing fees.

Tool Lending

Tools have a loan period of 3 or 7 days. Late fees vary by tool-type as indicated in the tool fee schedule. The majority are \$1 per day.

Miscellaneous Fees

Audiobook with missing CD - \$10.00 per disc

Lost/damaged case (DVD/CD) - \$5.00

Torn/Lost RFID Tag - \$5.00

Lost/Damaged Barcode - \$3.00

Returned check fee - \$20.00

Recovery of delinquent accounts (collection agency) - \$10.00

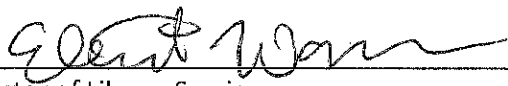
Other damages - as determined by staff

Printing Services


Black and White copies - .25

Color Copies - \$1.50

Reviewed by:


Director of Library Services6/8/18
Date

Approved by:


Chair, Board of Library Trustees6/6/18
Date

**BERKELEY PUBLIC LIBRARY
POLICIES****SUBJECT: Circulation Policy**

ORIGINAL DATE:	
BOLT Resolution #:	R18-028
REVISED DATE:	11/14/2018
PAGE:	1 of 3

I. POLICY**Library Cards**

Library Cards are free to all California residents and allow patrons to borrow materials from any of the Berkeley Public Library facilities. Full-service library cards provide access to eBooks, online streaming media, online resources, internet access; and more. Applicants must be present to receive a library card or renew an expired card. In order to obtain a full service library card, patrons must provide picture identification and proof of California address.

The following can be used for picture identification:

- **California ID or Driver's License** (Temporary IDs are not acceptable)
- **Government Picture ID** (Out of State ID, Passport, Military ID, Green Card, etc.)
- **Student ID** (High School ID, College ID, etc.)
- **Credible Picture ID** (Bank Card, Transit Card, Costco Card etc.)

The following can be used for proof of California address:

- **California ID or Driver's License** (Temporary IDs are not acceptable)
- **Imprinted Bank Check** (Personal Check or Payroll Check Made Payable to Patron)
- **A Piece of Mail** (Postmarked within the past 30 days)
- **Voter Registration Card**
- **Utility Bill** (Printed or Electronic)
- **Automobile Registration**

Tool Library

Only residents or property owners of the city of Berkeley over the age of 18 are eligible to borrow tools from the Tool Lending Library. No more than 10 tools may be borrowed at any one time. To establish residence patrons must present a current lease/rental agreement (with patron's name listed as tenant), or current tax bill (in patron's name) identifying ownership of property in Berkeley, or utility bill (in patron's name) dated within the last 30 days. More details are available on the Library's Tool Lending Library website.

Easy Access Card

An Easy Access Library card is available to patrons who have picture ID and cannot provide address verification. Patrons with this type of card may use library Internet computers, in-house laptops, and have full access to all online databases and services. Easy Access cards also allow for the checkout of up to three physical items. Up to three holds may be placed on Easy Access accounts

Cards for Minors

The signature of the parent or legal guardian is required on applications for children 13 years or younger. The applicant, parent, or legal guardian must provide picture identification and address verification. Teens ages 14-17 may use the same process. However, a teen aged 14-17 with both picture ID and address verification may independently obtain a library card without the need for a parent's signature.

Patrons are allowed a maximum of 75 items overall with up to 4 Lucky Day items, with the exception of an Easy Access Card which is limited to 3 total items.

Materials	Overdue Fines	Loan Period in Days	Renewals
Book	none	21	2 automatic renewals*
Book on CD/MP3	none	21	2 automatic renewals*
Cornerstones Kit	\$1.00 (per day)	7	non-renewable
DVD/Blu-Ray	none	21	2 automatic renewals*
Laptop	\$1.00 (per hour)	2 hours	non-renewable
Link+	none	7 or 21	1 automatic renewal*
Lucky Day	none	21	non-renewable
Magazine	none	21	2 automatic renewals*
Music CD/Vinyl	none	21	2 automatic renewals*
Tool	\$1.00-\$10.00 (per day, see schedule)	3 or 7 (per schedule)	1 renewal

*Materials that have not been reserved by another patron will automatically renew up to 2 times.

Library accounts are blocked when fees exceed \$10.00 or when there are three overdue items on the account.

Holds

Patrons with full-access cards may place up to 25 holds. Up to three holds may be placed on Easy Access accounts.

Replacement Fees

The Library charges a replacement fee for items that are not returned within six weeks of checkout or renewal, or that are damaged. The patron is charged the price of the item. Accounts with billed items are blocked from further borrowing. If items are not returned within 8 weeks after the due date, and \$50.00 or more is owed, accounts are referred to a collection agency. If so, the account will be charged a \$10.00 Collection Agency Fee.

A new copy of a lost item can be accepted in lieu of payment as long as the item offered is the same edition or newer, is in the same format (hardcover, paperback, etc.) as the item checked out, and is in "New" condition. Link+ materials have a flat replacement fee of \$115.00. Dependent on the discretion of the original lending institution, this fee may be reduced on a case by case basis.

Tool Lending

Tools have a loan period of 3 or 7 days. Late fees vary by tool type as indicated in the tool fee schedule. The majority are \$1.00 per day.

Reviewed by: _____

Director of Library Services

Date _____

Approved by: _____

Tool Lending Library Fees	
Late Fees for tools are \$1 per day except for the following:	
Angle Grinder, 4.5", 7", 9"	\$5.00
Belt Sander, 3x21", 4x24"	\$5.00
Bull Float, Wood	\$5.00
Bull Float, Magnesium	\$5.00
Disc Sander, 7"	\$5.00
Drain Snake, Hand	\$5.00
Drill Motor, VSR, 1/2"	\$5.00
Drill Press, Stationary	\$5.00
Hand Trucks (Refrigerator, Delivery)	\$5.00
House Jacks	\$5.00
Ladder Jacks	\$5.00
Lawn Mower, Push	\$5.00
Orchard Ladder, 8'	\$5.00
Piano Dolly	\$5.00
Pipe Cutter, Cast Iron	\$5.00
Pipe Vise	\$5.00
Post Hole Digger	\$5.00
Random Orbit Sander, 5", 6"	\$5.00
Saw, Circular (Skillsaw)	\$5.00
Saw, Reciprocating (Sawzall)	\$5.00
Saw, Saber (Jigsaw)	\$5.00
Sewer Rods	\$5.00
Step, 6', 8', 10'	\$5.00
String Trimmer (Weed Eater)	\$5.00
Submersible Pump	\$5.00
Vibrating Sander, 1/4, 1/2 Sheet	\$5.00
Wheelbarrow, Contractor's	\$5.00
Cement Mixer, Electric	\$10.00
Concrete Vibrator	\$10.00
Demolition Hammer (30 lb, electric)	\$10.00
Drain Snake, Electric	\$10.00
Drill, Right Angle, 1/2"	\$10.00
Extension, 16'	\$10.00
Extension, 24', 28'	\$10.00
Hedge Trimmer, Electric	\$10.00
Rebar Cutter/Bender	\$10.00
Rotary Hammer Drills SDS	\$10.00
Saw, Abrasive Cut-Off	\$10.00
Saw, Power Miter (Chop)	\$10.00
Saw, Table, 8"	\$10.00
Spline Drive	\$10.00



ACTION CALENDAR

November 14, 2018

TO: Board of Library Trustees
FROM: Elliot Warren, Acting Director of Library Services
SUBJECT: Revised Patron Suspension Policy

RECOMMENDATION

Adopt the resolution approving the revised *Patron Suspension Policy*

FISCAL IMPACT

This report will have no fiscal impacts.

BACKGROUND

The Library Board of Library Trustees adopted *Library Rules of Conduct* in 1988, with revisions adopted in 1991, 2002, 2006, 2007, 2009, and 2012. In 2015 that was superseded by a *Behavior Guidelines Policy*, and 2018 the Library adopted a *Rules of Use Policy* which superseded the *Behavior Guidelines Policy*.

The Board adopted an associated *Patron Suspension Policy* in September 2002, with revisions in 2012 and 2015.

The purpose of the Library's *Rules of Use Policy* is to ensure a welcoming and safe environment for use of the Library. Each of the Library's facilities is the property of the City of Berkeley and, as a result, City of Berkeley Administrative Regulation 1.15 (*Posting and Enforcing Rules for Visitors to All City Buildings*) applies to the Library. A.R. 1.15 says that specific building rules may be established; the *Library's Rules of Use Policy* applies to each of the Library buildings.

That policy states that "behavior that interferes with the reasonable use and operations of the Library is not permitted," and provides examples of such behaviors. It goes on to state that some behaviors may result in suspension of Library privileges and refers to the Library's *Patron Suspension Policy*. The *Patron Suspension Policy* describes the conditions under which the Library may suspend a patron, methods used to do so, and the process to appeal one's suspension.

CURRENT SITUATION AND ITS EFFECTS

On April 4, 2018, BOLT adopted a *Rules of Use Policy* that superseded the Library's *Behavior Guidelines Policy*. The Library board and staff observed that there was a slight difference, as a result, between language included in the revised *Rules of Use* and that used in the *Patron Suspension* policy which had been passed in 2015. The intent of this update is to better align the language of the two policies. The

Patron Suspension Policy also is updated to reflect current practices while simultaneously consolidating and clarifying some language related to the process used for issuing suspensions.

Furthermore, the adoption of a revised policy provides an opportunity for the board to consider the suspension periods allowable. Although the policy as proposed does not include any changes to maximum suspension periods permitted, it may be valuable for the board to consider the option of changing the maximum time period in light of the purpose of the policy.

FUTURE ACTION

No future action is required.

Attachments:

1. Resolution
2. Berkeley Public Library Rules of Use Policy
3. Existing Berkeley Public Library Patron Suspension Policy
4. Draft Berkeley Public Library Patron Suspension Policy

BOARD OF LIBRARY TRUSTEES

RESOLUTION NO: R18-___

**ADOPTION OF REVISED LIBRARY BEHAVIOR GUIDELINES AND
PATRON SUSPENSION POLICY**

WHEREAS, Library staff have developed procedures for employees to follow when encountering violations of the Library's *Rules of Use Policy* in the context of the Library's mission to provide all Library patrons with a safe and welcoming experience; and

WHEREAS, the Board of Library Trustees adopted the Rules of Use Policy on April 4, 2018, and, in doing so, altered some of the language used to describe behavior that is not permitted within the Library; and

WHEREAS, the Patron Suspension Policy was not simultaneously altered to reflect this updated language and doing so will enable the Library to more effectively provide a safe and welcoming environment; and

WHEREAS, the City of Berkeley adopted its Administrative Regulation 1.15, *Governing Rules of Behavior for Visitors to City Buildings*, on March 10, 2003 and last revised it in 2016; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Library Trustees of the City of Berkeley to adopt the *Patron Suspension Policy* as revised, effective November 14, 2018.

ADOPTED by the Board of Library Trustees of the City of Berkeley at a Special Meeting held on November 14, 2018:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

Diane Davenport, President

Elliot Warren, Acting Director of Library Services
Serving as Secretary to the Board of Library Trustees

BERKELEY PUBLIC LIBRARY POLICIES

SUBJECT: Rules of Use Policy

ORIGINAL DATE:	04/04/2018
BOLT Resolution #:	R18-016
REVISED DATE:	
PAGE:	1 of 2

Berkeley Public Library seeks to create a welcoming and safe environment for Library patrons. The Rules of Use are designed to ensure the safety and comfort of all Library patrons and staff. All Berkeley Public Library facilities are City of Berkeley property regulated by City of Berkeley Administrative Regulation 1.15 (Posting and Enforcing Rules for Visitors to All City Buildings).

There are two types of violations of the Library's Rules of Use:

- *Disruptive behavior* that will result in an immediate warning by staff to change behavior.
- *Significant violations* that will result in immediate suspension of Library privileges

Disruptive Behavior

Any behavior that interferes with the reasonable use and operations of the Library is not permitted. Violators will be made aware of the violation and will be asked to change behavior. Failure to heed staff's warning may result in the immediate suspension of Library privileges. Continued disruptive behavior violations may result in longer suspensions. Examples of disruptive behavior include the following:

- Refusal to follow reasonable direction from Library staff or security guards.
- Unreasonable or excessive noise that disrupts other patrons or staff.
- Use of the Library computers in a way that interferes with a safe, welcoming, comfortable environment for other patrons & staff.
- Monopolization or blocking of Library space, aisles, ingress, egress, resources, equipment, or furniture. Examples include lying on floors or other surfaces, bringing in excessive personal materials (greater than 16"x18"x24"), or leaving personal items unattended.
- Sleeping. As a safety check, Library staff will attempt to wake patrons who appear to be unconscious or asleep.
- Exuding offensive, pervasive odors. This includes any odor that creates a nuisance to other patrons or staff, such as food odors or pervasive fragrances caused by perfume or other scented products.
- Riding skates, scooters, skateboards, or other similar devices on Library property; bicycles are not permitted inside the library.
- Inappropriate use of restrooms, including washing clothes or bathing.
- Smoking in the Library or within 25 feet of doors and windows.
- Failing to wear shoes, shirt/top, and skirt/pants.
- Failing to abide by posted notices regarding reserved seating or other reserved spaces.
- Leaving a child (7 and under) unattended by a parent or other responsible caregiver.
- Fraudulent use of another's Library card.
- Bringing animals into the Library unless they are service animals authorized by law.
- Petitioning or soliciting.
- Possessing, consuming, or being under the influence of alcohol, marijuana, or illegal drugs.
- Food consumption is restricted to special events and/or designated spaces. Beverages with secured lids are permitted.

BERKELEY PUBLIC LIBRARY

Rules of Use Policy

Page 2

Significant Violations

Significant violations may result in the immediate suspension of Library privileges for a week or longer. Examples include:

- Engaging in any illegal activity.
- Harassing, fighting, assaulting, or threatening people.
- Engaging in or soliciting any sexual act.
- Theft, damage, or destruction of Library property or the property of others.
- Carrying weapons of any type.
- Entering into staff areas for the purpose of burglary or intimidation, or without staff approval or knowledge.

Suspensions

Patrons who are suspended are not permitted to use Library services or enter onto Library property. Please see the Library's Suspension Policy for details.

Reviewed by:	<u>Jeff Warr</u>	<u>4/11/18</u>
	Acting Director of Library Services	Date
Approved by:	<u>Diane Lee Dunaway</u>	<u>4/11/2018</u>
	President, Board of Library Trustees	Date

BERKELEY PUBLIC LIBRARY POLICIES

SUBJECT: Patron Suspension Policy

ORIGINAL DATE:	09/11/2002
BOLT Resolution #:	R02-067
REVISED DATE:	05/28/2015
BOLT Resolution #:	R15-106
PAGE:	1 of 4

In order to provide and maintain a comfortable and safe environment for all patrons and library staff, the Board of Library Trustees has approved the Berkeley Public Behavior Guidelines. Violation or repetitive violation of any of the behavior guidelines may warrant a suspension of library privileges. Suspension of library privileges will result in removal from, and denial of access to, all Berkeley Public Library services and facilities for a designated period of time.

SUSPENSION PROCEDURES

In order to be fair and equitable in the application of the Berkeley Public Library Behavior Guidelines and to provide documentation of the enforcement of these guidelines, authorized library staff members shall apply the following procedures:

A. IMMEDIATE SUSPENSION WITH FURTHER ACTION TO FOLLOW:

The following behaviors will not be tolerated:

- Engaging in any illegal activity
- assault, fighting or challenging to fight
- engaging in or soliciting any sexual act
- theft, damage, or destruction of library property; and
- harassing or threatening language or conduct toward library patrons or staff.

Authorized library staff will instruct anyone displaying these behaviors to leave the library facility immediately. Police may be called and additional legal action may occur, as appropriate. In addition, based on the severity of the situation, a suspension of library privileges for up to one year will be applied without advance warning or prior suspension. The Director or Deputy Director of Library Services will determine and assign the appropriate suspension period.

All other prohibited behaviors will be addressed in the following manner:

FIRST VIOLATION: Initial warning and given copy of Library Behavior Guidelines

SECOND VIOLATION: Library privileges suspended for the day

THIRD VIOLATION: Library privileges suspended for seven days

FOURTH VIOLATION: Library privileges suspended for up to one year

Circumstances, including the seriousness or continuing nature of the conduct may warrant immediate suspension of library privileges.

B. INITIAL WARNINGS:

When a patron has violated the Berkeley Public Library Behavior Guidelines by displaying behavior that is more disruptive than violent or physically threatening, authorized library staff will handle these situations in the following manner:

1. Provide the patron with a copy of the Library Behavior Guidelines. Explain to the patron that they are engaging in disruptive behavior, what that behavior is and

the importance of abiding by the behavior guidelines. The patron will be advised that further violations of the rules will not be tolerated and may result in their being asked to leave for the day.

2. The library staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to Library Administration.

C. SUSPENSION – 1 DAY

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

D. SUSPENSION – 7 DAY:

Longer than 1-day suspensions will be issued if a patron continues to display disruptive behavior after receiving a one-day suspension. If disruptive behavior continues a patron may be suspended for a minimum of 7 days and a maximum of one year. Any suspension longer than 7 days will be issued in a minimum of one-month increments.

1. If a patron has been issued a one-day suspension for disruptive behavior and if disruptive behavior continues either during the suspension period or afterwards, a patron will then be suspended for 7 days.
2. When a decision is made to suspend a patron for 7 days or more, authorized staff must complete the "Notice of 7-Day Library Suspension" document.
3. A copy of the completed document will be provided to the patron. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and provide them with a copy of the completed document.
4. Authorized library staff will also complete a Library Incident Report and submit the report to Library Administration.
5. A patron will receive only one 7-day suspension for disruptive behavior. Any further suspensions for disruptive behavior will be for 1 or more months.
6. The patron will not be offered a formal hearing process for 7-day suspensions; however, they will be given the name and phone number of the appropriate Library Services Manager, Deputy Director and/or Director so that they may communicate their concerns by telephone or by submitting an appeal in writing.
7. To submit a written appeal the patron must complete the "Appeal of 7-Day Suspension" document. The patron must return the completed form to the suspending library within one working day from the date the suspension is issued.
8. The appeal will be reviewed by the Library Director, Deputy Director or Library Services Manager within one working day of submittal. If by a preponderance of the evidence it is determined that the suspension is unwarranted, the suspension will be withdrawn. The patron may call the library one day after submitting a written appeal to determine the status of the suspension.

BERKELEY PUBLIC LIBRARY**Patron Suspension Policy****Page 3****E. SUSPENSION - 1-6 MONTHS:**

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

F. SUSPENSION - 7 MONTHS OR LONGER:

1. If a decision is made to suspend a patron for longer than 6 months, the Deputy Director or Library Director will complete a "Notice of 7-12 Suspension" document.
2. A copy of the document and accompanying forms must be provided to the patron.
3. In the case of a minor (under the age of 18) the Library will attempt to provide the parent or guardian with a copy of the completed forms.
4. Any patron suspended for more than 6 months has the right to a hearing with the Extensive Suspension (ES) Hearing Panel. The ES Hearing Panel will be comprised of two (2) members of the Board of Library Trustees, and at least one authorized Library staff member such as the Library Director, Deputy Director or Library Services Manager. A library security guard will also be present. Library staff or patrons who were witnesses to the event may also be asked to appear.
5. To receive a hearing the patron must follow the directions on the "Notice of Suspension for 7-12 Months" and "Request for Extensive Suspension Hearing" documents. In addition, the patron must return the Request for Hearing form to the suspending library within seven days of receiving the suspension. All hearings are held at the Central Library.
6. The decision of the ES Hearing Panel will be final.

Approved by the Board of Library Trustees

September 11, 2002. Revised November 14, 2012, May 28, 2015.

Reviewed by:	_____
Director of Library Services	Date
Approved by:	_____
Chair, Board of Library Trustees	Date

BERKELEY PUBLIC LIBRARY POLICIES

SUBJECT: Patron Suspension Policy

ORIGINAL DATE:	09/11/2002
BOLT Resolution #:	R02-067
REVISED DATE:	05/28/2015
BOLT Resolution #:	
PAGE:	1 of 3

In order to provide and maintain a welcoming and safe environment for all patrons and library staff and to align the Library's practices with the City of Berkeley's Administrative Regulation 1.15 (*Posting and Enforcing Rules for Visitors to All City Buildings*), the Board of Library Trustees has adopted a *Rules of Use Policy*.

Violation of the Library's *Rules of Use Policy* may warrant a suspension of library privileges. Suspension of library privileges will result in removal from, and denial of access to, all Berkeley Public Library services and facilities for a designated period of time.

SUSPENSION PROCEDURES

In order to be fair and equitable in the application of the Berkeley Public Library Rules of Use and to provide documentation of the enforcement of these guidelines, authorized Library staff members shall apply the following procedures:

A. SIGNIFICANT VIOLATIONS: IMMEDIATE SUSPENSION WITH FURTHER ACTION TO FOLLOW:

The following are significant violations of the Library's Rules of Use that will result in *immediate* suspension of Library privileges:

- Engaging in any illegal activity.
- Harassing, fighting, assaulting, or threatening people.
- Engaging in or soliciting any sexual act.
- Theft, damage, or destruction of Library property or the property of others.
- Carrying weapons of any type.
- Entering into staff areas for the purpose of burglary or intimidation, or without staff approval or knowledge.

Authorized library staff will instruct anyone displaying these behaviors to leave the library facility immediately. Police may be called and additional legal action may occur, as appropriate. In addition, based on the severity of the situation, a suspension of library privileges for up to one year will be applied without advance warning or prior suspension. The Director or Deputy Director of Library Services will determine and assign the appropriate suspension period. While the Director and Deputy Director are reviewing the case, a seven-day suspension shall be issued by authorized staff.

B. DISRUPTIVE BEHAVIOR: PROGRESSIVE SUSPENSION PROCESS

In addition to the significant violations that result in immediate suspension of library privileges, any behavior that interferes with the reasonable use and operations of the Library is not permitted. The *Rules of Use Policy* includes examples of such disruptive behavior. Violators will

be made aware of the violation and will be asked to change behavior. Failure to heed staff's warning may result in immediate suspension of Library privileges. Continued disruptive behavior violations may result in longer suspensions. Generally, the Library shall follow the following process:

- 1) *Initial Warning*: A staff-member will attempt to communicate with the patron to resolve the immediate disruption, and, if possible, will provide the patron a copy of the Library's Rules of Use Policy. The patron will be told that continued violations may result in suspension of Library privileges for a day or longer.
- 2) *Continued disruption (same or different day)*: Library privileges will be suspended for the day by an authorized staff-member and the patron will be asked to leave the Library building. Library patrons who feel the treatment is unfair will be offered the name and telephone number of the next ranking library staff member so that they may communicate their concerns.
- 3) *Third disruption*: Longer than one-day suspensions will be issued if a patron continues to display disruptive behavior after receiving a one-day suspension. If disruptive behavior continues a patron may be suspended for a minimum of seven days and a maximum of one year. Any suspension longer than seven days will be issued in a minimum of one-month increments.

C. SUSPENSION PROCEDURES AND APPEAL PROCESS

Seven-Day Suspensions:

When a decision is made to suspend a patron for seven days or more, authorized staff shall inform the patron being suspended. In the case of a minor (under the age of 18), the Library may also attempt to notify the parent or guardian (Please see the Library's Unattended Minors Policy). Authorized Library staff will also complete a Library Incident Report and submit the report to Library Administration.

A patron will receive only one seven-day suspension for disruptive behavior. Any further suspensions for disruptive behavior will be for one or more months. The patron will not be offered a formal hearing process for seven-day suspensions; there is no appeal process for seven-day suspensions. However, individuals given seven-day suspensions will be given the name and phone number of the appropriate Library Services Manager, Deputy Director and/or Director so that they may communicate any concerns by telephone.

Suspensions One to Six Months in Length:

For suspensions from one to six months in length, authorized staff shall complete the "Notice of 1-6 Month Library Suspension" document. A copy of the completed document and all accompanying forms will be provided to the patron. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and also provide them with the completed document and all accompanying forms. Authorized library staff will complete a Library Incident Report and submit it to Library Administration

Any patron suspended for one to six months has the right to a hearing with the Suspension Hearing Panel. The Suspension Hearing Panel will be comprised of the Library Director and/or Deputy Director, and/or appropriate Library Services Managers and, when appropriate, a library security guard. Library staff or patrons that were witnesses to the event may also be

asked to appear. To receive a hearing the patron must follow the directions on the "Notice of 1-6 Month Suspension" and "Request for Suspension Hearing" documents. The patron must return the completed forms to the suspending library within seven working days from the date the suspension is issued. All hearings are held at the Central Library. A parent or guardian must accompany a minor (under the age of 18) to the hearing. The decision of the Suspension Hearing Panel for all one to six month suspensions is final.

Suspensions Longer than Six Months:

If a decision is made to suspend a patron for longer than six months, the Deputy Director, Library Director, or designee will complete a "Notice of 7-12 Suspension" document. A copy of the document and accompanying forms shall be provided to the patron. In the case of a minor (under the age of 18) the Library will attempt to provide the parent or guardian with a copy of the completed forms.

Any patron suspended for more than six months has the right to a hearing with the Extensive Suspension (ES) Hearing Panel. The ES Hearing Panel will be comprised of two (2) members of the Board of Library Trustees, and at least one authorized Library staff member such as the Library Director, Deputy Director or Library Services Manager. A library security guard will also be present. Library staff or patrons who were witnesses to the event may also be asked to appear. To receive a hearing the patron must follow the directions on the "Notice of Suspension for 7-12 Months" and "Request for Extensive Suspension Hearing" documents. In addition, the patron must return the Request for Hearing form to the suspending library within seven days of receiving the suspension. All hearings are held at the Central Library. The decision of the ES Hearing Panel will be final.

Reviewed by:	_____	_____
	Director of Library Services	Date
Approved by:	_____	_____
	Chair, Board of Library Trustees	Date



INFORMATION REPORTS

November 14, 2018

To: Board of Library Trustees
From: Elliot Warren, Acting Director of Library Services
Subject: Statistical Reporting Report for FY 2018 Outputs

INTRODUCTION

On April 19, 2017, BOLT approved the Library's Statistical Reporting and Transparency Policy. The purpose of that policy is "to guarantee that the Library regularly updates procedures and practices so that it is compliant with the State Library's guidelines for statistical collection; to enable the Board of Library Trustees (BOLT) to obtain information from staff about Library services output measures; and to ensure that the Library can reliably compare service outputs to those of other California libraries." The policy says the following: "To ensure transparency and accountability to the community, on an annual basis the Library will provide a report to BOLT summarizing statistical measures reported in the Public Library Survey." This report is intended to fulfill the requirements of that element of the policy.

FISCAL IMPACT

There is no fiscal impact from this report.

BACKGROUND

Each fall, public libraries in California report output measures to the California State Library through the California State Library Report. The California State Library verifies this data and provides it to the Institute of Museum and Library Services, a federal agency, which then publishes that data and provides tools for libraries to compare outputs and identify strengths as well as areas of possible improvement. Output measures are by fiscal year, i.e. July 1, 2017 through June 30 2018. On October 27, 2018 Berkeley Public Library provided its final fiscal year 2018 report to the California State Library (see attached). The passing of the Statistical Reporting and Transparency Policy in February 2017 was intended, in part, to ensure compliance with the State Library's reporting guidelines. As a result, in FY 2018, the Library embarked on a complex set of efforts to ensure output accuracy and guideline compliance.

CURRENT SITUATION AND ITS EFFECTS

To comply with the California State Library's reporting guidelines, library management performed an analysis of past practices and identified and implemented a number of improvements that ensure greater accuracy and compliance, including the following:

- To reduce the need to manually keep track of door-counts, the Library installed new gate-count software that records and tallies the number of visitors in each facility. This leads to greater consistency and accuracy due to mitigating the possibility of human error when performing the task.
- To ensure the accurate reporting of the number of program attendees, librarians are now expected to immediately record the number of attendees in a central spreadsheet which tallies the monthly attendance numbers. Previously, such numbers were reported in the monthly aggregate and staff report that some of the data was based upon estimates; the Library now uses people counting

equipment at each site. The spreadsheet that was implemented also enables the Library to perform evaluations on such things as when the event took place and where, and compare programming costs to the number of attendees. It also supports future program planning across the system as it enables libraries to easily find program offerings from the past and identify ones that have been successful at BPL already.

- To ensure accuracy for the report of the number of items and/or titles held, the Library engaged in a number of database cleanup processes, which included the following:
 - Removal of long-missing item records. These are item-level records for materials that had been designated as missing for more than three years.
 - A process to search for items that had not been checked out for more than four-years was performed in the branches, and, to a lesser extent, at the Central Library. When not found via a manual search, associated item records were removed from the catalog if not currently checked out.
 - Removal of catalog records for which there are no associated items.
 - Removal of the item records for materials billed to patrons more than three years ago. The bills for such materials remain on patron accounts. However, the items are no longer listed in the catalog.
- It was discovered that the Library had not been correctly reporting reference statistics. The California State Library requires that libraries provide the number of individual reference transactions for assistance in use of technology related resources such as hardware, software or online resources as a discrete subset of reference questions. The Library did so for the first time in FY 2018. The Library also clarified the State Library guidelines for reference transaction measurement to staff who record reference transactions. Furthermore, the Library used a centrally managed spreadsheet to tally the numbers from each facility.
- The Library verified the accuracy of e-resource counts and circulation numbers with a number of vendors, leading to increased reporting accuracy.

Significant changes from the Library's 2017 outputs to those included in its 2018 report are the following:

- The size of the Library's print materials collection grew significantly to 477,328 items (+47,617, an 11% increase in the print collection size). This was due, in part, to the increased collections budget that included allocations for a collaborative refreshment project designed to engage librarians in identifying high-use collections and items to purchase.
- Circulation of Library materials increased to 2,016,566 check-outs (+59,559 circulations, a 3% increase year over year). This was generally due to increased circulation of electronic materials. Electronic materials circulation came to 329,432 check-outs, a very significant 46% increase over the previous year. In 2017, e-circulation comprised 11.5% of check-outs. In 2018 such materials were 16.3% of check-outs.
- The number of reference questions reported went down significantly from 209,329 in 2017 to 110,071 in 2018. This is likely due, in part, to improved reporting practices, and may also reflect patterns of use seen in the data for reference questions reported throughout California. Since 2009, the overall number of reference questions reported by all participating libraries in the California Library Survey has gone down by over 50%. The reference question data reflected in this year's report aligns BPL's reference question output with what is being reported elsewhere.
- Overall program attendance (75,194) increased by 5.5%. However, the Library experienced a significant reduction in young adult program attendance (-6,771 attendees), while attendance at

children's and adult programs increased (+7,881 for children's programs, +2,930 for adult programs). It is possible that these reported changes are due, in part, to improved reporting accuracy.

- The Library is reporting a reduction in Library visits, 1,036,994 (an 8.7 % drop from 2017). It seems likely that this is partly the result of changes in the way the library records and tracks visits. However, this is something we will continue to monitor and assess.

Berkeley Public Library is an acknowledged leader among California public libraries. It is among the busiest and best-used public libraries in the state as demonstrated by its output measures. Indeed, based upon previous years' outputs, October 30, 2018, Library Journal, the premier industry journal in the United States, designated BPL as a "Four-Star Library" for the third consecutive year on. Only about 3.5% of public libraries nationwide were designated as Star Libraries.

FURTHER ACTION

The Library will continue to identify improved practices for ensuring accurate output measures.

CONTACT PERSON

Elliot Warren, Acting Director of Library Services, (510) 981-6195

Attachments:

- 1: 2017-18 California State Library Survey Report
- 2: Statistical Reporting and Transparency Policy

California Public Library Survey

THE FIELDS (IN GREEN) BELOW ARE FOR CSL USE ONLY

THE FIELDS (IN RED) BELOW ARE SYSTEM CALCULATED

Directory Update #1-45

- | | | |
|---|--------------|-------|
| 1 | Library ID | <hr/> |
| 2 | FSCS ID | <hr/> |
| 3 | Short Name | <hr/> |
| 4 | Library Name | <hr/> |

Director (If position is not filled, enter "VACANT" in 6 and leave 7 & 8 blank)

- | | | |
|----|--|-------|
| 5 | Courtesy Title | <hr/> |
| 6 | Director First Name | <hr/> |
| 7 | Director Middle Name | <hr/> |
| 8 | Director Last Name | <hr/> |
| 9 | Director Title | <hr/> |
| 10 | Street Address | <hr/> |
| 11 | City | <hr/> |
| 12 | Zip | <hr/> |
| 13 | Zip +4 | <hr/> |
| 14 | Mailing Address | <hr/> |
| 15 | Mailing City | <hr/> |
| 16 | Mailing Zip | <hr/> |
| 17 | Mailing Zip +4 | <hr/> |
| 18 | Public Phone Number - Administration | <hr/> |
| 19 | Reference Phone Number | <hr/> |
| 20 | Fax | <hr/> |
| 21 | TDD for Deaf | <hr/> |
| 22 | Library Director's Email address | <hr/> |
| 23 | Library's Public Email address | <hr/> |
| 24 | Library's Web Address | <hr/> |
| 25 | ILL Period # of weeks | <hr/> |
| 26 | ILL Photocopy free up to 10 pages? | <hr/> |
| 27 | Copy fee. ONLY if answer to #26 is No; otherwise, leave blank. | <hr/> |
| 28 | Name of person completing this survey | <hr/> |
| 29 | Phone # of person completing this survey | <hr/> |
| 30 | Email address of person completing this survey | <hr/> |

THE FIELDS (IN GREEN) BELOW ARE FOR CSL USE ONLY

- | | | |
|----|------------------------------------|-------|
| 31 | Size Square Mile | <hr/> |
| 32 | Interlibrary Relationship code | <hr/> |
| 33 | Legal Basis Code | <hr/> |
| 34 | Administrative Structure Code | <hr/> |
| 35 | FSCS Public Library Definition | <hr/> |
| 36 | Geographic Code | <hr/> |
| 37 | Legal Service Area Boundary Change | <hr/> |
| 38 | Library Type | <hr/> |
| 39 | Metropolitan Service Area Name | <hr/> |
| 40 | County | <hr/> |

41	CLSA System Library	
42	Population Group Number	
43	State	
44	Fiscal Year	
45	Institute Code	

Population and Outlets #201-212

201	Population of The Legal Service Area	
202	Population of Children Ages Under 5	
203	Population of Children Ages 5-14	
204	Registered Users as of June 30	
205	Children Borrowers Age 0-14	
206	# of Central Libraries	
207	# of Branch Libraries	
208	# of Stations	
209	# of Branches and Stations	
210	# of Bookmobiles	
211	Total # of Outlets	
212	Total Square Footage	

Library Staff #251-259

251	Total count of persons employed - full and part time	
252	ALA Librarians (FTE) who have accredited ALA Masters	
253	FTE Total Librarians (ALA or other)	
254	FTE Special Professionals	
255	FTE Librarian Technical Assistants	
256	FTE Other	
257	All Support Staff FTE	
258	Staff FTE	
259	FTE Volunteers (Average FTE per week - not hours)	

Income - for Operational Expenses #301-307

301	Local Government (all sources)	
302	State Funds (e.g. CLSA, PLF, ELLI, etc.)	
303	Federal Funds (e.g. LSTA or other)	
304	All Other Operating Income	
305	Total Operating Income	
307	CA Literacy Services	

Income - for Capital Outlay #309-313

309	Local Government (taxes and allocations)	
310	State Funds	
311	Federal Funds	
312	Other Income	
313	Total Capital Outlay Income	

Standard Operating Expenditures #401-411

401	Salary & Wages Expenditures	
402	Employee Benefits Expenditures	
403	Total Staff Expenditures	
404	Print Materials Expenditures (except Serials)	
405	Print Serial Subscription Expenditures	
406	Total Print Materials Expenditures	
407	Electronic Materials Expenditures	
408	Other Materials Expenditures	
409	Total Collection Expenditures	
410	All Other Operating Expenditures	
411	Total Operating Expenditures	

Capital Expenditures #500

500	Total Capital Expenditures	
-----	----------------------------	--

Specific Expenditures #501-503

501	Preservation	
502	Expenditures on Childrens Materials	
503	Adult Literacy Programs	

Collections #601-619

601	Children's Books Added	
602	Books Children Held	
603	Books Young Adult Held	
604	Books Added	
605	Book Titles Added	
606	Books Held	
607	Government Documents	
608	Total Print Materials Held	
609	Electronic Books	
610	Audio - Physical Units	
611	Audio - Downloadable Units	
612	Video - Physical Units	
613	Video - Downloadable Units	
	Electronic Collections through Local and Other Funding in	
614.a.	Collection	
614.b.	Electronic Collections through State Funding in Collection	
614.c.	Electronic Collections	
615	Current Print Serial Subscriptions	
616	Catalog Records	
617	Children's Audio Materials	
618	Children's Video Materials	
619	Equipment	

Library Services, Annual #801-827

800	Hours Open, All Outlets	
801	Library Visits	
802	Reference Questions	
802a.	Technology assistance	
803	Physical Item Circulation	
804	Circulation of Childrens Materials	
805	Circulation of Non English Materials	
807	Circulation of Electronic Materials	
808	Successful Retrieval of Electronic Information	
809	Electronic Content Use	
810	Total Circulation	
811	Total Collection Use	
812	ILL loans to others	
813	ILL loans received	
814	# of Pre School Programs	
815	Pre-School Program Attendance	
816	# of School Aged Programs	
817	School Aged Program Attendance	
818	# of Young Adult Programs	
819	Young Adult Program Attendance	
820	# of Adult Programs	
821	Adult Program Attendance	
822	Offsite Programs - Number	
823	Offsite Programs - Attendance	
824	# of Children's Programs	
825	Childrens Program Attendance	
826	Total # of Programs	
827	Total Program Attendance	

Salary Survey #901-918

901	Beginning Salary for Director	
902	Final Salary for Director	
903	Beginning Salary for Assistant Director	
904	Final Salary for Assistant Director	
905	Beginning Salary for Chief Library Division	
906	Final Salary for Chief Library Division	
907	Beginning Salary for Branch Librarian	
908	Final Salary for Branch Librarian	
909	Beginning Salary for Entry Level Librarian	
910	Final Salary for Entry Level Librarian	
911	Beginning Salary for Journeyman Librarian	
912	Final Salary for Journeyman Librarian	
913	Beginning Salary for Library Tech Assistant	
914	Final Salary for Library Tech Assistant	
915	Beginning Salary for Clerk	

916	Final Salary for Clerk	
	Beginning Salary for Manager of Special Library Service (non-	
917	MLS)	
	Final Salary for Manager of Special Library Service (non-	
918	MLS)	

Library Community Development and Support Information #919-923

	Did your library provide support for vulnerable populations	
919	in the community?	
	Did your library support your users' personal economic	
920	development?	
	Did your library play a role in responding to, or building	
921	resilience after, a crisis in the community?	
	Did your library support your users' personal learning and	
922	knowledge development?	
	Did your library help to develop social capital in your	
923	community?	

Electronic Services #856-863

856	Library Utilizes CA Teleconnect Fund	
857	Library Utilizes the E-Rate Program	
858	CIPA Compliant	

Electronic Resources Usage

859	Annual Uses of Public Internet Computers	
860	Virtual Visits to the library website	
861	Wireless Sessions Per Year	
862	Does your library use RFID	
863	# of Internet Terminals	

Referenda #870-877

Please leave blank if no referenda occurred during the report year. Do not report referenda from prior years.

870	Referenda Election Date	
871	Referenda Local Agency	
872	Referenda Funding Purpose	
873	Referenda Type of Tax	
874	Referenda Percentage of Yes Votes	
875	Referenda Vote Require	
876	Referenda Vote Outcome	
877	Referenda Notes	

Library Outlet #1-44

THE FIELDS (IN GREEN) BELOW ARE FOR CSL USE ONLY

1	FSCSKey	
2	State assigned identification number	
3	Library Code	
4	Short Name	
5	Legal Name	
6	Physical Street Address	
7	City	
8	Zip Code	
9	Zip+4 Code	
10	Mailing Street Address	
11	Mailing City	
12	Mailing Zip Code	
13	Mailing Zip +4	
14	County	
15	Fax	
16	Phone	
17	Outlet Type Code	
18	Facility Owned By	
19	Facility Update Needs	
20	Population Served	
21	Total Outlet Staff FTE	
22	Hours Open, Weekly	

23 Hours Open, Annually

24 Weeks Open, Annually

25 Volumes Held

26 Circulation
Total Outlet Operating

27 Expenditures

28 Year Built

29 Date Library Opened (mm/yyyy)

30 Year Library Remodeled

31 Is this Outlet LEED certified?

32 Size in Square Feet of outlet

33 Number of Reader Seats
Days Per Week Library is Open to

34 the Public

Staffed when open to public by at
35 least 1 paid librarian & 1 paid

36 Housed in Seperate Quarters?
Established Scheduled Hours for
37 Public Service?

38 Degree of Adequacy of this Facility
Number of Internet Terminals -

39 General Public

What is your library's highest
40 connection speed to the Internet?
Is Wireless available at this
41 location?

42 Metropolitan Status Code

43 FSCS Submission Year

44 Outlet Type Sort Code

Library Outlet #1-44

THE FIELDS (IN GREEN) BELOW ARE FOR CSL USE ONLY

1	FSCSKey	
2	State assigned identification number	
3	Library Code	
4	Short Name	
5	Legal Name	
6	Physical Street Address	
7	City	
8	Zip Code	
9	Zip+4 Code	
10	Mailing Street Address	
11	Mailing City	
12	Mailing Zip Code	
13	Mailing Zip +4	
14	County	
15	Fax	
16	Phone	
17	Outlet Type Code	
18	Facility Owned By	
19	Facility Update Needs	
20	Population Served	
21	Total Outlet Staff FTE	
22	Hours Open, Weekly	

23 Hours Open, Annually

24 Weeks Open, Annually

25 Volumes Held

26 Circulation
Total Outlet Operating

27 Expenditures

28 Year Built

29 Date Library Opened (mm/yyyy)

30 Year Library Remodeled

31 Is this Outlet LEED certified?

32 Size in Square Feet of outlet

33 Number of Reader Seats
Days Per Week Library is Open to

34 the Public

Staffed when open to public by at
35 least 1 paid librarian & 1 paid

36 Housed in Seperate Quarters?
Established Scheduled Hours for
37 Public Service?

38 Degree of Adequacy of this Facility
Number of Internet Terminals -

39 General Public

What is your library's highest
40 connection speed to the Internet?
Is Wireless available at this
41 location?

42 Metropolitan Status Code

43 FSCS Submission Year

44 Outlet Type Sort Code

Library Outlet #1-44

THE FIELDS (IN GREEN) BELOW ARE FOR CSL USE ONLY

1	FSCSKey	
2	State assigned identification number	
3	Library Code	
4	Short Name	
5	Legal Name	
6	Physical Street Address	
7	City	
8	Zip Code	
9	Zip+4 Code	
10	Mailing Street Address	
11	Mailing City	
12	Mailing Zip Code	
13	Mailing Zip +4	
14	County	
15	Fax	
16	Phone	
17	Outlet Type Code	
18	Facility Owned By	
19	Facility Update Needs	
20	Population Served	
21	Total Outlet Staff FTE	
22	Hours Open, Weekly	

23 Hours Open, Annually

24 Weeks Open, Annually

25 Volumes Held

26 Circulation
Total Outlet Operating

27 Expenditures

28 Year Built

29 Date Library Opened (mm/yyyy)

30 Year Library Remodeled

31 Is this Outlet LEED certified?

32 Size in Square Feet of outlet

33 Number of Reader Seats
Days Per Week Library is Open to

34 the Public

Staffed when open to public by at
35 least 1 paid librarian & 1 paid

36 Housed in Seperate Quarters?
Established Scheduled Hours for
37 Public Service?

38 Degree of Adequacy of this Facility
Number of Internet Terminals -

39 General Public

What is your library's highest
40 connection speed to the Internet?
Is Wireless available at this
41 location?

42 Metropolitan Status Code

43 FSCS Submission Year

44 Outlet Type Sort Code

Library Outlet #1-44

THE FIELDS (IN GREEN) BELOW ARE FOR CSL USE ONLY

1	FSCSKey	
2	State assigned identification number	
3	Library Code	
4	Short Name	
5	Legal Name	
6	Physical Street Address	
7	City	
8	Zip Code	
9	Zip+4 Code	
10	Mailing Street Address	
11	Mailing City	
12	Mailing Zip Code	
13	Mailing Zip +4	
14	County	
15	Fax	
16	Phone	
17	Outlet Type Code	
18	Facility Owned By	
19	Facility Update Needs	
20	Population Served	
21	Total Outlet Staff FTE	
22	Hours Open, Weekly	

23 Hours Open, Annually

24 Weeks Open, Annually

25 Volumes Held

26 Circulation
Total Outlet Operating

27 Expenditures

28 Year Built

29 Date Library Opened (mm/yyyy)

30 Year Library Remodeled

31 Is this Outlet LEED certified?

32 Size in Square Feet of outlet

33 Number of Reader Seats
Days Per Week Library is Open to

34 the Public

Staffed when open to public by at
35 least 1 paid librarian & 1 paid

36 Housed in Seperate Quarters?
Established Scheduled Hours for
37 Public Service?

38 Degree of Adequacy of this Facility
Number of Internet Terminals -

39 General Public

What is your library's highest
40 connection speed to the Internet?
Is Wireless available at this
41 location?

42 Metropolitan Status Code

43 FSCS Submission Year

44 Outlet Type Sort Code

Library Outlet #1-44

THE FIELDS (IN GREEN) BELOW ARE FOR CSL USE ONLY

1	FSCSKey	
2	State assigned identification number	
3	Library Code	
4	Short Name	
5	Legal Name	
6	Physical Street Address	
7	City	
8	Zip Code	
9	Zip+4 Code	
10	Mailing Street Address	
11	Mailing City	
12	Mailing Zip Code	
13	Mailing Zip +4	
14	County	
15	Fax	
16	Phone	
17	Outlet Type Code	
18	Facility Owned By	
19	Facility Update Needs	
20	Population Served	
21	Total Outlet Staff FTE	
22	Hours Open, Weekly	

23 Hours Open, Annually

24 Weeks Open, Annually

25 Volumes Held

26 Circulation
Total Outlet Operating

27 Expenditures

28 Year Built

29 Date Library Opened (mm/yyyy)

30 Year Library Remodeled

31 Is this Outlet LEED certified?

32 Size in Square Feet of outlet

33 Number of Reader Seats
Days Per Week Library is Open to

34 the Public

Staffed when open to public by at
35 least 1 paid librarian & 1 paid

36 Housed in Seperate Quarters?
Established Scheduled Hours for
37 Public Service?

38 Degree of Adequacy of this Facility
Number of Internet Terminals -

39 General Public

What is your library's highest
40 connection speed to the Internet?
Is Wireless available at this
41 location?

42 Metropolitan Status Code

43 FSCS Submission Year

44 Outlet Type Sort Code

**BERKELEY PUBLIC LIBRARY
POLICIES**

**SUBJECT: Statistical Reporting and
Transparency**

ORIGINAL DATE: 04/19/2017
BOLT Resolution #: R17-026
REVISED DATE:
PAGE: 1 of 1

Public Libraries throughout the United States share information about their facilities, services, collections, staffing, programs, and demographics through the publically accessible Public Libraries Survey, administered by the Institute for Museum and Library Services. The California State Library coordinates data collection and provides survey guidelines to ensure consistency and cooperation by public libraries throughout California.

California Educational Code section 19320 gives power to the California State Librarian to "collect and preserve statistics and other information pertaining to libraries, which shall be available to other libraries within the state applying for the information." Accurate and transparent reporting via compliance with California State Library statistical reporting guidelines is the responsibility of all public libraries in California.

The purpose of this policy is to guarantee that the Library regularly updates procedures and practices so that it is compliant with the State Library's guidelines for statistical collection; to enable the Board of Library Trustees (BOLT) to obtain information from staff about Library services output measures; and to ensure that the Library can reliably compare service outputs to those of other California libraries.

The Library shall guarantee transparency and compliance with the California State Library's reporting guidelines for the California Public Library Report by developing staff procedures and practices that preclude non-compliance. The Library shall guarantee that all information provided to the State Library is in compliance with the Library's Privacy Policy.

Because the State Library annually revises its instructions to reflect new data sets, the Library Director will ensure that staff are made aware of changes to reporting guidelines and will be responsible for development of procedures to ensure that current instructions for data collection and reporting are followed each year.

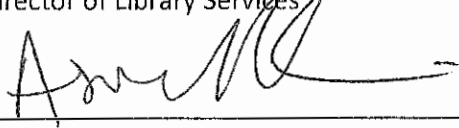
To ensure transparency and accountability to the community, on an annual basis the Library will provide a report to BOLT summarizing statistical measures reported in the Public Library Survey.

Reviewed by:


Director of Library Services

4.24.17
Date

Approved by:


Acting Presiding Officer, Board of Library Trustees

4-21-17
Date

BOARD OF LIBRARY TRUSTEES

RESOLUTION NO: R17-026

TRANSPARENCY AND ACCURACY OF STATISTICAL REPORTING

WHEREAS, Libraries throughout the United States share information about their facilities, services, collections, staffing, programs; and

WHEREAS, the California State Library coordinates data collection and provides survey guidelines to ensure consistency and cooperation by public libraries throughout California; and

WHEREAS, accurate and transparent reporting via compliance with California State Library statistical reporting guidelines is the responsibility of all public libraries in California; and

WHEREAS, the Library seeks to guarantee transparency and compliance with the California State Library's reporting guidelines by establishing a policy to govern statistical reporting; and

WHEREAS, the Library aims to provide accurate information to the Board of Library Trustees about Library services output measures.

NOW THEREFORE, BE IT RESOLVED that the Board of Library Trustees of the City of Berkeley adopt the Berkeley Public Library Statistical Reporting and Transparency Policy as presented effective April 19, 2017.

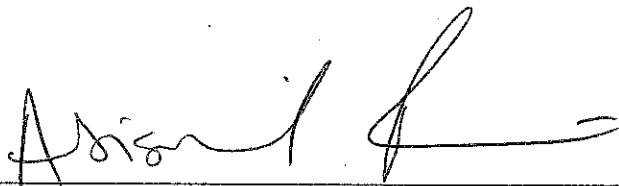
ADOPTED by the Board of Library Trustees of the City of Berkeley at a regular meeting held on April 19, 2017 by the following vote:

AYES:

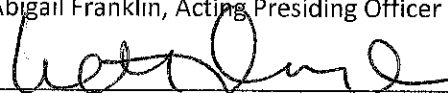
NOES:

ABSENT:

ABSTENTIONS:



Abigail Franklin, Acting Presiding Officer



Heidi Dolamore, Director of Library Services

Serving as Secretary to the Board of Library Trustee



INFORMATION REPORTS

November 14, 2018

To: Board of Library Trustees
From: Elliot Warren, Acting Director of Library Services
Subject: Director's Report

Programming:

October kicked-off with the Tarea Hall Pittman South Branch's second *FixIt Clinic* that saw 107 participants (including 22 volunteers) collaborate on repairing broken household items. Branch and Tool lending Library staff provided support to the organizers from Culture of Repair and Repair Café to make this a successful event. Items fixed included sewing machines, radio controlled cars, walky-talkies, coffee makers, and more.

On October 29, the Central Library held an event called *Owl-O-Ween* in partnership with the East Bay Regional Parks District. This science-themed family event was attended by 287 people. Families saw a presentation by *Lindsay Wildlife Experience* featuring two live owls. Children guessed what owls ate while dissecting owl pellets containing bones; a ranger from the Tilden Education Center answered audience questions.

As part of the Library's celebration of *Hispanic Heritage Month* (September 15 through October 15), the Central library held a concert by *Mariachi Mexicanísimo* on Saturday, October 13. Held in front of the Library, over 100 people listened and danced under sunny skies.

On October 20, the Library held a *Homelessness Community Resources Fair* with the participation of thirteen community providers. Over 200 people attended either the fair or one of the talks held simultaneously. Presentations covered the following topics:

- An overview of Berkeley's homeless services and programs
- A legal rights clinic for people experiencing homelessness
- A talk about homelessness among LGBTQ community members and young adults.

The event, organized by BPL Librarians as part of their work on the Library's Homelessness Task Force, was an opportunity for service providers and community members, including those experiencing homelessness to network, share ideas and learn from one another.

Link+:

On October 1, the Library expanded access to audiovisual materials such as CDs, DVDs and audiobooks with changes to the popular Link+ service, which now allows for media lending. Patrons may search the Link+ catalog (the union catalog of dozens of public and academic libraries across California and Nevada) to find movies, albums and audiobooks and request that they be sent to the BPL branch of their choice. There is no extra cost to patrons to use this service, nor is there an extra cost to the Library for participating in Link+ media lending. The Library has long participated in Link+ but, until October, had limited patron access only to books.

In October, BPL patrons checked out 2,472 Link+ items, which is about 650 more than in October of the previous year. On average, the Library had been circulating about 2,000 Link+ items monthly. If this growth pattern continues as expected, we are likely to see a 20% or larger increase in Link+ usage in fiscal year 2019.

In addition to providing deeper access to statewide collections for BPL patrons, participating in media lending has allowed for statewide access to BPL's audiovisual collection. In October, the Library lent 1,954 items to other institutions. On average, the Library had been lending out about 910 items monthly to participating institutions. October represents a more than doubling of this average.

Laptop Lending:

As previously described, thanks to a gift of the Berkeley Public Library Foundation and the efforts of the Library's IT division, in mid-July the Library installed a laptop lending machine on the first floor of the Central Library. The machine has been quite busy, with more than 1,950 check-outs over a three and a half-month period. The machine holds twelve new laptops, all of which remain in excellent condition and can be accounted for.

The Library continues to offer laptop lending at the branches. However, rather than self-service, these require a staff-member to access a laptop from a secured location and check the item out to the patron. These are older machines reaching the end of their lifespans, and they are used at a much lower rate than those in the laptop lending machines. The Library was awaiting use data to determine if it would be a good idea to consider laptop lending at one or more branch sites. Currently, IT and Tarea Hall Pittman South staff are assessing the facility and use patterns to identify optimal methods to provide computer access at that branch, in consideration of the success at Central.

ERMA:

During October, the Library devoted energy to preparing to migrate its financial transactions from an out-of-date enterprise management system to a new one as part of a citywide effort. To do so, the Library developed a team of staff from each unit, all of whom participated in trainings and discussions about how to use the system in preparation for the November 1 go-live date. The migration represents a huge amount of effort for the City and the Library's Finance unit (Dennis Dang, Raffi Gregorian, Ray Westphal).

CONTACT PERSON

Elliot Warren, Acting Director of Library Services, Library, 510-981-6195