



# BERKELEY PUBLIC LIBRARY BOARD OF LIBRARY TRUSTEES

**REGULAR MEETING**  
Wednesday, 05/01/2019

**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 April 3, 2019 Regular Meeting**  
Recommendation: Approve the minutes of the April 3, 2019 Regular Meeting of the Board of Library Trustees.
- B. **Contract Amendment: No. 8500 Bibliotheca**  
Recommendation: Adopt a resolution authorizing the Director of Library Services to execute an amendment to Contract No. 8500 with Bibliotheca ITG, LLC to increase the contracted not-to-exceed amount to \$1,413,890 for the continued maintenance and support of the Library's self-check, RFID Security and Automated Materials Handling Systems, purchase of new self-check software for all Library locations and a new RFID Security Gate System for the Central Library.
- C. **Contract Amendment: No. 10625, Sevaa Group, Inc.**  
Recommendation: Adopt a resolution authorizing the Director of Library Services to amend Contract No. 10625 (ERMA: 114878-1) with Sevaa Group, Inc. to provide for an increase of \$37,450 from \$36,875, thereby increasing the Contract's allowable not-to-exceed amount to \$74,325.
- D. **Contract Amendment: No. 9354 Innovative Interfaces, Inc.**  
Recommendation: Adopt a resolution authorizing the Director of Library Services to amend Contract No. 9354 with Innovative Interfaces, Inc. for the provision of services related to the implementation of, and subscription license to, the hosted Link+/INN-Reach Resource sharing system and Resource Broker Application, the SkyRiver bibliographic utility and a one-month extension of support and maintenance services for the currently installed Integrated Library System (ILS) in an incremental amount of \$258,064 for a contracted value not-to-exceed \$1,308,064; and to amend the Contract's date of expiration to June 30, 2022 from June 30, 2019.

## III. INFORMATION REPORTS

- A. **Monthly Library Director's Report** – Elliot Warren, Acting Director of Library Services
- B. **Overview of Board of Library Trustees Role in Director Recruitments Oral Report** – Danielle McMillian
- C. **Update on Biennial Budget Oral Report** – Elliot Warren, Acting Director of Library Services

- D. **Library Events** – Calendar of events and press releases for various Library programs are posted at <http://www.berkeleypubliclibrary.org>

#### IV. AGENDA BUILDING

The next meeting will be a Regular Meeting held at 6:30 PM on Wednesday, June 5, 2019 at the **Tarea Hall Pittman South Branch, 1901 Russell Street, Berkeley.**

#### V. ADJOURNMENT

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##### 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 April 25, 2019.

//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, 3<sup>rd</sup> Floor Admin Wing, Berkeley, CA 94704.

Agendas and agenda reports may be accessed via the Internet at [www.berkeleypubliclibrary.org/about/board-library-trustees](http://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:

4/15/2019	Basak Altan	Berkeley Turkish School Library
4/2/2019	Louise Sindler	Playreaders
4/1/2019	Maryl Olivera	Playreaders
3/31/2019	Margaret Radke	Playreaders
3/30/2019	Fejgl Libby	Playreaders
3/29/2019	Elizabeth DuVal	Playreaders
3/29/2019	Kathryn Selleck	Playreaders



**MINUTES**  
**Berkeley Public Library - Board of Library Trustees Regular Meeting**  
**Wednesday, April 3, 2019 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: 6:30 pm.**

Present: Trustees Davenport, Hahn, Hunt, and Roth. Trustee Hahn arrived at 6:35pm.

Absent: Trustee Selawsky

Also Present: Elliot Warren, Acting Director of Library Services; Dennis Dang, Admin & Fiscal Services Manager; Jay Dickinson, Circulation Services Manager; Sarah Dentan, Library Services Manager; Anna Gonzalez, Library Services Manager; Alicia Abramson, Information Technology Manager; Danielle McMillian, Assoc. Human Resources Analyst; Eve Franklin, Administrative Secretary; Nicole Powell, Supervising Librarian, North Branch.

**2. Public Comments: 9 speakers.**

**3. Comments from Library Unions:**

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

**4. Comments from Board of Library Trustees**

- A. Trustee Hahn – Thank you to Union and Elliot Warren for negotiation.
- B. Trustee Roth – Expressed appreciation for the people who spoke in favor of Playreaders.
- C. Trustee Davenport – Reported that Friends of the Library will hold the Big Book Sale on May 11-12 at Central Library.
- D. Trustee Hunt – Spoke regarding Betty Reid Soskin, National Library Week (April 7-13), Brentwood's new library with a café, San Francisco's new City Librarian Michael Lambert, New York Public Library Bronx program establishing literacy areas in laundromats on Sunday afternoons, her attendance at the recent All-Staff meeting and the book *Save Me the Plums* by Ruth Reichl.

**II. PRESENTATIONS CALENDAR**

**A. Central Library Improvement Project Overview** – Alyson Yarus, Noll & Tam provided an update on the Central Library Improvement Project. (Attachment 1)

**B. Patron Survey Result** – Elliot Warren provided a report on the recent patron survey. (Attachment 2)

**III. CONSENT CALENDAR**

Action: M/S/C Trustee Hunt / Trustee Roth to adopt resolution # R19-013 to approve the consent calendar with as presented.

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

**A. Approve Minutes of the March 6, 2019 Regular Meeting**

From: Acting Director of Library Services

Recommendation: Adopt a resolution to approve the minutes of the March 6 2, 2019 Regular Meeting of the Board of Library Trustees as presented.

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R19-014.

**B. Revised 2019 Berkeley Public Library Holiday and Early Closing Schedule**

From: Library Services Manager

Recommendation: Adopt a Resolution to approve the revised 2019 Berkeley Public Library Holiday & Early Closing Schedule (attachment #2) to modify the date of the Malcolm X Day holiday to Monday, May 20, 2019.

Financial Implications: See report.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R19-015.

**C. Reappoint Trustee Diane Davenport to serve a four-year second term commencing May 15, 2019**

From: Library Services Manager

Recommendation: Adopt a resolution approving the recommendation to City Council to reappoint Trustee Diane Davenport for a four-year second term beginning on May 16, 2019 and ending on May 15, 2023.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R19-016.

**IV. ACTION CALENDAR**

**A. Proposed Biennial Budget FY 2020 and FY 2021 – All Library Funds**

From: Admin & Fiscal Services Manager

Recommendation: Adopt a resolution approving the FY 2020 and 2021 Proposed Biennial Budget as presented.

Financial Implications: None.

Contact: Dennis Dang, Admin & Fiscal Services Manager

Action: No action taken.

**B. Request for Proposal for Executive Search Firm to Coordinate the Recruitment of Director of Library Services**

From: Library Services Manager

Recommendation: Approve the initiating a request for proposal to solicit bids for coordination of the executive recruitment process for the position of Director of Library Services.

Financial Implications: See report.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R19-017.

Action: M/S/C Trustee Roth / Trustee Hahn to adopt resolution # R19-017 to approve the initiating a request for proposal to solicit bids for coordination of the executive recruitment process for the position of Director of Library Services.

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

**V. INFORMATION CALENDAR**

**A. 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

**B. Library Events**

From: Acting Director of Library Services

Contact: Elliot Warren, Acting Director of Library Services

Action: Received



## **VI. AGENDA BUILDING**

- Programming
- Recruitment Timelines

## **VII. ADJOURNMENT**

Adjourned at 8:56 PM.

This is to certify that the foregoing is a true and correct copy of the minutes of the regular meeting of April 3, 2019 as approved by the Board of Library Trustees

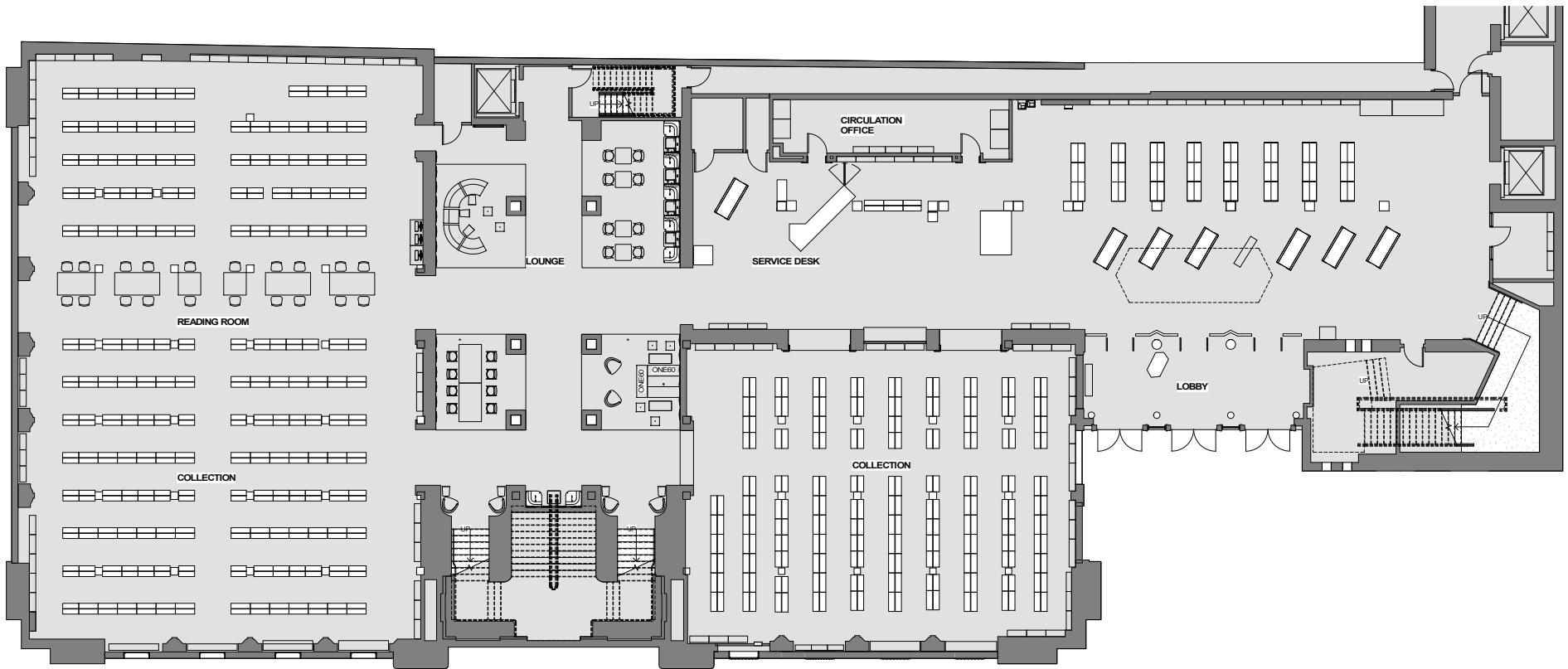
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Elliot Warren, Acting Director of Library Services, acting as secretary to BOLT

Attachments:

1. Central Library Improvement Project Overview – Noll and Tam
2. Patron Survey Results





## EXISTING FIRST FLOOR PLAN

03/29/19

BERKELEY CENTRAL LIBRARY

City of Berkeley

**NOLL & TAM**  
ARCHITECTS



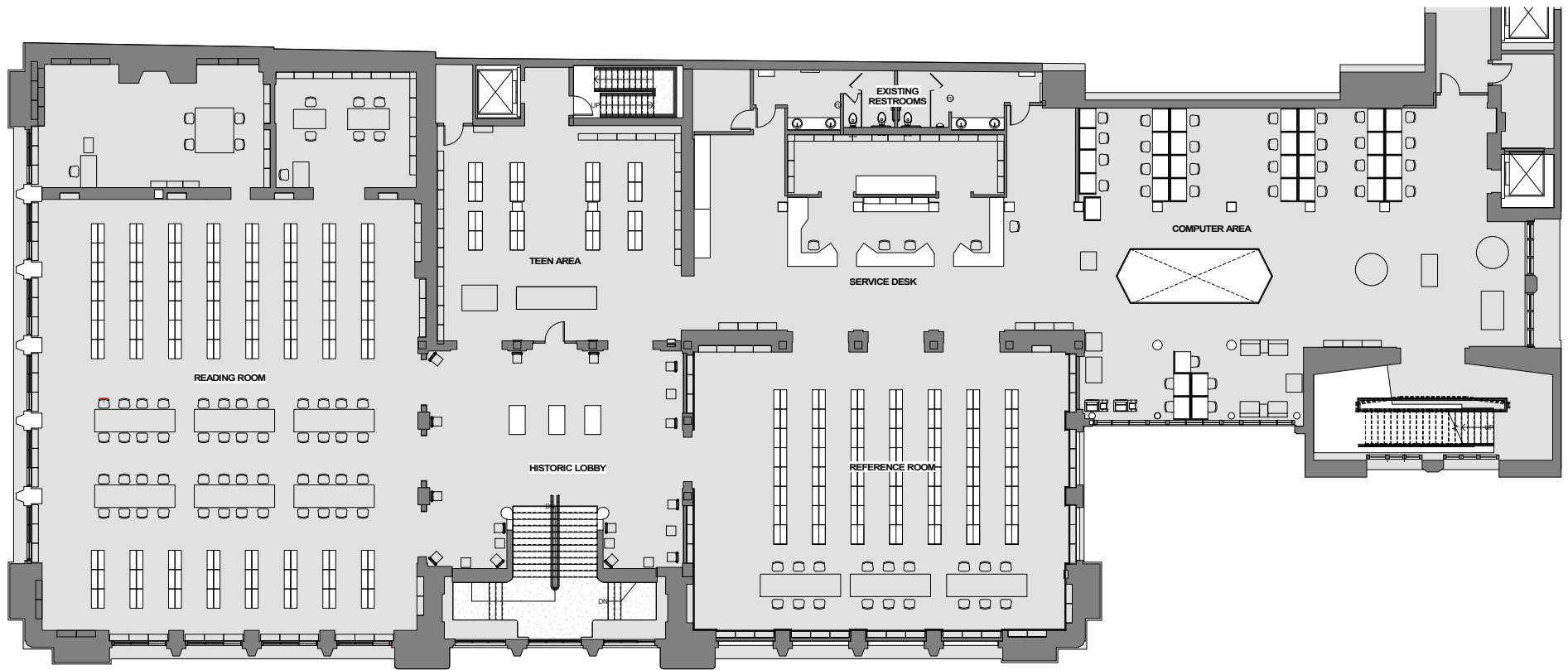
## FIRST FLOOR PLAN

3/29/19

BERKELEY CENTRAL LIBRARY

City of Berkeley

**NOLL & TAM**  
ARCHITECTS



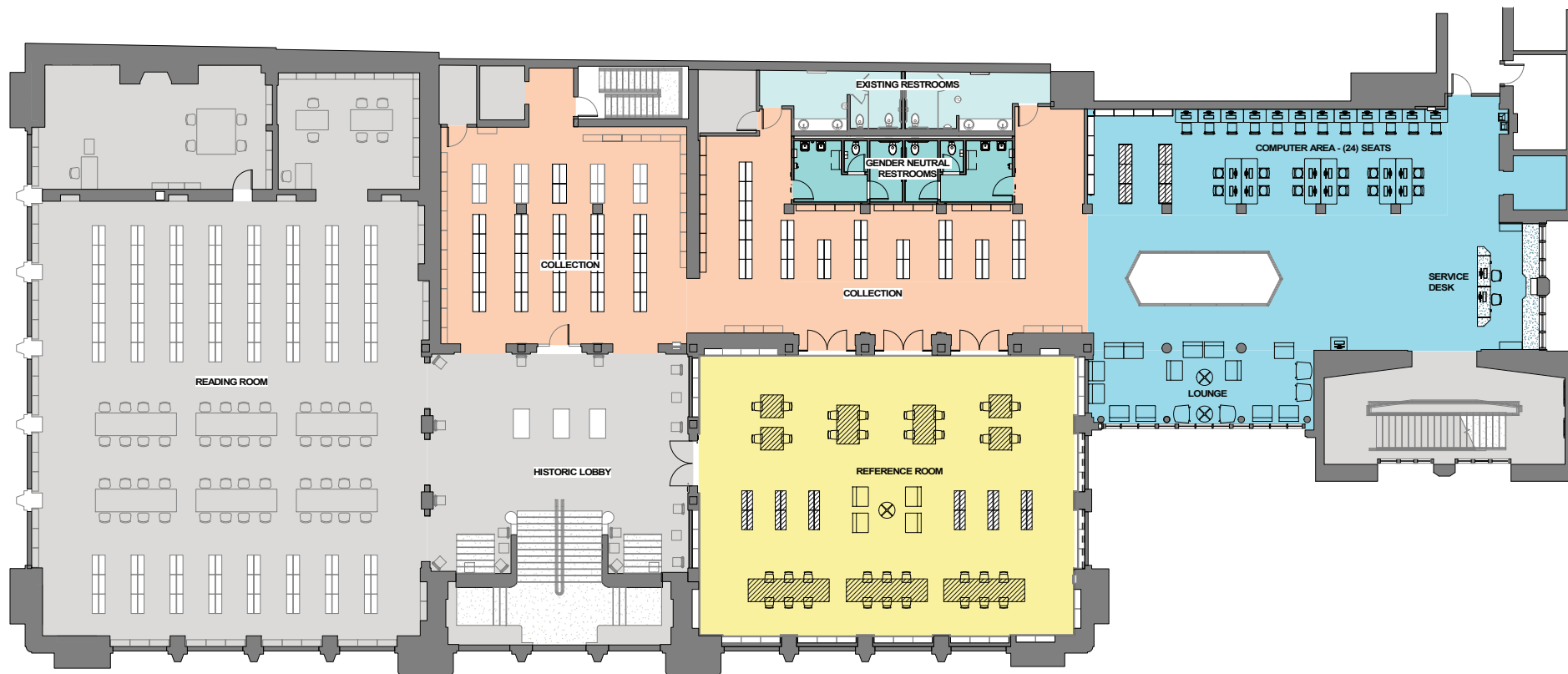
## EXISTING SECOND FLOOR PLAN

03/29/19

BERKELEY CENTRAL LIBRARY

City of Berkeley

**NOLL & TAM**  
ARCHITECTS



## SECOND FLOOR PLAN

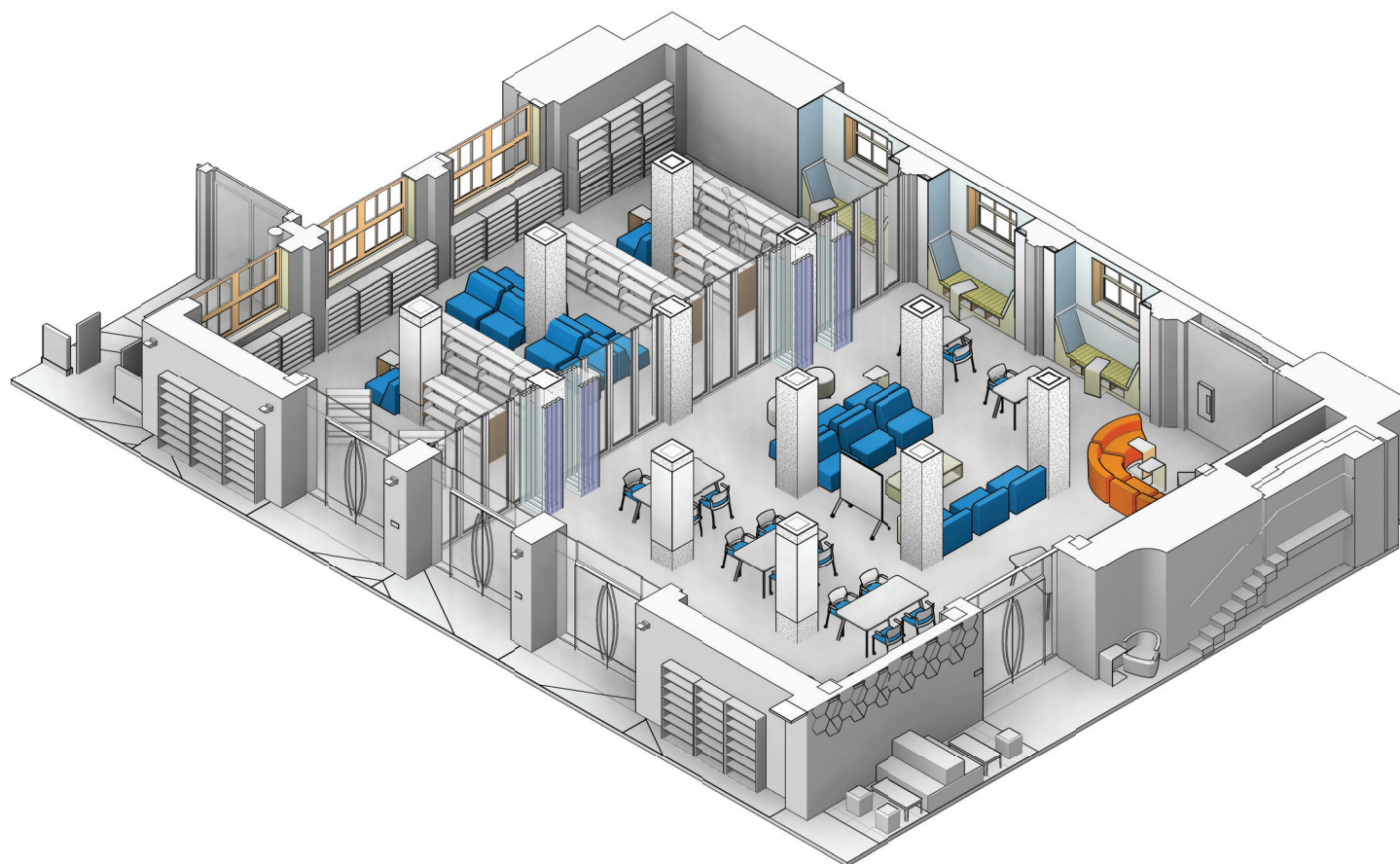
3/29/19

BERKELEY CENTRAL LIBRARY

City of Berkeley

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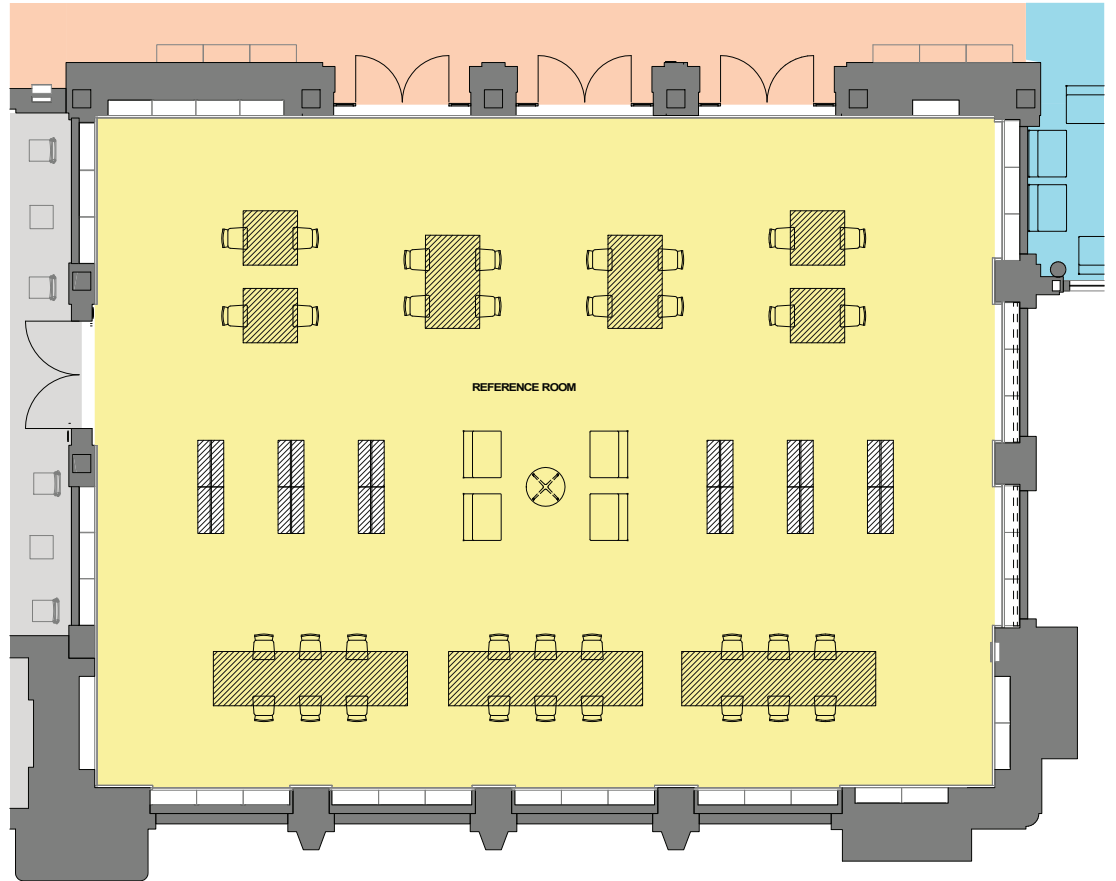
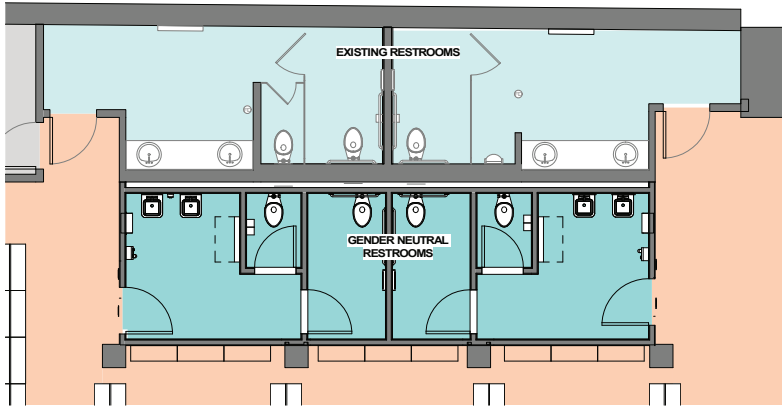
## TEEN AREA - OVERVIEW

03/29/19

BERKELEY CENTRAL LIBRARY

City of Berkeley

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## REFERENCE ROOM & GN RESTROOMS

03/29/19

BERKELEY CENTRAL LIBRARY

City of Berkeley

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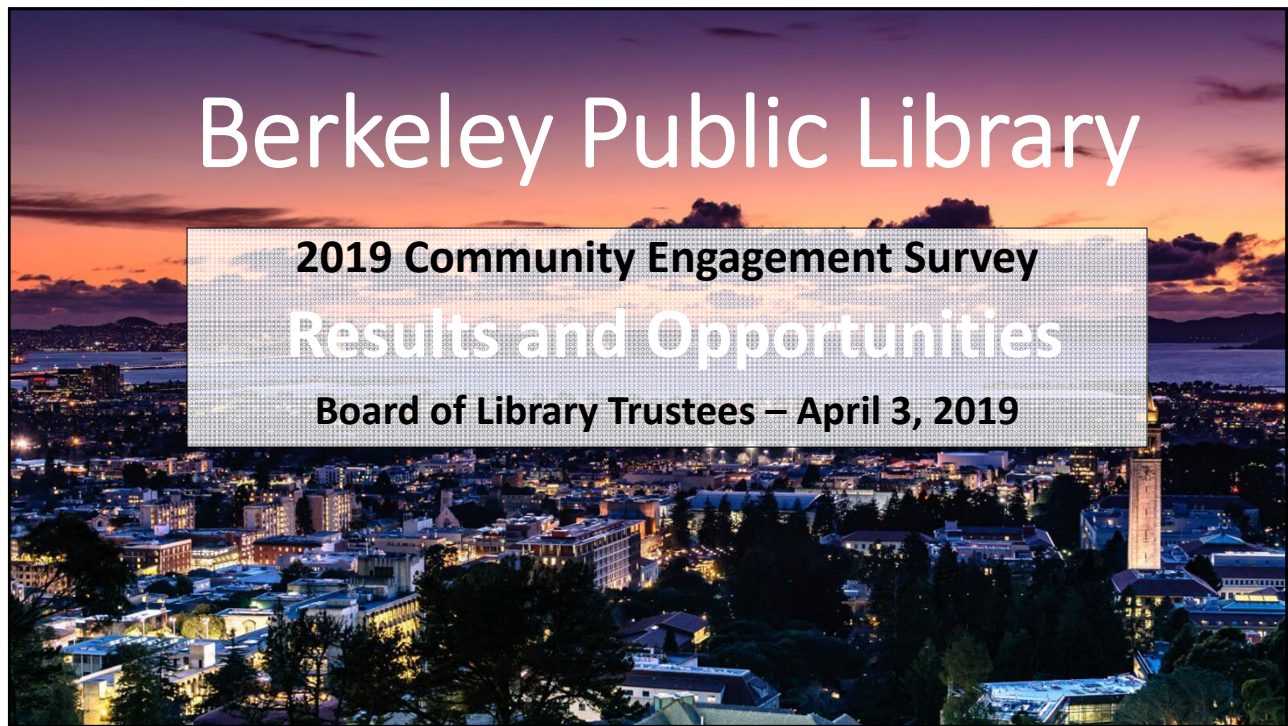












## Survey Background

On February 21, 2019 an email survey was sent to 100,622 newsletter subscribers

- 32,820 (33%) opened the email
- 4,944 (5%) readers clicked through to the survey
- 38% viewed the survey on a mobile device
- 62% viewed the survey on a desktop
- Paper versions of the survey were also available



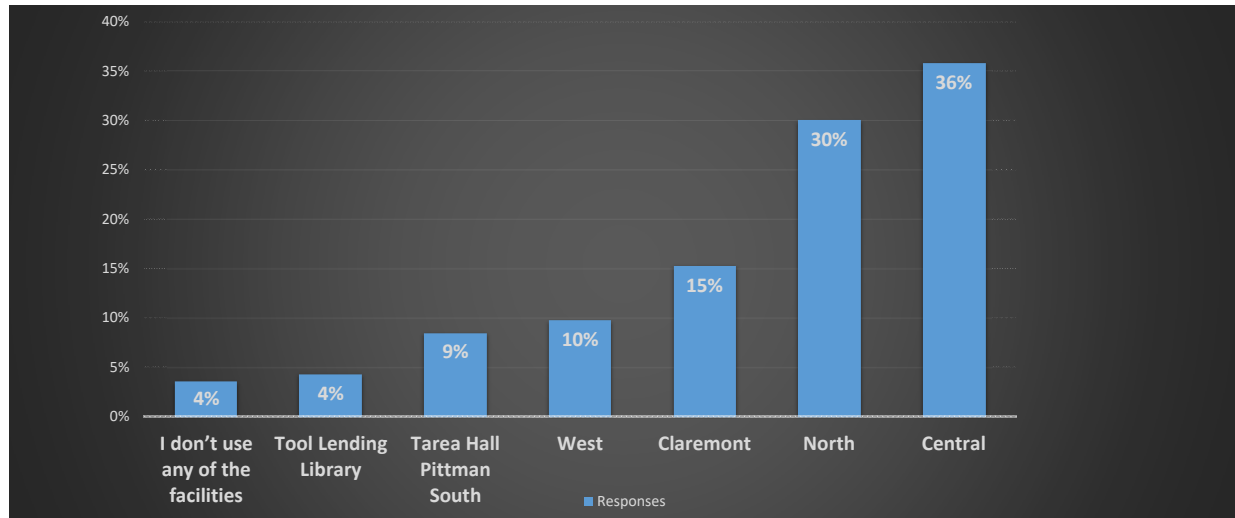


## Survey Participation

- **3,874** responses
- Average time spent: just under five minutes
- 100% completed the survey
- Same IP address could not be used to fill out the survey multiple times
- Questions 8 & 9 were open-ended
  - Q8 received **3,453** unique responses
  - Q9 received **3005** unique responses

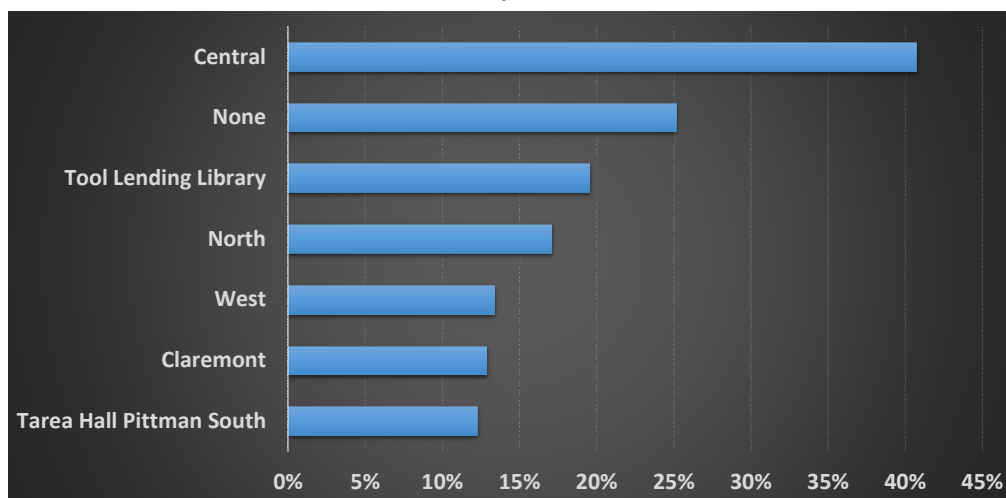


## Q1: Which Library facility do you use most?



DSS

## Q2: Which other Berkeley Public Library facilities do you also use?





### Q3: Which Berkeley Public Library activities or services have you used in in the past year?

- 76% Checked out a book or magazine
- 71% Picked up an item that had been placed on hold
- 44% Checked out an e-book or e-audiobook
- 41% Checked out a DVD or Blu-ray item
- 36% Used the Library as a place to read or study

### Q3: Which Berkeley Public Library activities or services have you used in in the past year?

- 30% Checked out a Lucky Day item
- 26% Listened or watched streaming videos, audiobooks, or music from the Library's streaming collections
- 26% Attended a public program at the Library
- 25% Used Link+ to get access to materials from other libraries in California and Nevada
- 24% Checked out a tool from the Tool Lending Library

### Q3: Which Berkeley Public Library activities or services have you used in in the past year?

Less than five 5%:

- Obtained information about local social services
- Searched the Berkeley Information Network database of community service providers
- Used the Library's local history collection
- Used a Library laptop computer
- Improved your language skills by using the Library's mango database
- Attended an adult literacy event or class at the Library

### Q4: Which are your favorite BPL services?

75% Collections

## Q4: Which are your favorite BPL services?

75% Collections

33% New Materials

33% Search & Holds

32% Electronic materials

29% Self-service checkout/return

24% Tool Lending Library

## Q4: Which are your favorite BPL services?

13% Link+

11% Discover & Go

8% Quality public programming

5% Seating options

4% Book recommendations

Q5: Which of the following would you most like to see? (select up to five)	Responses	
More copies of newly published titles	37%	1449
Expanded branch hours	33%	1274
Deeper and/or more diversified collections	28%	1069
Expanded Central Library hours	21%	809
Improvements to the online catalog	19%	755
Tool lending service expanded to include culinary and/or other household tools	18%	686
More places to sit comfortably	18%	685
Improved and/or increased communications about Library events and services	15%	593
Easier to use website	14%	523
Expanded Tool Lending Library hours	13%	504
More adult programming	13%	486
Improved cleanliness and condition of Library facilities	11%	421
More elementary/middle school programming	8%	326
More science, technology, engineering, and mathematics (STEM) programming	8%	326
More early childhood/preschool programming	8%	311
Easier to use online event calendar	7%	284
Improved cleanliness and condition of Library materials (books, DVDs, etc.)	7%	281
More volunteer opportunities	7%	277
More teen programming	4%	174
Better and more responsive customer service	4%	158
Improved signage within the library facilities	3%	100

Q6: How do you prefer to learn about Library programs, services and collections?

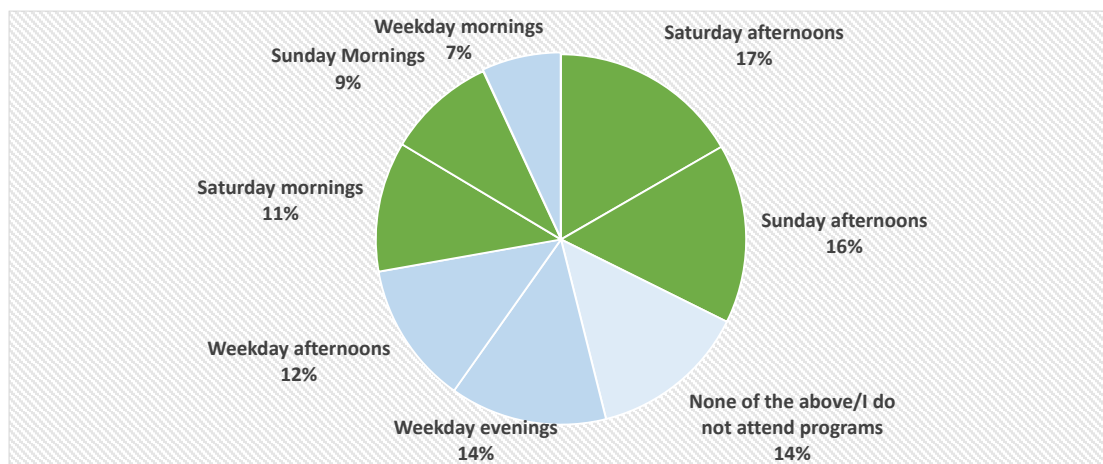
54% E-mail newsletters

27% Library's website

## Q6: How do you prefer to learn about Library programs, services and collections?

- 54% E-mail newsletters
- 27% Library's website
- <5% Posters & Signs
- <3% Printed calendar, Flyers, Library staff, Social Media

## Q7: When is a good time for you to attend Library Programs?

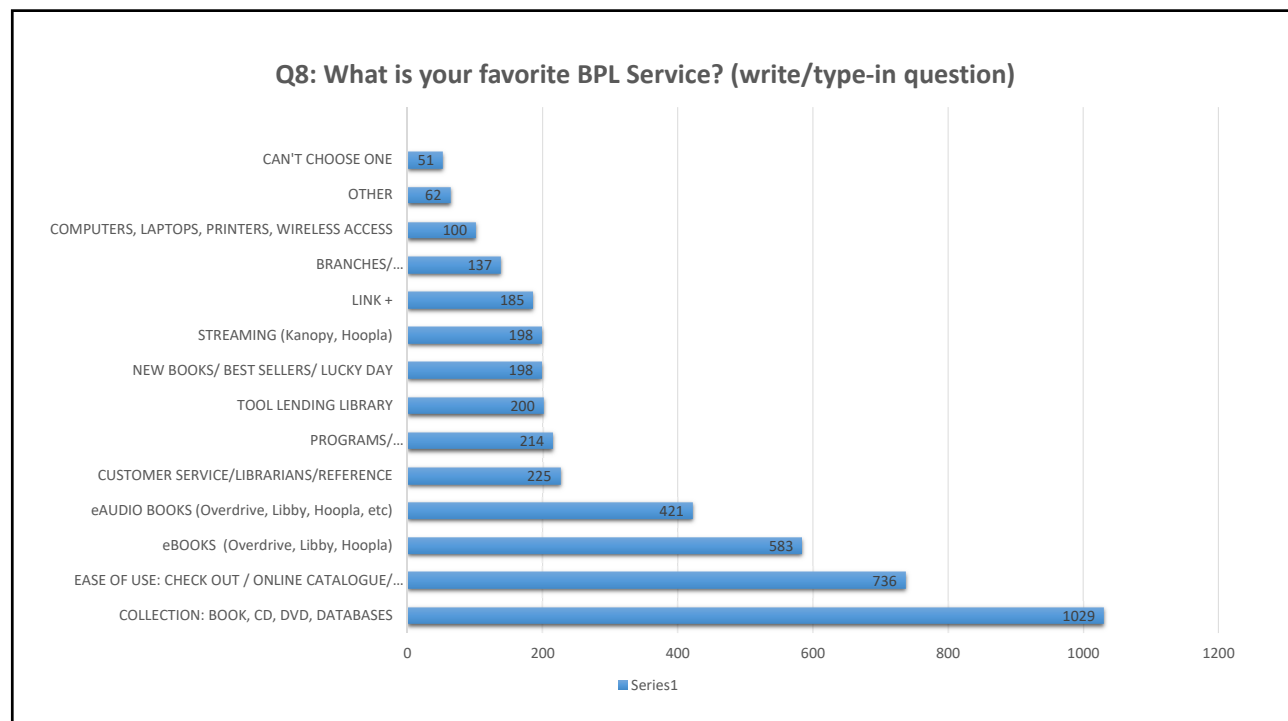


## Q8: What is your favorite BPL Service? (write-in)

3453 responses

Top three themes:

1. Collection– 1029 comments
1. Ease of use– 736 comments
1. eBooks– 583 comments







## Q8: What is your favorite BPL Service?

Completing this survey as a pathway to learning about BPL services and a call for increased marketing:

"eBook check out, I'm embarrassed to say it's the thing I use the most, but I love my branch also! I need to check out Link+ - this is the first I've heard about it."

"Hard copies of books - but I think I need to learn about more of their offerings, like the NYT digital edition and the museum tie-in :)"

"I didn't know about any of the services, except borrowing books, you listed in previous questions."

"I didn't even know about all these. Will def check them out!"

## Q8: What is your favorite BPL Service?

### Collections

"Booooooookkkkkssssssssss!!!!!!"

"Your new book collection is wonderful; I look forward to browsing it every weekend. Thank you and please keep it up!"

"Access to new books for all."

"Checking out audio books on overdrive has been the joy of my life. Berkeley Library has more to offer that I love than alameda county audio library. I am so grateful to you!!"

"Tool lending!! I absolutely love our tool lending library and the staff that work there. Incredibly helpful, educational, community-oriented. What a treasure this is to have in our city."

"We love the collection and use it heavily."

"CD music availability - thank you for allowing 50 signouts."

"Your comics collections are great!"

"Great collection of books that represent diverse and progressive perspectives."

"E-books! I've been reading so much more with easy, free access to them!"

"Hoopla has changed our lives."

## Q8: What is your favorite BPL Service?

### Convenience & Ease of Use

"That there is no limit to how many books we can check out and no late fees! We use the library SO much. It's wonderful."

"Placing holds and swooping in for my treasure!"

"Online catalog and holds of new books. The hold system and the hold shelf is SUCH a Great service!"

"Listening to audiobooks thru the Overdrive app while I am out of the country. It is one of my greatest joys. I listen on airplanes and busses, while I hike, and when I go to bed at night. A wonderful service!"

"New books being highlighted by having their own section."

"Link+! I couldn't have finished my dissertation without it!"

"Let me count the ways...all the media (books, films, audio, electronic) that are available and the ease of searching the website and putting the items on hold and picking them up in the gorgeous North Branch--Xmas every time I walk through the door, plus the friendly staff!"

"I'm just so impressed with everything, esp., streamlined check-out!"

## Q8: What is your favorite BPL Service?

### *"Everything!"*

"So many great services, I can't pick!"

"Your existence."

"I just love having a library and the Berkeley Library is one of the very best. I am proud of my library."

"It's a fabulous library overall, so how can I pick a favorite?"

"Everything. I like everything about this library."

"Simply the VAST amounts of EVERYTHING that you have there. I've come to realize that my library card is just about my biggest source of entertainment...and by that, I mean learning too..."

"Just being there for me."

## Q8: What is your favorite BPL Service?

### *Facilities*

"I love the quality of the facilities - the recent renovations to the branch libraries were all really well done. The physical spaces are comfortable and inviting."

"Sitting in a quiet place."

"Old-fashioned QUIET space to read, study, and write."

"Love the newer branches! Thanks for modernizing!"

"Just walking into a room filled with books is a delight"

## Q8: What is your favorite BPL Service?

### Programming

"So difficult to choose, but as a parent of young children I am INTENSELY thankful for your children's/family program. Intensely. Thank you!!!"

"Discover and Go--it's an incredible service, I'm so grateful for it!"

"Although I don't use it, the programs you provide for the homeless is so much needed. I volunteer for FBPL and have had to get used to behavior from some of those clients using those services. I've learned new things about how to deal with challenges from some of those clients. I've grown in spite of myself!"

## Q8: What is your favorite BPL Service?

### BPL Staff

"THE LIBRARIANS! They rock!"

"The smile by the door person."

"I really appreciate that you seem to be hiring a younger, diverse staff."

"Presence of live human staff---increasingly rare and wonderful!"

## Other comments of interest

“Thank you for the gender neutral restrooms upstairs at north branch!”

“I want to use the eBooks service but it’s so hard to find anything that’s available”

Q9: What single service change or enhancement you would most like to see?

### Top 5 themes

(300-400 unique responses)

1. Specific **eBook/eAudiobook requests** and/or **expanded online offerings** requested
2. More **hours**
3. None! **No BPL improvements** needed
4. **Specific genre** collection requests
5. More **new items**/more **Lucky Day** books

What single service change or enhancement you would most like to see?

**Midrange requested themes**

(100-300 unique responses)

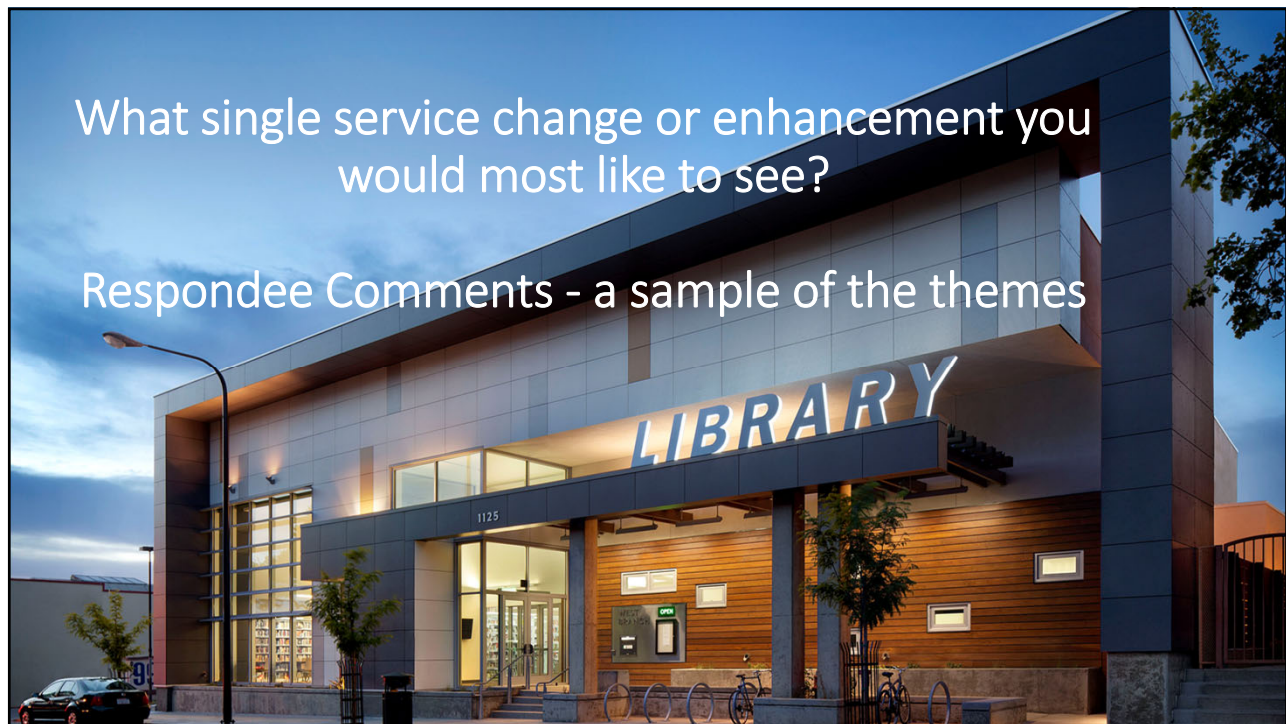
- More programming / program suggestions
- Condition of facilities / infrastructure / furniture
- Better understanding of library services offered / marketing
- Website and/or online catalog feedback
- Unhoused-related or disruptive behavior or safety
- Miscellaneous/one-off themes
- More books in general

What single service change or enhancement you would most like to see?

**Lower Rate Concerns**

(Under 100 unique responses)

- Customer service
- Tool library related - more hours, tools, etc
- Collection organization
- Expand/improve link +
- More staff/ more staff appreciation
- Parking issues / drive up book drops
- Condition of materials
- Weeding and/or anti-Lucky Day feedback
- Hold related feedback
- Card renewal issues
- Computers / printers
- Circulation policy changes



What single service change or enhancement you would most like to see?

Collection

"More copies of e-books!!! Multnomah library in Oregon will have 100 copies, while Berkeley will have 10."

"More copies of recent best sellers. Every book my book club chooses has a gazillion holds and I'm forced to buy."

"I find many of the books I've borrowed very dirty, one was even moldy and I have had to clean off several. I would really appreciate cleaner books. "

"More copies of the latest releases and buzzy books — for example I am 52nd or 77th on the list of requests for certain titles that made many "best books of 2018" lists."

What single service change or enhancement you would most like to see?

*Communications*

"We're new to the area, and I found that signing my kids up for the summer reading program to be difficult. I never actually managed to find out how, so we missed this summer's program entirely. We were sad."

"An overview or visual representation of library services and databases? That being said- YALL ARE THE BEST EVER."

"More timely advertisements about library events. Frequently I find out AFTER the event."

"Better community engagement. I'm aware that the Berkeley library system is a hub of activities and community, but I feel like I have to chase down the information."

Many comments about not knowing certain services were offered until reading the survey.

What single service change or enhancement you would most like to see?

*Customer Service*

"When I--or anyone--walks into a library, I would like them to receive a friendly greeting, even a smile, from a staff person."

"More help and less hostility when I bring my toddler. I entered and asked about children's materials, got only a court gesture. So now we go to albany or el Cerrito, not Berkeley."

"Friendliness of staff. I'm not an interruption; I'm a customer whose taxes contribute to the library, the contents and the staff."



What single service change or enhancement you would most like to see?

Facilities

"Better drop off boxes outside - drive by access to them. Too hard to park."

"I am not a teenager, but I think the teens deserve a better space at Central."

"All gender single stall restrooms in all branches."

What single service change or enhancement you would most like to see?

Hours

"Expanded hours. (Wouldn't 24-7 be amazing?! Yeah, I know that's not realistic. But maybe after we overthrow capitalism...)"

"Extended hours. I feel that a library is a critical public service, and so it should be available evenings and weekends to extend access for working people and families."

"Expanded hours! I'd support a bond measure to do this."

What single service change or enhancement you would most like to see?

*No enhancement needed*

"Y'all are doin' brilliant work. Not one single service but perhaps a little bit of each listed in this survey. Thank you all for the labor and love during these times of increasing violence toward publicworks; keep up the good fight; and hope y'all are around and thriving for a very, very long time (and also because my kid is only 4 years and has tons of time left to experience these libraries). Deeply grateful. Thank you always."

"I Love the library & can't think of any changes. Staff are always helpful & friendly. Books arrive quickly. Can't complain about anything. Thank you so much for your service for the community."

"I think BPL is doing a very good job. I have visited every week since 1968!"

"The Berkeley Public Library is perfect just as it is! I cannot imagine how it could get any better! My friends in Oakland are envious and wish their libraries were even half-way as good as Berkeley's!"

What single service change or enhancement you would most like to see?

*Programming*

"All the baby/toddler story times at the various branches (on weekends) are at approximately the same time. It would be nice if some were at alternate times (like midday or afternoon) so that they could accommodate more schedules."

"More seniors/elders programming."

"Would love to see more programming/coding classes."

What single service change or enhancement you would most like to see?

*Online Catalog*

“Recommended books based on my withdrawals.”

“Access to professional book reviews within the catalog.”

“Improved user interface for online account. For example the first page I see when I log in is still fees even though the system has eliminated fines.”

“When I borrow a book, or a tool, I want to get from “the system” something that would populate my calendar with a reminder of when the book is due.”





**CONSENT REPORTS**

May 1, 2019

**TO:** Board of Library Trustees

**FROM:** Alicia Abramson, Manager Library Information Technology

**SUBJECT:** Contract Amendment: No. 8500 Bibliotheca

**RECOMMENDATION**

Adopt a resolution authorizing the Director of Library Services to execute an amendment to Contract No. 8500 with Bibliotheca ITG, LLC to increase the contracted not-to-exceed amount to \$1,413,890 for the continued maintenance and support of the Library's self-check, RFID Security and Automated Materials Handling Systems, purchase of new self-check software for all Library locations and a new RFID Security Gate System for the Central Library.

**FISCAL IMPACTS OF RECOMMENDATION**

The contracted not-to-exceed amount of the amendment is \$1,413,890 which includes the purchase of twenty-one (21) *QuickConnect* self-check software licenses, three (3) 2-Aisle RFID Security Gate Systems for the Central Library and ongoing maintenance for the Library's Self-Check, Materials Security and Automated Materials Handling Systems. Funding is available from the Library Tax Fund 101 and is budgeted in the Library's Information Technology Division 2019 and 2020 fiscal years expenditure budgets using budget code 101-22-242-271-0000-000-463-613130.

**BACKGROUND**

The Library entered into a three-year contractual agreement with Bibliotheca ITG, LLC in October 2010 for the purchase and installation of hardware and software to implement a Library-wide Self-Check and Materials Security system with BOLT Resolution No. R10-077. The contract has subsequently been amended seven times to add funds for the phased purchase of Automated Material Handling (AMH) systems for all Library locations and to allocate funds for the annual maintenance costs associated with these systems. These amendments increased the contract amount to a cumulative total not-to-exceed amount of \$1,322,919 through BOLT Resolution Nos. R17-030 (for the purchase of patron-door count software and security gates for North Branch), R14-035 (for annual maintenance of AMH, security gates, staff checkout and patron self-checkout stations), R13-046 (for an AMH system for Central Library), R13-063 (to extend the contract expiration date) and R12-055 (for AMH systems for South & West Libraries). The contract is set to expire on June 30, 2020.

To date, Bibliotheca has successfully fulfilled its contractual obligation to provide self-check, material security, and automated materials handling systems to all locations of the Berkeley Public Library. The vendor has also supplied regular service and maintenance to all of the equipment installed as stipulated under the initial maintenance contracts.

#### CURRENT SITUATION AND ITS EFFECTS

The Berkeley Public Library currently provides twenty-one public use self-check stations for library material check out running the Innovative Interfaces Inc. *ExpressLane* self-check software. In preparation for launching the Library's newly acquired CARL X Integrated Library System in July 2019, it is necessary to implement new self-check software that is compatible with this system. The *ExpressLane* product is not compatible. Therefore, the Library recommends the purchase of Bibliotheca's *QuickConnect* software which is compatible with CARL X and which will provide Library patrons with a self-checkout interface with enhanced options which will result in an overall improved patron self-service experience.

Additionally, at this time, the Library recommends the purchase of a new RFID Security Gate System for the Central Library. As part of the Central Library improvement project, the Library's Central Space Planning Team identified an interest in opening up the Library's entryway to increase accessibility and to provide a more welcoming space for patrons. To do so, the Library will remove the 39"-high wooden barriers that route people through narrow gateways. In order to accommodate this change, the Library has identified Bibliotheca's RFID Premium Gate system which is capable of accommodating aisles as wide as 63", providing a more accessible entry for wheelchair users and patrons with strollers.

#### FUTURE ACTION

No future action is necessary.

#### Attachments

1. Resolution

## **BOARD OF LIBRARY TRUSTEES**

**RESOLUTION NO: R19-\_\_\_**

### **CONTRACT AMENDMENT: NO. 8500 BIBLIOTHECA**

WHEREAS, on October 18, 2010 by BOLT Resolution No.: R10-077 the Board of Library Trustees authorized the Director of Library Services to execute Contract No. 8500 and any amendments with Bibliotheca Inc. to provide self-check, Automated Materials Handling and a Materials Security System at the five library locations of the Berkeley Public Library for an amount not to exceed \$447,006 for the period from October 29, 2010 through October 28, 2013; and

WHEREAS, at the time of contract execution staff noted the need for further study of automated materials handling equipment; and

WHEREAS, on September 14, 2011 by BOLT Resolution No.: R11-060 the Board of Library Trustees authorized the Director of Library Services to amend Contract No. 8500 to increase the contracted not- to-exceed amount up to \$847,006 for the purchase and installation of AMH and related equipment and services for North and Claremont branches; and

WHEREAS, on September 12, 2012 by BOLT Resolution No.: R12-055 the Board of Library Trustees authorized the Director of Library Services to amend Contract No. 8500 to revise the Scope of Services by approving the purchase of additional equipment, inclusive of automated materials handling, for the South and West branch libraries; and

WHEREAS, on July 10, 2013 by BOLT Resolution No.: R13-046 the Board of Library Trustees authorized the Director of Library Services to amend Contract No. 8500 to increase the contracted not- to-exceed amount up to \$900,000 for the purchase and installation of AMH and related equipment and services for the Central Library; and

WHEREAS, on October 13, 2013 by BOLT Resolution No.: R13-063 the Board of Library Trustees authorized the Director of Library Services to amend Contract No. 8500 to extend the expiration date to June 30, 2014; and

WHEREAS, on June 11, 2014 by BOLT Resolution No.: R14-035, the Board of Library Trustees authorized the Director of Library Services to amend Contract No. 8500 to increase the contracted not-to-exceed amount up to \$1,097,703 and extend the expiration date to June 30, 2014; and

WHEREAS, on May 31, 2017 by BOLT Resolution R17-030, the Board of Library Trustees authorized the Director of Library Services to amend Contract No. 8500 to increase the contracted not-to-exceed amount up to \$1,322,919, and extend the expiration date to June 30, 2020; and

WHEREAS, to date Bibliotheca has successfully fulfilled contracted tasks to provide self-check and material security and automated materials handling related services, hardware, software and supplies.

NOW THEREFORE, BE IT RESOLVED that the Board of Library Trustees of the City of Berkeley hereby authorizes the Director of Library Services to execute an amendment to Contract No. 8500 with Bibliotheca ITG, LLC to increase the contracted not-to-exceed amount to \$1,413,890 for the continued maintenance of the Library's Automated Material Handling (AMH), Self-Check and Materials Security Equipment, and the purchase of additional security gates and patron counting software, and to extend the term of the Contract to June 30, 2020.

ADOPTED by the Board of Library Trustees of the City of Berkeley at a regular meeting held on May 1, 2019 by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

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Diane Davenport, President

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







**CONSENT REPORTS**

May 1, 2019

**TO:** Board of Library Trustees  
**FROM:** Alicia Abramson, Library Information Systems Administrator  
**SUBJECT:** Contract Amendment: No. 10625, Sevaa Group, Inc.

**RECOMMENDATION**

Adopt a resolution authorizing the Director of Library Services to amend Contract No. 10625 (ERMA: 114878-1) with Sevaa Group, Inc. to provide for an increase of \$37,450 from \$36,875, thereby increasing the Contract's allowable not-to-exceed amount to \$74,325 and to extend the term end date to June 30, 2021.

**FISCAL IMPACTS OF RECOMMENDATION**

The contracted not-to-exceed amount of the amendment is \$74,325 which includes the monthly hosting of the Library's website at the Sevaa Group, Inc. web hosting facility, website hosting technical support, and, miscellaneous professional services related to website development. Funding is available from the Library Tax Fund 101 and is budgeted in the Library's Information Technology Division 2020 and 2021 fiscal years expenditure budgets using budget code 101-22-242-271-0000-000-463-613130.

**BACKGROUND**

The Library contracts with Sevaa Group, Inc. for website hosting, website hosting technical support services and professional services related to the development of the Library's website.

To date, Sevaa Group, Inc. has successfully fulfilled its contractual obligation to provide website hosting services, website hosting technical support services and professional services related to website development requested by the Library.

**CURRENT SITUATION AND EFFECTS**

The Berkeley Public Library entered into Contract No. 10625 with Sevaa Group, Inc. dated June 16, 2017 for an amount not-to-exceed \$36,875 as authorized by the Director of Library Services. With this requested amendment the Library is requesting an incremental increase of \$37,450 resulting in a revised not-to-exceed contract value of \$74,325 in order to continue hosting the Library's website at the Sevaa Group, Inc. hosting facility.

**FUTURE ACTION**

No future action is necessary.

**Attachments**

1. Resolution



## **BOARD OF LIBRARY TRUSTEES**

### **RESOLUTION NO: 19-**

#### **CONTRACT NO. 10625 AMENDMENT: SEVAA GROUP, INC.**

WHEREAS, the Library and Sevaa Group, Inc. entered into Contract Number 10625 for the period from June 16, 2017 through June 18, 2019 in an amount not-to-exceed \$36,875, for which Contract was authorized by the Director of Library Services; and

WHEREAS, to date Sevaa Group, Inc. has successfully fulfilled contracted services to provide website hosting and support services for the Berkeley Public Library's website; and

WHEREAS, Sevaa Group, Inc. has successfully fulfilled its contractual obligation to provide website hosting services, website hosting technical support services and professional services related to website development requested by the Library; and

WHEREAS, the Library wishes to continue hosting the Library website at the Provider's web hosting facility;

NOW, THEREFORE, BE IT RESOLVED that the Board of Library Trustees of the City of Berkeley adopt a resolution to amend Contract No. 10625 to provide for an increase of \$37,450, thereby, increasing the Contract's allowable not-to-exceed amount to \$74,325 website hosting, website hosting technical support and professional services related to the development of the Library's website and to extend the term end date to June 30, 2021.

ADOPTED by the Board of Library Trustees of the City of Berkeley at a meeting held on May 1, 2019 by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

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Diane Davenport, Chairperson

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





**CONSENT REPORTS**

May 1, 2019

**TO:** Board of Library Trustees

**FROM:** Alicia Abramson, Manager Library Information Technology

**SUBJECT:** Contract Amendment: No. 9354 Innovative Interfaces, Inc.

**RECOMMENDATION**

Adopt a resolution authorizing the Director of Library Services to amend Contract No. 9354 with Innovative Interfaces, Inc. for the provision of services related to the implementation of, and subscription license to, the hosted Link+/INN-Reach Resource sharing system and Resource Broker Application, the SkyRiver bibliographic utility and a one-month extension of support and maintenance services for the currently installed Integrated Library System (ILS) in an incremental amount of \$258,064 for a contracted value not-to-exceed \$1,308,064; and to amend the Contract's date of expiration to June 30, 2022 from June 30, 2019.

**FISCAL IMPACTS OF RECOMMENDATION**

Funding for this contract is budgeted in the FY 2020 and FY 2021 Library Tax Fund and will be included in the FY2022 biennial budget cycle.

**BACKGROUND**

In June 2013, the Library entered into a three-year contractual agreement with Innovative Interfaces, Inc. for the provision of hardware and software maintenance services and products for the Library's Integrated Library System (ILS) for a contracted value not-to-exceed \$600,000 with BOLT Resolution No. R13-032. In June 2016, the Library amended this agreement, increasing the contract amount by an incremental amount of \$450,000 for a contracted not-to-exceed value of \$1,050,000, and, extended the term of the agreement to June 30, 2019 with BOLT Resolution No. R16-019.

In December 2018, by authorization of the Board of Library Trustees via BOLT Resolution No. R18-037, the Library entered into an Agreement with The Library Corporation (TLC) to provide the CARL X Integrated Library System to replace the legacy ILS provided by Innovative Interfaces, Inc. The TLC CARL X ILS was selected by the Library to replace its legacy ILS after conducting a Request for Proposals (RFP 18-11163 "Integrated Library System for BPL") authorized by BOLT Resolution No. R17-036.

The Library engaged in an RFP for an ILS system as part of its fiduciary responsibility to oversee public funds; to ensure competitive pricing; to identify optimal service options, particularly in relation to the user experience and discovery layer; to examine cost savings associated with vendor-hosted services; and to capitalize upon the most up-to-date technology for public library services. As stated in Administrative Regulation 3.4 Purchasing Policy, it is City policy that "all City purchases, with only specified and approved exceptions, shall be made through a competitive process."

When the Library “Goes-Live” with the CARL X ILS on July 2, 2019, the Library will discontinue use of the legacy ILS provided by Innovative Interfaces, Inc.. However, to ensure a smooth transition to the new ILS and maintain access to data on the legacy ILS for final review purposes, the Library recommends that support and maintenance for this legacy ILS be extended beyond the current June 30, 2019 contract expiration date, for the period of July 1-July 31, 2019. Additionally, the Library wishes to continue as an institutional member of the statewide Link+ consortium which allows us to expand access to collections beyond those owned by Berkeley Public Library, and continue to utilize the SkyRiver bibliographic utility, both of which are provided by Innovative Interfaces, Inc. and recommends extending the current contract through June 30, 2022 for this purpose.

#### CURRENT SITUATION AND ITS EFFECTS

A project to implement the CARL X ILS provided by TLC has been underway since January 2, 2019. The Library is currently scheduled to “Go-Live” with the CARL X system on July 2, 2019 (with the Library being closed on June 30 and July 1, 2019 for the purpose of resuming operation on the new system on July 2, 2019). A major aspect of the project is migrating the data from the Library’s legacy ILS provided by Innovative Interfaces, Inc. to the CARL X database. A crucial post-“Go-Live” task will be to verify the data and settings on the CARL X system against the data and settings on the legacy ILS by running a series of tests on both systems. To achieve this, it is necessary to keep the legacy system running for a period of time after the new ILS has launched. Extending support and maintenance services for the legacy ILS for the period of July 1, 2019 through July 31, 2019 will ensure that the Library has adequate time to conduct these tests and to receive any needed support services from Innovative Interfaces, Inc. during this time.

As a result of changing Integrated Library Systems, the Library is required to “exit” the Link+ system provided by Innovative Interfaces and to re-join the consortium catalog with patron and bibliographic records generated from the Library’s new ILS. The Library will temporarily cease borrowing and lending materials through the Link+ systems on May 31, 2019. After the Library launches its new CARL X ILS on July 2, 2019, the Library will begin a project to rejoin the Link+ system. This requires the implementation of a system called the Resource Sharing Broker (RSB) and professional services provided by Innovative Interfaces, Inc. in order to successfully do so. The projected duration of this project is twelve (12) weeks.

Finally, this contract amendment will ensure that the Library is able to continue using the SkyRiver bibliographic utility for the purposes of cataloging new materials in an uninterrupted fashion during and after the transition to the CARL X ILS.

#### FUTURE ACTION

No future action is necessary.

#### CONTACT PERSON

Alicia Abramson, Manager, Library Information Technology, Library, 510-981-6131

#### Attachments

1. Resolution



## **BOARD OF LIBRARY TRUSTEES**

### **RESOLUTION NO: R19-**

#### **NO. 9354 INNOVATIVE INTERFACES, INC**

WHEREAS, the Library entered into the existing Contract No.9354 with Innovative Interfaces, Inc. extending from July 1, 2013 through June 30, 2016; and

WHEREAS, in June 2016, the Library amended this agreement, increasing the contract amount by an incremental amount of \$450,000 for a contracted not-to-exceed value of \$1,050,000, and, extended the term of the agreement to June 30, 2019 with BOLT Resolution No. R16-019; and

WHEREAS, failure to enter into an amended agreement will result in the shutdown of the Library's legacy ILS on July 1, 2019, one day prior to the launch of the new CARL X ILS July 2, 2019 and prevent the Library from accessing data on that system; and

WHEREAS, it is essential to keep the legacy ILS operational for an additional month to ensure all Library owned data and system settings have been properly migrated to the new CARL X ILS; and

WHEREAS, the Library wishes to maintain institutional membership in the Link+ consortium, in order to provide the community with greatly expanded access to collections beyond the Berkeley Public Library's walls; and

WHEREAS, the Library wishes to continue utilizing the SkyRiver bibliographic utility provided by Innovative Interfaces, Inc.;

NOW, THEREFORE, BE IT RESOLVED that the Board of Library Trustees adopts a resolution to amend Contract No. 9354 with Innovative Interfaces, Inc. for an incremental increase of \$258,064 for a contracted value not-to-exceed \$1,308,064, and to amend the Contract's date of expiration to June 30, 2019 from June 30, 2022.

ADOPTED by the Board of Library Trustees of the City of Berkeley at a regular meeting held on May 1, 2019 by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

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Diane Davenport, President

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





**INFORMATION REPORTS**

May 1, 2019

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

**Programming:**

On April 12, the Central Children's unit launched a five-week series of *Family Place Parent-Child Playshops*. Young children ages 0-3 with their parents and caregivers explored activity stations, such as building with soft-sided blocks, and they participated in a circle time with songs and stories. Activity stations are designed to promote children's development. For example, the blocks and infant toys teach children about cause and effect, cooperation, problem solving, and other skills. The Playshop series takes place on Friday mornings from 10:30-11:30 AM, with each week's Playshop includes a presentation by a community resource professional on topics such as child development, nutrition, and language development. At the first Playshop, Senior Librarian Erica Dean Glenn covered early literacy with a presentation and handouts, offering practical suggestions for how parents can best nurture the love of reading in their child. 48 people attended. Patrons thanked Erica and said that they enjoyed it. Erica chose an array of board books, picture books, and parenting books to display during the Playshop and encouraged patrons to borrow these materials. The Playshops reflect the library's continuing emphasis on promoting early literacy. The series also fulfills the broad strategic goal of providing "excellent, timely" services, and the goal of offering public programs that support the learning and cultural interests of a diverse community.

*Citywide Read*

In April, the Library completed the Citywide Read program featuring Kevin Kwan's *Crazy Rich Asians*, with significant community participation at eight events, including the following:

March 15:	Singaporean Street Food Extravaganza @Claremont
March 23:	Crazy Rich Asians movie screening @Central
March 26:	Crazy Rich Asians Book Discussion @North
March 27:	Crazy Rich Asians Book Club Discussion @South
April 6:	Dr. Nancy Yuen on Asian Americans in Pop Culture @Central
April 8:	Crazy Rich Asians Book Club Discussion @Claremont
April 11:	Kevin Kwan in conversation with Dr. Wei Ming Dariotis at Berkeley City College
April 13:	Singaporean Street Food Extravaganza @West

All events were made possible by the support of the Friends of the Berkeley Public Library. Support from the Friends also allowed the Library to give away roughly 300 copies of the title.

In addition to the approximately 300 people who received free copies of the book, the Library obtained a simultaneous use license that allowed BPL cardholders to download the title. During the Citywide Read program, 690 people checked out the eBook! Over 500 people also checked out print copies of the book. This means the program reached over 1,000 people.

In June, 2018, the Library put together a team of staff that identified the following criteria for selection of a title:

- *Author is alive/available for speaking engagements*
- *Title has diverse appeal, including to a young adult audience*
- *Title brings joy/reflects hope*
- *Title has local/regional connection or relevance*
- *Title centers underrepresented and/or marginalized voices*
- *Title is relevant, and can drive community conversations*
- *Title lends itself to creative programming*
- *Title is available in paperback as of April, 2019*

The team asked for book recommendations from all Library staff through the Library's Intranet, and received a large number of suggestions. Finding a title that satisfied all criteria perfectly proved challenging. From the recommended titles, the team selected Kevin Kwan's *Crazy Rich Asians*. The Library then reached out to Mr. Kwan's publisher, and in late October the Library was informed that the author was available and could visit in April, 2019.

In order to learn how to make next year's Citywide Read even better, the Library collected patron feedback after each Citywide Read event. Feedback was gathered in two ways – anecdotal feedback collected by staff in person and via printed surveys. Overall feedback was extremely positive, with 97% of respondents indicating they learned something helpful. Further, 91% of respondents indicated they were more aware of the resources and services provided by the Library. This was especially gratifying given the number of participants who are not regular library users: 46% of respondents indicated they visited the library "less than once a month" or "never."

Patrons expressed high satisfaction with the quality of the presentations:

- *Kevin Kwan was hilarious. Interviewer [Dr. Wei Ming Dariotis] was very effective and gave excellent insight on the history of Asian Americans in entertainment.*
- *The talk was well-organized and I enjoyed it! Great Qs from [Dr. Dariotis] and audience members, and Mr. Kwan was very humble and thoughtful.*
- *Dr. Yuen was incredibly knowledgeable & wonderfully enthusiastic – made me want to read her book.*
- *[Re. Singaporean Street Food] I thought we'd just get a PowerPoint, but we're making and eating – this is fantastic!*

They also expressed appreciation of programming relevant to a diverse audience:

- *[What did you like most about the program] Being in an audience much more diverse than those who attend many city cultural programs.*
- *Thanks so much for selecting Kevin Kwan and writers of "color". It was wonderful and so fun!*
- *[Re. Dr. Yuen] Knowledgeable speaker, subject that doesn't always get attention.*

Some patrons took the Citywide Reads program as an opportunity to connect/reconnect with a community of readers, reading more generally, and this book:

- *[What did you like most about the program] Community aspect, knowing that others might be focusing on the same concepts around me.*
- *I had not read a book in 10 years, and I am a reader again!*
- *I had never read this book, but once I started, I couldn't stop! I'm so glad I picked it up!*
- *A very nice discussion with the author that enhanced my understanding & appreciation of the novel.*

While most comments were positive, patrons identified some areas in need of improvement: communication and marketing, ticketing, and book distribution. There were also a few venue-specific concerns related to signage and audio at Berkeley City College.

Here are some photographs from the Kevin Kwan event and from the Claremont Singapore Taste Explosion event:



#### *Library Tour for Orientation Center for the Blind*

On Friday, April 12, staff from the Central Support Unit conducted a tour of the Central Library for a group of adults who are blind and who are studying independent living at the Orientation Center for the Blind (OCB). The OCB is a California state run school that enrolls people of all ages from the entire state. OCB students who participated in the visit left with a greater degree of understanding of the physical layout of the Central Library, the Library's ADA software, and accessible collections for patrons who are blind. Additionally, attendees made recommendations on how the Library could better facilitate non-mediated library use for blind patrons.

Students were shown all five floors of collections, service desks, adaptive technology, restrooms, the library's Reading Edge text reader that scans text to voice, and elevators with Braille labels. Staff talked at length about the Library's eBook collections and streaming films. Students also learned to filter their catalog searches for "described video" DVDs.

The dialogue between the students and staff also resulted in identifying ways the Library could improve its services for blind patrons. Students shared the following ideas:

1. External elevator signs in Braille
2. Improving self-check machines for accessibility (this is in the works)
3. More accessible ADA computer station keyboards
4. Improved accessibility for computer log ins (also in the works)
5. Tactile maps

The service that staff provided to these students aligns with the Library's strategic goals of providing a facility that is accessible, demonstrates responsiveness to social equity, and provides excellent and accessible services to a diverse community segment.

### **Migration to The Library Corporation's (TLC) CARL X**

The Library has completed the "Design Phase" of the CARL System Implementation project. From January to Mid-March, over twenty staff participated on system advisory teams and attended meetings with the TLC project team to learn about the CARL Integrated Library System, to provide TLC Project staff with information about Library workflows and processes, and for staff to identify preferences and setting for the system modules including the online Catalog, the Circulation, Cataloging, Acquisitions and Serials Modules as well as the back-end system administration components.

The work done in these Design sessions was used by TLC staff to configure and build a "Test" system for the Library. The system has been made available and the steering committee is familiarizing themselves with it. After the system has been thoroughly tested and any Library-requested adjustments have been made, the Library will embark on training all staff on the new system in May. Trainers have been identified for sessions to be offered to all staff in June.

The Library is developing messaging to enable community members to know why the Library is making changes. The messaging will focus upon the user experience of the catalog and will be included in the next Director's report.

In mid-June a "freeze" on bibliographic and acquisitions data will be done to prepare for a final data export from our current system to the CARL X system. The anticipated system "Go-Live" date is Tuesday July 2, and for that purpose, The Board of Library Trustees approved a two day closure of the Library (Sunday June 30 and Monday July 1) in order to give the Library the time necessary to run some final tests and verification processes against the new system to ensure we are ready to resume operations with the new ILS in place on Tuesday morning July 2, 2019.

### **CONTACT PERSON**

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