BERKELEY PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES

REGULAR MEETING
Wednesday, 11/13/2019

AGENDA
6:30 PM

Tarea Hall Pittman
South Branch
1901 Russell Street

Commission Members:
Dianne Davenport, President; John Selawsky, Vice President; Sophie Hahn; Judy Hunt; Amy Roth

I. PRELIMINARY MATTERS

A. Roll Call

B. Public Comment on Non-Agenda Matters

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 (Community Services and PTRLA Units)
   ii. Public Employees Union, LOCAL 1
   iii. SEIU, LOCAL 1021 (Maintenance and Clerical Units)

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. Minutes of October 2, 2019

From: Elliot Warren, Acting Director of Library Services
Recommendation: Adopt the resolution to approve the minutes of the October 2, 2019 Regular Meeting of the Board of Library Trustees**.**

III. ACTION CALENDAR

A. Discussion and Nominations for the Selection of Board President and Vice-President

From: Elliot Warren, Acting Director of Library Services
Recommendation: Following discussion, the Board will nominate Trustees to sit as President and Vice-President, for the term commencing November 14, 2019, for a one-year term.

IV. INFORMATION REPORTS:

All items for discussion only and no final action.

A. **Monthly Library Directors Report** – Elliot Warren, Acting Library Director

B. **Statistical Reporting Report for FY 2019** – Elliot Warren, Acting Library Director

C. **Recruitment Priorities** (Oral Report) **–** Elliot Warren, Acting Library Director

D. **Executive Recruitment Process** (Oral Report) – Danielle McMillian, Assoc. Human Resources Analyst

V. ITEMS FOR FUTURE AGENDAS

These items are not scheduled for discussion or action at this meeting. The Board of Library Trustees may schedule these items to the agenda of a future meeting.

- Discussion of items to be added to future agendas

VI. ADJOURNMENT

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This meeting will be conducted in accordance with the Brown Act, Government Code Section 54953. Any member of the public may attend this meeting. Questions regarding this matter may be addressed to Elliot Warren, 510-981-6195, ewarren@cityofberkeley.info.

Communications to Berkeley boards, commissions or committees are public record and will become part of the City's electronic records, which are accessible through the City's website. 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 the Berkeley Public Library Administration Office located at 2090 Kittredge Street - 3rd Floor Admin Wing, Berkeley, CA 94704.

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 981-6418 (V) or 981-6347 (TDD) at least three business days before the meeting date. Please refrain from wearing scented products to this meeting.

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I hereby certify that the agenda for this regular/special meeting of the Berkeley City Commission on Commissions was posted at the display case located near the walkway in front of the Maudelle Shirek Building, 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 6, 2019.

//s// _____

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

Communications

1. 11/5/2019   Enrique   Library should have idea contests

MINUTES
Berkeley Public Library - Board of Library Trustees Regular Meeting
Wednesday, October 2, 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**: 6:33 pm.

   Present: Trustees Davenport, Hahn and Hunt.

   Absent: Trustees Selawsky and Roth.

   Also Present: Elliot Warren, Acting Director of Library Services; Jay Dickinson, Circulation Services Manager; Anna Gonzalez, Library Services Manager; Alicia Abramson, Information Technology Manager; Danielle McMillian, Assoc. Human Resources Analyst; Aimee Reeder; Ass't Management Analyst; Eve Franklin, Administrative Secretary.

2. **Public Comments:** _0_ speakers.

3. **Comments from Library Unions:**
   A. Public Employees Union, LOCAL 1 – _0_ speakers
   B. SEIU, LOCAL 1021 (Maintenance and Clerical Units) – _0_ speakers
   C. SEIU, LOCAL 1021 (Community Services and PTRLA Units) – _1_ speaker

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

   A. Trustee Hahn – Feeling urgency about moving forward on the Director search.
   B. Trustee Hunt – Spoke regarding East Bay Times article on GoFundMe account for Betty Reid Soskin, the need to follow through on the recommendations of the Moss Adams report, and the need to be patient in the hiring process, we want to make good hires.

II. CONSENT CALENDAR
Action: M/S/C Trustee Hunt / Trustee Davenport to adopt resolution #R19-041 to approve the consent calendar as presented.
Vote: Ayes: Trustees Davenport, Hahn and Hunt. Noes: None. Absent: Trustees Roth and Selawsky. Abstentions: None.

A. Approve Minutes of the September 4, 2019 Regular Meeting
From: Acting Director of Library Services
Recommendation: Adopt a resolution to approve the minutes of the September 4, 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 #R19-042.

B. Authorization to Open the Central Library and all Branches One Hour Late to Allow Adequate Time for All-Staff Meetings
From: Elliot Warren, Acting Director of Library Services
Recommendation: Adopt a resolution to open the Central Library and all Branch Libraries one hour later on January 31, May 29, July 31, and October 30, 2020 to allow adequate time for the all-staff meeting.
Financial Implications: See report.
Contact: Elliot Warren, Acting Director of Library Services
Action: Adopted resolution #R19-043.

C. 2020 Regular Meeting Schedule for the Board of Library Trustees
From: Elliot Warren, Acting Director of Library Services
Recommendation: Adopt a resolution approving dates, times and locations for the 2020 regular meeting schedule for the Board of Library Trustees.
Financial Implications: See report.
Contact: Elliot Warren, Acting Director of Library Services
Action: Adopted resolution #R19-044.

D. 2020 Berkeley Public Library Holiday & Early Closing Schedule
From: Elliot Warren, Acting Director of Library Services
Recommendation: Adopt the resolution approving the 2020 Berkeley Public Library Holiday & Early Closing Schedule.
Financial Implications: See report.
Contact: Elliot Warren, Acting Director of Library Services
Action: Adopted resolution #R19-045.

E. US Census 2020
From: Elliot Warren, Acting Director of Library Services
Recommendation: Adopt a resolution recognizing the importance of the 2020 Census and highlighting the role of the Library in providing information about and access points for participation in the 2020 Census to ensure a fair and complete count.
Financial Implications: See report.
Contact: Elliot Warren, Acting Director of Library Services
Action: Adopted resolution #R19-046.

F. Spending Authority: Construction Management Services
From: Elliot Warren, Acting Director of Library Services
Recommendation: Adopt the resolution authorizing the Director of Library Services to expend budgeted appropriations with O'Connor Construction Management, Inc. from the Library Tax Fund for Construction Management Services associated with the Central Library Improvements Project in an amount not to exceed $236,375. The City of Berkeley Public Works Department has a current contract with the firm and will manage the contract during the duration of the Central Library Improvements project.
Financial Implications: See report.
Contact: Elliot Warren, Acting Director of Library Services
Action: Adopted resolution #R19-047.

G. **Library Response to Air Quality Events**
From: Elliot Warren, Acting Director of Library Services
Recommendation: Adopt a resolution permitting the Library Director to open to the public the Tarea Hall Pittman South Branch (THPS) on Sundays for at least four hours when, due to a wildfire incident, the San Francisco Air Quality Index (AQI), as publicly communicated by the California Air Resources Board (CARB), exceeds a score of 150 at any time during the week prior to the Sunday in question or if CARB or the Environmental Protection Agency (EPA) predicts that the AQI will reach that level on that Sunday.
Financial Implications: See report.
Contact: Elliot Warren, Acting Director of Library Services
Action: Adopted resolution #R19-048.

III. ACTION CALENDAR

A. **Discussion and Nominations for the Selection of Board President and Vice-President**

From: Elliot Warren, Acting Director of Library Services
Recommendation: Following discussion, the Board will nominate Trustees to sit as President and Vice-President, for the term commencing November 14, 2019, for a one-year term.
Financial Implications: None.
Contact: Elliot Warren, Acting Director of Library Services
Action: M/S/C Trustee Hunt / Trustee Hahn to postpone until November 13, 2019 BOLT meeting.
Vote: Ayes: Trustees Davenport, Hahn, and Hunt. Noes: None. Absent: Trustees Roth and Selawsky. Abstentions: None.

IV. 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. **Current Vacancies**– Danielle McMillian, Assoc. Human Resources Analyst, provided an update on vacancies. Attachment 1.

From: Board of Library Trustees
Contact: Danielle McMillian, Assoc. Human Resources Analyst
Action: Received

V. AGENDA BUILDING
- Selection of Board President and Vice President
- Vacancies
- Director Recruitment
- Written legal opinion on a single Board of Library Trustees member involvement in selection of recruitment firm.

VI. ADJOURNMENT

Adjourned at 7:45 PM.

This is to certify that the foregoing is a true and correct copy of the minutes of the regular meeting of October 2, 2019 as approved by the Board of Library Trustees

//s// _____

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

Attachments:
1.   Current Vacancies Presentation

Recruitment & Vacancies

Board of Library Trustees
October 2, 2019

Danielle, McMillian, Associate Human Resources Analyst

An Overview

1. Role of the Human Resources Analyst

2. <u>Past</u>: A look at what we've accomplished

3. <u>Present</u>: Where are we now with current vacancies?

4. <u>Future</u>: An Outlook for the near future

Role of Associate Human Resources Analyst at the Library

- The Library is unique: the only City Department with a dedicated, in-house Associate HR Analyst on staff serving **150 FTEs** at **5 locations**.
- Commitment to hiring the **best and the brightest**! New outreach strategies employed.

Primary Duties

Recruitment, Hiring and Outreach = 30% of job responsibilities (70% is everything else*) including:

1. EEO/Non-EEO Workplace Investigations (interviews, recommendations, reports, liaison with CAO, follow through) (25%)
2. FMLA/Non-FMLA Leave Administration (15%)
3. Employee Relations and Labor Relations (e.g., Grievance responses, M&C, MOU Interpretation, Discipline) (15%)
4. Coaching, Staff Development & Engagement and Volunteer Coordination (10%)
5. Leadership and Training (e.g., Safety Committee, Staff Day Committee, Managing your Career, MOU Training) (2.5%)
6. Other duties as assigned (2.5%)

What creates vacancies & opportunities for promotion?

Overview of Recruitment & Hiring

Vacancies filled since FY 2019

New Hires/Promotions/Vacancies

Fiscal Year			
FY2017			25
FY2018	4		
FY2019		19	
FY2020	4		

	FY2020	FY2019	FY2018	FY2017
New Hires/Promotions	4	19	4	25

New Hires/Promotions   Total
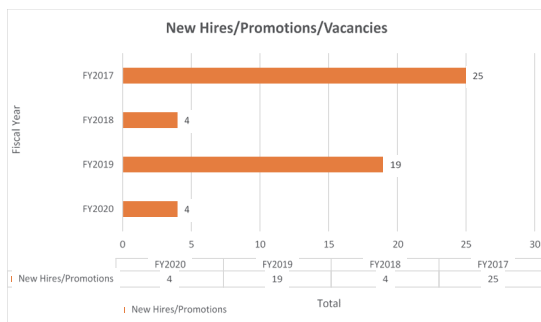
Positions Currently Open

- Sr. Building Maintenance Supervisor (1)
- Library Assistant (5)
- Librarian I (5)
- Library Services Manager (1)
- Library Aide(5)
- Library Specialists (3)
- Assistant HR Analyst (1)
- Assistant Management Analyst (1)
- Sr. Librarian (1)
- Building Maintenance Mechanic (1)
- Library Page (3)
- Mail Services Aide (1)

Future Opportunities
&
Questions

Contact info:
Danielle McMillian, Associate HR Analyst
DMcMillian@cityofBerkeley.info
510.981.6105

ACTION CALENDAR
November 13, 2019

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 14, 2019, 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, 2018. Trustee Davenport was elected President and Trustee Selawsky Vice-President, to serve through the time of the next election in November 2019.

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 14, 2019.

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: R19-___

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

WHEREAS, the Berkeley Municipal Code, Section 3.04.040, Boards, Commissions and Committees - Board of Library Trustees - Organization of Board provides that "The Board of Library Trustees shall organize by electing one of its members president and one of its members vice president, who shall hold office for one year, and until their successors are elected unless their terms as a member of said board expire sooner. The president and vice-president shall be elected at the first meeting of the board in October of each year."

WHEREAS, the Board of Library Trustees has taken up and considered the offices of President and Vice President separately.

WHEREAS, for each office, the Board of Library Trustees has taken all nominations "from the floor," including Trustee nominations of other Trustees or of themselves, and has conducted a public, roll call vote on each nomination for such office, taken up in the order in which such nominations were made, until a majority vote for each office has been achieved.

WHEREAS, the outcome of each roll call vote has been announced publicly.

NOW, THEREFORE, BE IT RESOLVED by the Board of Library Trustees of the City of Berkeley that Trustee _____ has been duly elected and shall serve as President commencing on November 14, 2019, until the first meeting of the board in October 2020, and until a successor is elected, unless their term as a member of the Board of Trustees expires sooner.

ADOPTED by the Board of Library Trustees of the City of Berkeley at a regular meeting held on November 13, 2019 by the following vote:

AYES:
NOES:
ABSENT:
ABSTENTIONS:

NOW, THEREFORE, BE IT RESOLVED by the Board of Library Trustees of the City of Berkeley that Trustee _____ has been duly elected and shall serve as President commencing on November 14, 2019, until the first meeting of the board in October 2020, and until a successor is elected, their term as a member of the Board of Trustees expires sooner.

ADOPTED by the Board of Library Trustees of the City of Berkeley at a regular meeting held on November 13, 2019 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

INFORMATION REPORTS
Wednesday, November 13, 2019

To: Board of Library Trustees

From: Elliot Warren, Acting Director of Library Services

Subject: Director's Report

October LINK+ Reimplementation
The Library had committed to re-implementation of LINK+, the Library's unmediated interlibrary loan service, and through the end of summer and early fall, community members were informed that this would take place on October 31. The Library was able to re-implement earlier than planned, doing so on October 23, having successfully tested the system and developed communications documents. Staff training was required to be done iteratively, branch by branch, due to the fact that the vendor provided staff access to the software system simultaneously with access to patrons.

The Library created a new LINK+ web page with such content as FAQs, a search widget, and links to the web page patrons will use to see their personal LINK+ holds and account. Additionally, the Library added a LINK+ hyperlink from the catalog. The following bookmark is also being distributed:

The Library now allows up to 25 LINK+ transactions per patron. Previously, due to integration with the previous catalog, these counted towards the circulation limits for BPL materials. This is no longer the case, a fact which enables a greater degree of patron access to LINK+ materials.

The Library is taking advantage of the re-implementation to publicize LINK+, including the fact that about a year ago the Library opened up LINK+ access to audiovisual materials such as audiobooks, music CDs and DVDs of all sorts. Some patrons remained unaware of this change, which makes the service much more valuable for many of BPL's patrons.

New Employee Orientations

Seven staff members participated in two distinct New Employee Orientations each of which lasted for two weeks. Attendees included two staff-members who had recently promoted or transferred to new positions, one Library Specialist II hired in the summer who did not get the opportunity to participate in a new orientation cohort at that time, while four consist of newly hired Librarian I's (North, Central Children's and two Central Adult).

Orientations included facility tours, trainings on many elements of the work, overviews of staff guidelines, policies, and decision making practices, and much more. Over fifteen staff facilitated sessions with the new staff members. Library Services Manager Anna Gonzalez led this initiative and she did so in response to recommendations in the Moss Adams Report relating to the need to ensure adequate staff onboarding and to improve communications between employees, supervisors, and managers.

Critical Role of BPL in Recent Public Safety Power Shutoff Events

Library staff and locations were integral to the City's response to the PG&E Public Safety Power Shutoffs and wildfire prevention efforts.

Staff worked hard to ensure community access to:

- Charging stations for devices such as cell phones and power-dependent medical devices

- Timely access to the latest communications from the City, County and State
  - Posted flyer onto doors and billboard at Library locations
  - Printed and distributed flyers to patrons to take with them
  - Links from the Library's website to City of Berkeley online information
  - Staff-members available to help patrons navigate websites such as Calfire, AirNow and PG&E's map of power outages

- Expanded Wi-Fi access
  - Expedited initiating a new system-wide Wi-Fi system that streamlines connecting devices to the wireless network sans the need for password use.
  - Changed signal access availability from 7am-10pm to 24 hours a day

Library staff participated the City of Berkeley's Emergency Operations Center (EOC) which was mobilized for both recent PSPS events and for wildfire prevention efforts. A key role for one BPL staff member was being part of the EOC's Joint Information Center, ensuring effective communications between the City and BPL, as well as between BPL and our patrons. All City of Berkeley press releases included information about BPL's role in responding to the PSPS events. UC Berkeley's press releases did as well. BPL's role was covered by local press including Berkeleyside, the Daily Californian and on KTVU news broadcasts.

In response to unhealthy air conditions, Library management, at the request of the City's EOC, opened Tarea Hall Pittman South Branch on Sunday, October 26th from 1-5 to offer respite to residents. This decision was in line with BOLT Resolution #R19-048.

Both the power outages and the unhealthy air conditions brought an influx of patrons to all library locations. Here are some impressions from BPL staff:

> *Walking through the Central library yesterday you could see the space activated and engaged. I participated in the planning and development phase for the Commons area on the 1st floor, and it was so satisfying to see it used in some of the flexible ways we envisioned – tables pulled together for group work, etc. A bright spot in a challenging day for many Berkeley residents.* – Rosie Merlin, Senior Librarian at Central

> *Seeing all the young people gathered together in big groups, having wonderful conversations in the Commons area at Central was great! They know that this part of the library is especially meant for discussion groups and connecting with one another. Students were even sitting in groups on the floor in the Nonfiction section and all our laptops from our laptop lending machine were continually in use.* – Pema Lhakey, Library Assistant at Central

> *All desks and seats were full. Even whenever outlets were all being used to charge devices, people were accommodating and rotated willingly. There was no impatience between patrons at all!* – Linda McDonald, Library Specialist II, Claremont

> *Every seat was full! Our regularly scheduled choral program willingly relocated outside so the neighborhood was filled with music surrounding the Library. There was so much intergenerational diversity and many examples of neighbors helping one another.* – Nicole Powell, Branch Manager, North

> *It was great seeing so many college-aged students in here using our Wi-Fi, yesterday!* – Dan Beringhele, Branch Manager, Tarea Hall Pittman South

> *We kept patrons informed and made space for everyone! We were an information hub and could refer them to the official information. All our staff worked together so well as a team to assist patrons.* – Brianna Bradford, Library Aide at West

> *We served our own residents as well as evacuees fleeing from the fires in Sonoma. It really reinforces our expansive role as a public library that people trust us not only to provide water and electricity but also to provide accurate and up to date information and resources. In an era of extreme weather events, the Library mobilized quickly, even opening an additional location to accommodate the needs of our community and the surrounding communities.* – Laura Liang, Supervising Librarian of Adult Services at Central

Programming and Outreach
Hispanic Heritage month runs from September 15 to October 15, and multiple programs were held at all Library locations. Highlights in October included the following:

The Central library hosted a hands-on sugar skull making workshop with artist Diego Marciál Rios in the Central Community Meeting Room. Colorful sugar skulls have long been a part of Mexican culture and are often used as decorations on graves and altars during *Día de Los Muertos* (Day of the Dead). Community

members were introduced to the rich history of the sugar skull tradition as artist Diego Marciál Rios presented an overview before giving a demonstration on the craft. Community members were then invited to create and hand paint their own unique sugar skulls. This program touches on the strategic goal of sustaining monthly public programs that support the learning and cultural interests of a diverse community.

Also at the Central Library, artist Rachel-Anne Palacios of Devika's Palacio Multicultural Folk Art guided participants in making their own versions of *alebrijes* with modeling clay. Library visitors learned about *alebrijes,* which are brightly colored Mexican folk art sculptures of fantastical creatures. The Library displayed books featuring *alebrijes*, fantastical creatures, profiles of Hispanic artists, and more books related to the heritage month.

The Tarea Hall Pittman South Branch offered a combined Halloween/*Día de Los Muertos* story-time held at both the South Berkeley Farmer's Market as well as at the branch, with a total of over 50 attendees. The branch's Teen Leadership Group offered a *Día de Los Muertos* Family Craft event in which 43 people attended. Librarian II Andrea Mullarkey reported, "it was particularly gratifying to see regular library patrons sitting at tables with new faces and exchanging contact information so they could stay in touch with the new friends they had made at the library. Most families took home their creations but many of the leadership teens offered their skulls to the library and Juan incorporated them into the community altar and display put up to mark the holiday."

Library staff from two units, Central Support and Central Children's Services, partnered with the Downtown Berkeley Association for the organization's annual Halloween Hootenanny. The Library participated as a downtown Berkeley location along multiple trick or treat stops that included businesses, restaurants, and schools. Staff greeted a diverse range of patrons (babies, adults, grandparents, and teens) walking along Kittredge Street in front of the Central Library. Along with traditional Halloween goodies, the 100+ trick or treaters received stickers, bookmarks, and free children's books.

California Library Association Conference

Six Library staff members attended the annual California Library Association conference held in Pasadena in October. The Library pays for conference attendance costs such as registration, food, and travel/lodging costs up to $950 per staff-member.

The following staff attended:

- Jack Baur, Librarian II
- Ilan Eyman, Librarian II
- Rosie Merlin, Senior Librarian
- Linda Sakamoto-Jahnke, Literacy Program Coordinator
- Rudy Tapia, Supervising Library Assistant
- Elliot Warren, Acting Director of Library Services

Three of the staff attending also participated as speakers, presenting on topics and sharing success stories with conference attendees.

Literacy Coordinator Linda Sakamoto-Jahnke shared the stage with staff from a number of other Libraries for a presentation called **"Adult Learners as Leaders, Advocates, and Colleagues in your Library,"** which was described as providing an opportunity to learn "how adult learners in California's library literacy programs are leaders in their libraries, their communities, and their personal lives, and how your adult learners can serve as advocates and ambassadors for your library and your literacy program. Participants will learn about how the Adult Learner Leadership Institute, and other library literacy programs, increase learners' self-esteem and self-confidence and provide them with leadership, communication, and public speaking skills. Panelists will also share success stories and strategies for working with adult learners to demonstrate the value and impact of the public library and its literacy program."

Acting Director of Library Services Elliot Warren participated in a panel called "**To Fine or Not to Fine."** As the initial California Library to go fine free for adult, teen, and children's materials, this provided an opportunity to share BPL's goals, experiences, the planning that went into the change in practices, and many of the outcomes observed after over a year of having changed policies. The panel was presented as a conversation among Library administrators, including those from Marin County, San Mateo County, and Contra Costa County about the topic, and, in all cases, the policy was presented as a positive change.

Additionally, Collections Coordinator Rosie Merlin and Acting Director Warren held a presentation called **"Unprecedented Circulation Growth at Berkeley Public Library: Lessons Learned,"** described in the following way: "In 2018, BPL was one of the first public libraries in the nation to go fine free as part of our commitment to access and social equity. Concurrently, the Library implemented a strategically-focused collections management plan that adopted new approaches designed to improve the user experience. We wondered what impact these simultaneous and major shifts would have. The results are in: BPL experienced an unprecedented 18.6% circulation growth in FY2018/19. Hear about lessons learned as BPL forged through the planning and implementation of these new practices."

Rosie Merlin also attended a one day adjunct conference called Digapalooza sponsored by Overdrive which provided an overview of resources and best practices available to help public libraries develop and market meaningful ebook/eaudiobook collections while dealing with current industry concerns over access and availability. School/library partnerships were featured as well, and BPL's partnership with BUSD was highlighted as a successful model.

TLCU

Four members of the Library's ILS steering committee attended TLCU, The Library Corporation's annual conference for customers of CARL. Attendees included:

- Alicia Abramson, IT Manager
- John Boggs, Information Systems Specialist
- Jay Dickinson, Circulation Manager
- Bae Smith, Supervising Librarian for the Library's Collections Division

Attending the conference provided the opportunity for Library staff to learn about new developments, such as FRBR, an improved approach to how a catalog displays Library materials when there are different iterations (such as the book, audiobook and large print versions) in the catalog; to network with other library staff-members with deep familiarity with CARL; to meet individually with CARL staff to discuss and resolve any ongoing issues or to learn better methods to accomplish tasks. There were multiple sessions on a wide array of topics and the conference provided BPL staff the opportunity to share some of what we have implemented successfully, so that others can also follow our successful implementation of new features other have not yet started using, such as paperless hold lists that save the Library from using about a ream of paper each day.

Collections Division

The Library's Collections Division has invested a good amount of time and effort over the last three months on a number of processes:

- Identifying, acquiring, and processing materials for which there are long holds lists, i.e. many people are awaiting these popular titles.
- Developing a workflow around the new Suggestion for Purchase process.
- Identifying opportunities to improve the user experience through retrospective cataloging changes
- Developing refreshment lists used by Librarians system-wide to purchase high quality materials for collection areas in which the community has expressed an interest

For materials for which there is a high demand from the public, the Library's goal is to enable patron access on the day materials are received, when possible. This requires staff coordination, cooperation, and familiarity with what our patrons are seeking, as well as an understanding of the CARL system to identify titles in need of additional copies.

The Suggestion for Purchase process in CARL enables patrons to get materials automatically placed on hold when they suggest them. Interestingly, a good proportion of such titles fall into one of the following states:

- The title is already in queue to order, but not yet added to the catalog
- The patron was unable to find the title in the catalog , although the Library does own it
- The title sought falls outside of the collections guidelines of the Library's Collection Management Plan

Fortunately, each of these issues is decreasing in rate for a number of reasons. In regards to items in queue to order, the gap between publicity for titles and the Library's ability to preload catalog records prior to purchase has decreased since the migration to CARL in July. A couple of months before the switch, the Library was temporarily required to stop loading records. As a result we are seeing fewer of such titles that are discovered by patrons but yet to be ordered by the Library.

In terms of patrons not finding titles, as patrons have gotten used to the new online catalog, we are seeing fewer such missed searches. However, this will always occur, given that patrons sometimes don't always

accurately remember the title or authors' names. In these cases, staff place holds for the patrons and there is no need to order additional copies.

In regards to titles that fall outside of the Library's collections guidelines, often consisting of very specialized materials or materials no longer in print, such titles are often available via LINK+. Now that LINK+ is back, staff are responding to some patrons with recommending they search the LINK+ catalog for certain kinds of titles.

Supervising Library Assistant Jonathan Esmenjaud and Supervising Librarian Bae Smith are leading the Collections Division's efforts to identify opportunities to improve cataloging and call number practices and to implement them. Some efforts have involved implementing consistent genre-form headings for bibliographic records, identifying groups of materials for which to adjust call numbers en masse, and developing consistent practices for fixed-field elements of bibliographic records.

Collection Coordinator Rosie Merlin has been leading the Library's refreshment project that has strengthened community access to highly desired materials, and has coordinated, with other Librarians, the development of refresh lists in the following areas:
- Adult Fiction
- Adult Computer Books
- African American Interest Adult Nonfiction
- African American Interest Juvenile Books
- Juvenile Fiction

As emphasized in the Library's collection management plan, the Library distributes a portion of its collection budget to each unit to enable the Library to get a high degree of staff input and attention to the key collection areas sought by patrons.

BPL in the News
In addition to the press coverage regarding the Library's role in the PSPS events, the following stories have been in the news recently:

- Library patron Jean Durham returned a book of poetry, *Lady of the Lake*, that her mother had checked out in 1945! Pitching the story to the press was an opportunity to remind readers that BPL was one of the first public libraries to go fine free for teen and adult materials. Also, the patron relayed heart-warming memories of growing up in Berkeley and coming to Central as a child and teenager that readers seemed to really connect with (as evidenced by the comments on Berkeleyside and on social media). Local press covered the story-- it was the lead story on Berkeleyside, was covered by SF Gate, and the Bay Area NBC 5 o'clock news came and filmed coverage of the story at the Central Library. The story then went national! It was featured in publications as far away as New York, Illinois, Florida and New Hampshire. Coverage was from media outlets as diverse as Breitbart News and United Press International.

- The newly opened Chicago Tool Library was inspired by our very own Tool Lending Library. BPL staff provided footage and pictures to WTTW Chicago PBS station who included our Tool Lending Library in their coverage.

- An event at Tarea Hall Pittman South, Radical Brown Activists, was featured in the East Bay Express. An error on behalf of the reporter allowed BPL to highlight that all our programs are always free and open to the public.

- The Tool Lending Library and staff were highlighted on [Brooklyn Public Library's Season 2, Episode 1 podcast, *Borrowed*](#).

- Library events and programs continually make Berkeleyside's weekly feature, *The It List: Five to Do in Berkeley this Weekend*.

CONTACT PERSON

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

INFORMATION REPORTS
November 13, 2019

To: Board of Library Trustees

From: Elliot Warren, Acting Director of Library Services

Subject: Statistical Reporting Report for FY 2019 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 off 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, 2018 through June 30 2019. On October 24, 2019 Berkeley Public Library provided its final fiscal year 2019 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. In FY 2019, the California State Library removed a few requirements, reducing the amount of data that libraries are required to provide.

CURRENT SITUATION AND ITS EFFECTS
In the previous year, as described in the FY 2018 Statistical Reporting report, 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 new practices with door counts, reference tally practices, and the counting of program attendance, along with database cleanup to improve the accuracy of holdings information.

In Fiscal year 2019, the Library continued to follow similar practices while making few changes, except for significant additional database cleanup work in preparation for transitioning to a new integrated Library system in July.

Key elements of the Library's outputs included in its 2019 report are the following:

- **Circulation of Library materials** increased to 2,404,592 check-outs, an 18.6% increase. Such an increase is unprecedented at BPL and extremely rare in public libraries due to the general stability of circulation patterns. Both electronic and print circulation increased by large numbers in FY2018:

  - **Physical materials:** 1,916,763 items checked out, about 230,000 more than the previous year, an increase of roughly 14%.

  - **Children's physical materials**: 780,467 items checked out, about 138,000 more than in 2018, an increase of roughly 21.5%.

  - **Electronic materials:** 487,829 items checked out, an upturn of about 158,000 items checked out, which is an increase of about 48%. This follows a 46% increase the previous year, meaning that in two years, the Library's electronic circulation has just about **doubled.** In 2017, e-circulation comprised 11.5% of check-outs. In 2018 such materials were 16.3% of check-outs. This past year they comprised 20.3% of total circulation.
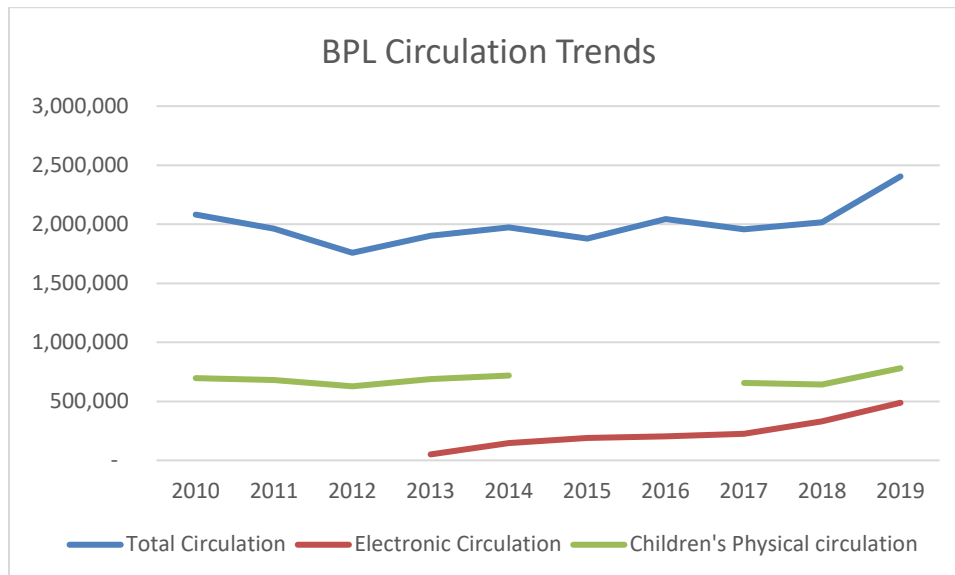
- The Library is reporting a 4.4% increase in **Library visits**, (1,083,038), representing 44,046 more visits to the Library than in the previous fiscal year. The previous two years had seen a decrease in library visits, so this appears to be a levelling off of this measure.

- The number of **reference questions** reported went down from 110,071 questions to 102,102 questions, about a 7% decrease. This follows a pattern seen in other public libraries over the past two decades, and represents a stabilization of reference questions being reported by BPL. In 2017, the Library had reported over 200,000 questions. In 2018, the Library made significant changes to our practices to ensure compliance with California State Library directions for reporting reference question data, and the relative consistency of output numbers between 2018 and 2019 shows that the new practices are reliable and likely to be more accurate than previously.

- **Program attendance** (71,267) decreased by about 5%, following a reported increase in 2018 of 5.5%. The Library's programming numbers peaked in FY2016, following significant annual increases beginning in FY14 that represented a doubling of program attendees over a three year period, likely related to the opening of the four branches after the completion of the Neighborhood Library Improvement project and the hiring of teen librarians for each facility. Since then there has been a stabilization at the 70,000 to 75,000 level annually.
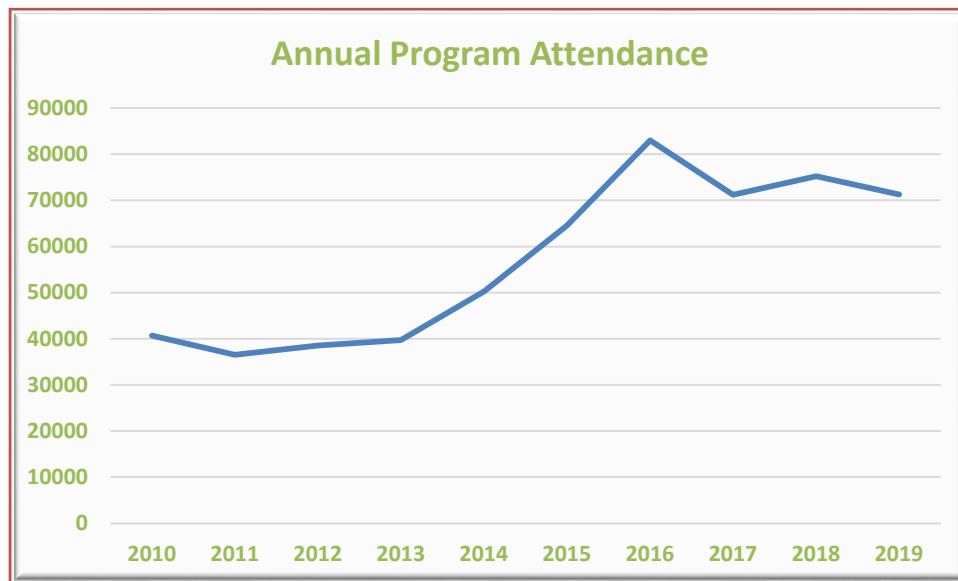
Berkeley Public Library is an acknowledged leader among California public libraries. It is among the busiest and best-used public libraries in the state as demonstrated by its output measures. In 2019, the Library was able to present an overview of its increase in circulation at the annual California Library Association conference, demonstrating and describing ways in which collection analysis, the improvement of cataloging practices, the integration of equity-based circulation policies, and engaging with community members about collections needs through surveys can result in increased library use.

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: 2018-19 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

Section 1 Directory and Administrative Information

1.1	Library ID	_____
1.2	FSCS ID	_____
1.3	Short Name	_____
1.4	Library Name	_____

Director (If position is not filled, enter "VACANT" in 1.6 and leave 1. 7 & 1.8 blank)

1.5	Courtesy Title	_____
1.6	Director First Name	_____
1.7	Director Middle Name	_____
1.8	Director Last Name	_____
1.9	Director Title	_____
1.10	Street Address	_____
1.11	City	_____
1.12	Zip	_____
1.13	Zip +4	_____
1.14	Mailing Address	_____
1.15	Mailing City	_____
1.16	Mailing Zip	_____
1.17	Mailing Zip +4	_____
1.18	Public Phone Number - Administration	_____
1.19	Reference Phone Number	_____
1.20	TDD for Deaf	_____
1.21	Library Director's Email address	_____
1.22	Library's Public Email address	_____
1.23	Library's Web Address	_____
1.24	Name of person completing this survey	_____
1.25	Phone # of person completing this survey	_____
1.26	Email address of person completing this survey	_____

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

1.27	Size Square Mile	_____
1.28	Interlibrary Relationship code	_____
1.29	Legal Basis Code	_____
1.30	Administrative Structure Code	_____
1.31	FSCS Public Library Definition	_____
1.32	Geographic Code	_____
1.33	Legal Service Area Boundary Change	_____
1.34	Library Type	_____
1.35	County	_____
1.36	CLSA System Library	_____
1.37	State	_____
1.38	Fiscal Year	_____
1.39	Institute Code	_____

1

Section 2 Population and Outlets

2.1   Population of The Legal Service Area   _____

2.2   Registered Users as of June 30   _____

2.3   Children Borrowers   _____

2.4   # of Central Libraries   _____

2.5   # of Branch Libraries   _____

2.6   # of Bookmobiles   _____

2.7   Total # of Outlets   _____

2.8   Total Square Footage   _____

Section 3 Library Income

Operating Income

3.1   Local Government (all sources)   _____

3.2   State Funds (e.g. CLSA, PLF, ELLI, etc.)   _____

3.3   Federal Funds (e.g. LSTA or other)   _____

3.4   All Other Operating Income   _____

3.5   Total Operating Income   _____

3.6   CA Literacy Services   _____

Capital Income

3.7   Local Government (taxes and allocations)   _____

3.8   State Funds   _____

3.9   Federal Funds   _____

3.10   Other Income   _____

3.11   Total Capital Outlay Income   _____

Section 4 Library Expenditures

Staff Expenditures

4.1   Salary & Wages Expenditures   _____

4.2   Employee Benefits Expenditures   _____

4.3   Total Staff Expenditures   _____

Collection Expenditures

4.4   Print Materials Expenditures (except Serials)   _____

4.5   Print Serial Subscription Expenditures   _____

4.6   Total Print Materials Expenditures   _____

4.7   Electronic Materials Expenditures   _____

4.8   Other Materials Expenditures   _____

4.9   Total Collection Expenditures   _____

Other Expenditures

4.10   All Other Operating Expenditures   _____

4.11   Total Operating Expenditures   _____

Capital Expenditures

4.12   Total Capital Expenditures   _____

Section 5 Library Staff

5.1	Total count of persons employed - full and part time	_____
5.2	ALA Librarians (FTE) who have accredited ALA Masters	_____
5.3	FTE Total Librarians (ALA or other)	_____
5.4	FTE All other paid staff	_____
5.5	Staff FTE	_____
5.6	FTE Volunteers (Average FTE per week - not hours)	_____

Section 6 Library Collections

6.1	Books Children Held as of June 30	_____
6.2	Books Young Adult Held as of June 30	_____
6.3	Total Print Materials Held	_____
6.4	# of Electronic Books in Collection	_____
6.5	# of Physical Audio Materials in Collection	_____
6.6	# of Downloadable Audio Materials in Collection	_____
6.7	# of Physical Video Materials in Collection	_____
6.8	# of Downloadable Video Materials in Collection	_____
6.9	# of Electronic Collections through Local and Other Funding in Collection	_____
6.10	# of Electronic Collections through State Funding in Collection	_____
6.11	# of Electronic Collections in Collection	_____
6.12	# of Current Serial Subscriptions	_____

Section 7 Library Services

7.1	Hours Open, All Outlets	_____
7.2	Library Visits	_____
7.3	Reference Questions	_____

Circulation

7.4	Physical Item Circulation	_____
7.5	Circulation of Childrens Materials	_____
7.6	Circulation of Non English Materials	_____
7.7	Circulation of Electronic Materials	_____
7.8	Successful Retrieval of Electronic Information	_____
7.9	**Electronic Content Use**	_____
7.10	**Total Circulation**	_____
7.11	**Total Collection Use**	_____
7.12	ILL loans to others	_____
7.13	ILL loans received	_____

Programming

7.14	# of Children's Programs	_____
7.15	Children's Program Attendance	_____
7.16	# of Young Adult Programs	_____
7.17	Young Adult Program Attendance	_____
7.18	# of Adult Programs	_____
7.19	Adult Program Attendance	_____

7.20	Offsite Programs - Number	_____
7.21	Offsite Programs - Attendance	_____
7.22	Total # of Programs	_____
7.23	Total Program Attendance	_____

Electronic Services

7.24	CIPA Compliant	_____
7.25	Annual Uses of Public Internet Computers	_____
7.26	Virtual Visits to the library website	_____
7.27	Wireless Sessions Per Year	_____
7.28	# of Internet Terminals	_____

Library Community Development and Support Information

Please consider adding your story in the notes section of the data entry form. Share your stories and successes!

7.29	Did your library provide support for vulnerable populations in the community?	_____
7.30	Did your library support your users' personal economic development?	_____
7.31	Did your library play a role in responding to, or building resilience after, a crisis in the community?	_____
7.32	Did your library support users' personal learning and knowledge development?	_____
7.33	Did your library help in develop social capital in your community?	_____

Referenda

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

8.1	Referenda Election Date	_____
8.2	Referenda Local Agency	_____
8.3	Referenda Funding Purpose	_____
8.4	Referenda Type of Tax	_____
8.5	Referenda Percentage of Yes Votes	_____
8.6	Referenda Vote Require	_____
8.7	Referenda Vote Outcome	_____
8.8	Referenda Notes	_____

Notes

Section 10 Library Outlets
THE FIELDS (IN GREEN) BELOW ARE FOR CSL USE ONLY

10.1	FSCSKey	_____
10.2	State assigned identification number	_____
10.3	Library Code	_____
10.4	Short Name	_____
10.5	Legal Name	_____
10.6	Physical Street Address	_____
10.7	City	_____
10.8	Zip Code	_____
10.9	Zip+4 Code	_____
10.10	Mailing Street Address	_____
10.11	Mailing City	_____
10.12	Mailing Zip Code	_____
10.13	Mailing Zip +4	_____
10.14	County	_____
10.15	Phone	_____
10.16	Outlet Type Code	_____
10.17	Facility Owned By	_____
10.18	Facility Update Needs	_____
10.19	Population Served	_____
10.20	Total Outlet Staff FTE	_____
10.21	Hours Open, Weekly	_____
10.22	Hours Open, Annually	_____
10.23	Weeks Open, Annually	_____
10.24	Volumes Held	_____
10.25	Circulation	_____
10.26	Total Outlet Operating Expenditures	_____
10.27	Year Built	_____
10.28	Date Library Opened (mm/yyyy)	_____
10.29	Year Library Remodeled	_____
10.30	Is this Outlet LEED certified?	_____
10.31	Size in Square Feet of outlet	_____
10.32	Number of Reader Seats	_____
10.33	Days Per Week Library is Open to the Public	_____
10.34	Staffed when open to public by at least 1 paid librarian & 1 paid clerical?	_____
10.35	Housed in Seperate Quarters?	_____
10.36	Established Scheduled Hours for Public Service?	_____
10.37	Degree of Adequacy of this Facility	_____
10.38	Number of Internet Terminals - General Public	_____
10.39	What is your library's highest connection speed to the Internet?	_____
10.40	Is Wireless available at this location?	_____
10.41	Metropolitan Status Code	_____
10.42	FSCS Submission Year	_____

10.43   Outlet Type Sort Code

Notes

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BERKELEY PUBLIC LIBRARY
POLICIES

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

SUBJECT: Statistical Reporting and
Transparency

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: _____   4.24.17
Director of Library Services   Date

Approved by: _____   4-21-17
Acting Presiding Officer, Board of Library Trustees   Date