

**CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 6**

MEETING DATE: **Thursday, July 26, 2007**

AGENDA ITEM #: **12 B**

ITEM: **LIBRARY FACILITY PLANNING**

County Librarian, Anne Cain, will give a report on a proposal with the Public Managers' Association to clarify roles and responsibilities for the libraries.

RECOMMENDED ACTION:

Commissioners will consider ways to support Contra Costa County Library in the facility related efforts.

TO: BOARD OF SUPERVISORS
FROM: Anne Cain, County Librarian
DATE: May 1, 2007



Contra
Costa ^{D. 3}
County

SUBJECT: County Library Discussions with Public Manager's Association (PMA).

SPECIFIC REQUEST (S) OR RECOMMENDATION (S) & BACKGROUND AND JUSTIFICATION

RECOMMENDATION

Receive an update from the County Librarian on discussions with a subcommittee of the Public Manager's Association (PMA) looking at long-term funding and sustainability issues related to the library's expected growth over the next decade.

Authorize the County Librarian to discuss changes in responsibility for facility-related costs with the entire PMA group.

FINANCIAL IMPACT

None.

BACKGROUND

Demand for library services continues to increase countywide. The widespread availability of the Internet has changed the type and complexity of the inquiries that reach the library, but has not diminished the use of print material, participation in programs and events, or the need for library services overall.

Preparation of applications for Library Bond Act funding for a number of cities throughout the county included extensive community data collection and needs assessments. Additional surveys, focus group discussions, public forums, interviews with community leaders, and steering committee meetings also yielded detailed new information about county residents' needs and preferences for library service.

In order to address the continuing increases in library use and demand for services and to take advantage of the extensive community data, the Contra Costa County Library recently completed a new, ambitious, customer-centered Strategic Plan. The plan reflects changes in the dynamic and demographics of the county population; changes in the way that libraries do business, including new technologies; and a strong desire to maintain quality by continuing to provide services effectively and efficiently.

CONTINUED ON ATTACHMENT: YES SIGNATURE: Anne Cain
 RECOMMENDATION OF COUNTY ADMINISTRATOR RECOMMENDATION OF BOARD COMMITTEE
 APPROVE OTHER

SIGNATURE(S): Julie Green
ACTION OF BOARD ON May 1, 2007 APPROVED AS RECOMMENDED OTHER

VOTE OF SUPERVISORS:
 UNANIMOUS (ABSENT) None

AYES: _____ NOES: _____

ABSENT: _____ ABSTAIN: _____

Contact: Anne Cain, County Librarian
(925) 646-6423

cc: County Library Administration
County Administrator
County Auditor

I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF AN ACTION TAKEN AND ENTERED ON THE MINUTES OF THE BOARD OF SUPERVISORS ON THE DATE SHOWN.

ATTESTED May 1, 2007
JOHN CULLEN, CLERK OF THE BOARD OF SUPERVISORS AND COUNTY ADMINISTRATOR

By Lese O'Neal, Deputy

Through the development and exploration of new, innovative service approaches, the expectations include service more in line with County residents' expressed needs and preferences; faster, one-stop service; better integration of libraries into communities; more cost effective library operations; and improved flexibility and capacity for growth.

The plan also recommended that a subgroup of city and county staff look at long-term funding and sustainability issues related to the Library's expected growth over the next decade. The Board of Supervisors authorized the County Librarian to work with PMA to identify and address these issues.

The subcommittee has identified 3 specific issues:

1. The need for consistency, understanding and agreement relating to responsibilities for various facility-related operating costs. The library currently has over 25 different operating agreements, leases, etc. with numerous variations in facility ownership and responsibility for paying for utilities, building and grounds maintenance, etc. In view of the new libraries planned in the near future, it would be best if the County and the Cities agree to roles and responsibilities in the City-County partnership to provide library service that would ultimately be uniform throughout the county.
2. The need to develop options for funding and implementing technology.
3. Determine the County's ability to continue to provide quality service without additional funding.

The subcommittee would like to discuss recommendations relating to #1 above with the entire PMA group. It should be noted that these recommendations are goals to work toward, rather than specific actions that have to occur simultaneously. Each community served by the County Library has differing priorities and challenges and it is the goal of the library to work individually with each City to achieve these goals based on a timeline that works for each community.

POINTS OF DISCUSSION

1. Facility ownership: Library facilities in cities will be owned by the City (or school district).
2. Facility related operating costs: The Cities will be responsible for providing and paying for the following:
 - Exterior building maintenance, including painting, windows, roof and gutters
 - Landscaping and grounds
 - Capital improvements and repairs, including cost related to the implementation of productivity technologies such as self-service, fewer fixed service points, etc.
 - Interior building maintenance and repair
 - Facility systems repair and replacement (i.e. HVAC, electrical, plumbing, mechanical, etc.)
 - Custodial services
 - Furnishings and fixtures maintenance, including shelving, lighting, furniture, carpeting, window treatments, plumbing, etc.
 - Parking lot maintenance and repair
 - Water, sewer, garbage and recycling services
 - Gas and electric services
 - Telephone service
 - Elevator maintenance
 - Fire extinguisher maintenance
 - Common area maintenance
 - Pest control
 - Facility security and alarm systems

Background

Demand for library services continues to increase countywide. The widespread availability of the Internet has changed the type and complexity of the inquiries that reach the library, but has not diminished the use of print material, participation in programs and events, or the need for library services overall.

Preparation of applications for Library Bond Act funding for a number of cities throughout the county included extensive community data collection and needs assessments. Additional surveys, focus group discussions, public forums, interviews with community leaders, and steering committee meetings also yielded detailed new information about county residents' needs and preferences for library service.

In order to address the continuing increases in library use and demand for services and to take advantage of the extensive community data, the Contra Costa County Library recently completed a new, ambitious, customer-centered Strategic Plan. The plan reflects changes in the dynamic and demographics of the county population; changes in the way that libraries do business, including new technologies; and a strong desire to maintain quality by continuing to provide services effectively and efficiently.

Through the development and exploration of new, innovative service approaches, the expectations include service more in line with County residents' expressed needs and preferences; faster, one-stop service; better integration of libraries into communities; more cost effective library operations; and improved flexibility and capacity for growth.

The plan also recommended that a subgroup of city and county staff look at long-term funding and sustainability issues related to the Library's expected growth over the next decade. The Board of Supervisors authorized the County Librarian to work with PMA to identify and address these issues.

One of the issues identified is the need for consistency, understanding and agreement relating to responsibilities for various facility-related operating costs. The library currently has over 25 different operating agreements, leases, etc. with numerous variations in facility ownership and responsibility for paying for utilities, building and grounds maintenance, etc. Library staff is spending considerable time negotiating new agreements as new libraries are opened and recommend that the County and the Cities agree to roles and responsibilities in the City-County partnership to provide library service. A second issue is the need to develop options for funding and implementing technology.

Talking Points

Note: It should be noted at the outset that these Talking Points are goals to work toward, rather than specific actions that have to occur simultaneously. Each community served by the County Library has differing priorities and challenges and it is the goal of the library to work individually with each City to achieve these goals based on a timeline that works for each community.

Talking Point #1: Facility ownership: Library facilities in cities will be owned by the City (or school district). The following Cities will work with the County to acquire title for existing libraries or plan for a new facility:

Antioch	Library on 18 th street is owned cy CCC
Pinole	Library on Pinole Valley Road is owned by CCC
Pleasant Hill	Will be handled separately since library administrative and shared services are co-located with PH library which is owned by CCC
Walnut Creek	The Ygnacio Valley Library is owned by CCC

Talking Point #2: Facility related operating costs: The Cities will be responsible for providing and paying for the following:

- Exterior building maintenance, including painting, windows, roof and gutters
- Landscaping and grounds
- Capital improvements and repairs, including cost related to the implementation of productivity technologies such as self-service, fewer fixed service points, etc.
- Interior building maintenance and repair
- Facility systems repair and replacement (i.e. HVAC, electrical, plumbing, mechanical, etc.)
- Custodial services
- Furnishings and fixtures maintenance, including shelving, lighting, furniture, carpeting, window treatments, plumbing, etc.
- Parking lot maintenance and repair
- Water, sewer, garbage and recycling services
- Gas and electric services
- Telephone service
- Elevator maintenance
- Fire extinguisher maintenance
- Common area maintenance
- Pest control
- Facility security and alarm systems

Talking Point #3: Community library services: Contra Costa County will provide services at each community library that will include:

- Base level of open hours
- Library collections, including print, audio-visual, electronic and online using a formula for each location based on 50% circulation and 50% population
- Library services and programs as described in the Strategic Plan

Talking Point #4: Shared and centralized services: The following shared and centralized services will be provided and funded by Contra Costa County:

- Information technology
 - Network needs assessment, planning, design, implementation, testing, troubleshooting and repair for the 750+ PCs
 - Application needs assessment, planning, design, evaluation, selection, troubleshooting, maintenance, upgrades
 - Web site design, implementation, testing, maintenance, troubleshooting, maintenance and upgrades
 - Liaison with IT vendors

- Custom programming (recent examples: online library card registration)
- Collection support
 - Collection development needs assessment and planning
 - Fund accounting
 - Acquisitions, ordering, receiving, delivery to community libraries
 - Cataloging, technical processing (mostly outsourced)
 - Subscription management
 - Inventory
 - Interlibrary loans
- Facilities
 - Facility management for libraries in unincorporated areas
 - Library staff will work with cities in the design and planning of new or renovated libraries
- Library programs and services
 - Service needs assessment, planning, design, implementation and evaluation
 - Service grant development
 - Services to special populations (i.e. literacy programs, juvenile hall library service, etc.)
 - Countywide services and programs such as annual summer reading programs, author programs, Civic Engagement series, etc.
 - Collaborations with community partners
- Community relations and support (in collaboration with Cities and other partners)
 - Public information and marketing
 - Program publicity
 - Fundraising
 - Liaison with Friends, Foundations and other support organizations
- Personnel services
 - Recruitment, hiring, evaluation
 - Community library managers will be selected in consultation with cities
 - Staff development and training
 - Base level volunteer services, to be enhanced by cities and/or Friends groups
- Policy development
 - Support to Library Commission
 - Liaison to city commissions and task forces
 - Liaison to City and County administrations
- Administrative services
 - Budget, purchasing and accounting
 - Contract and grant administration
 - Statistics, measurement and evaluation

Talking Point #5: Enhanced services: Enhanced services (i.e. beyond the base level of services) can be provided in a variety of ways, including:

- Local communities can provide funding and contract with the County to expand services such as additional open hours and expanded collections.
- The County Library will partner with local communities, school districts, Friends, Foundations, and other collaborative partners to jointly sponsor programs and services.
- Local communities can create partnerships that provide programs, exhibits, etc. that enhance library service
- The County Library will enter 3-or-more way partnerships with school districts, the community college district, etc. to provide joint-use library services.

(

(

(