

**CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 5**

MEETING DATE: Thursday, September 25, 2008

AGENDA ITEM #: 11 A

ITEM: BAY AREA LIBRARY & INFORMATION SYSTEM (BALIS) ADVISORY BOARD

RECOMMENDED ACTION:

Commissioners will decide whether to receive regular BALIS reporting from the newly appointed Contra Costa County representative to the BALIS Advisory Board, Deborah Burstyn..



Contra Costa County

TO: BOARD OF SUPERVISORS
 FROM: INTERNAL OPERATIONS COMMITTEE
 DATE: AUGUST 11, 2008
 SUBJECT: APPOINTMENT TO THE BAY AREA LIBRARY & INFORMATION SYSTEM
 LAY ADVISORY BOARD

C24

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

RECOMMENDATION:

APPOINT the following individual to the Bay Area Library & Information System Advisory Board:

<u>Nominee</u> Deborah Burstyn 1012 Hacienda Drive Walnut Creek, CA 94598-4710	<u>Seat</u> County Representative	<u>Term Expiration</u> January 31, 2010
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BACKGROUND:

The Bay Area Library & Information System Advisory Board was established in 1979 pursuant to the California Library Services Act of 1977 to assist the Administrative Council in the development of the library system service plan. The Administrative Council is composed of the directors of the nine library systems of Alameda County, Contra Costa County, and the cities of Berkeley, Richmond, Hayward, Livermore, Oakland and San Francisco. The

CONTINUED ON ATTACHMENT: YES

SIGNATURE: *Julie Enea*

RECOMMENDATION OF COUNTY ADMINISTRATOR
 APPROVE OTHER

RECOMMENDATION OF BOARD COMMITTEE

SIGNATURE(S):

Susan Bonilla
SUSAN BONILLA, Chair

Gayle B. Ulkema
GAYLE B. ULKEMA

ACTION OF BOARD ON August 19, 2008

APPROVE AS RECOMMENDED OTHER

VOTE OF SUPERVISORS

UNANIMOUS (ABSENT) I

AYES: _____ NOES: _____
ABSENT: I ABSTAIN: _____

CONTACT: JULIE ENEA (925) 395-1077

CO: INTERNAL OPERATIONS COMMITTEE STAFF
ANNE CAIN, LIBRARIAN

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: AUGUST 18, 2008

JOHN CULLEN, CLERK OF THE BOARD OF SUPERVISORS AND COUNTY ADMINISTRATOR

BY *K Sinclair* DEPUTY

**Bay Area Library & Information Systems Advisory Board Appointment
Internal Operations Committee**

**August 11, 2008
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Advisory Board is composed of one citizen representative from each of the nine systems. The Board of Supervisors may appoint one representative and one alternate representative. By law, an appointee may serve no more than two consecutive terms. The Internal Operations Committee reviews nominations for the County's seat on the Advisory Board.

The Internal Operations Committee, at its August 11 meeting, reviewed and approved the nomination to appoint Ms. Burstyn, and now proffers this recommendation to the Board of Supervisors.

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

MEETING DATE: Thursday, September 25, 2008

AGENDA ITEM #: 12 A.

ITEM: LIBRARY ANNUAL WORK PLAN AND HIGHLIGHTS

RECOMMENDED ACTION:

- None

Contra Costa County Library

FY 07/08 Library Highlights

Anne Cain, County Librarian

FISCAL HEALTH

- PMA (Public Manager's Association) subcommittee looked at long-term funding and sustainability issues, recommendation developed to transfer responsibility for facilities and related costs to cities
 - Draft template agreement prepared, under review by County Counsel
 - Appraisals for 3 libraries owned by County located in cities due July 31, all 3 cities (Walnut Creek, Pinole, Antioch) indicate a willingness to discuss
 - Concept under discussion with most cities
- Resolved Mirant funding issue – all east County cities will pick up the cost to continue the additional open hours previously funded by Mirant (approximately \$200,000 annually)
- IT Audit completed by Auditor, recommendations being implemented to improve:
 - Business continuity plan
 - Passwords and other security measures
 - Software licenses
- Successfully pursued grants as a way to expand services and programs

Grants Received 2007/08

Source	Amount	Purpose
CA State Library	\$287,000	Automated book dispensers
CA State Library	\$71,026	Online Homework Help for FY 07/08
CA State Library	\$65,307	Literacy Services
CA State Library	\$11,384	Library School tuition reimbursement
CA State Library	\$25,000	Growing Up With Books
CA Council for the Humanities	\$1,000	Antioch How I See It: My Place teen program
Target	\$30,000	2008 Reading Festival
Target	\$3,000	Art books for Juvenile Hall Library
Target	\$12,000	Literacy calendar for West Contra Costa County
City of Oakley	\$4,750	Community Benefit grant for small business resources
Crockett Community Foundation	\$1,500	Microgrant for Crockett Library
Crockett Community Foundation	\$20,000	Crockett Library additional open hours
East Bay Community Foundation	\$2,000	Summer reading Program
Keller Canyon	\$5,250	Pittsburg Library SAT review
California First Five	\$5,000	Family Friendly Community grant for Oakley
California First Five	\$5,000	Family Friendly Community grant for Pittsburg/Bay Point
IMLS grant	\$118,000	Juvenile Hall Library
Lafayette Community Foundation	\$2,000	Lamorinda Reads
NEH We the People Bookshelf		Books for Oakley Library
ALA Let's Talk About It	\$5,000	Jewish Literature program at Kensington Library
San Pablo Community Foundation	\$5,000	Science material and programs at San Pablo Library
ConocoPhillips	\$2,000	Rodeo Library
ASCLA/NOD	\$1,000	Program for Developmentally Delayed adults at Antioch Library
Leshner Foundation	\$70,000	New library at Orin Allen Youth Rehabilitation Facility
Rodeo MAC	\$16,430	Rodeo Library open hours and books
Total 2007/08	\$768,647	

Contra Costa County Library

FY 07/08 Library Highlights

Anne Cain, County Librarian

SERVICE DELIVERY

- First library in the U.S. to offer book dispensing machines, Library a Go Go successfully installed and operating at Pittsburg/Bay Point BART station
- Secured funding for (\$30,000 from Target) and offered first annual Reading Festival, bringing 50 authors to 25 libraries, over 2,600 people attended May 16 – 18, 2008
- Circulation exceeded 6.1 million for 2007/08, surpassing last year's high of 5.4 million by 13%
- Won a national award and \$1,000 for serving people with disabilities for a program for developmentally delayed adults at the Antioch Library. The award, sponsored by the American Library Association and the National Organization on Disability, recognized "the Library's approach which stressed a welcoming attitude, lively, imaginative programs based on participant's feedback, and partnered with a community agency".
- Obtained a \$70,000 grant from the Leshner Foundation to establish a library at the Orin Allen Youth Rehabilitation Facility and a \$118,000 federal grant to create a 3-year reading and literacy program at the Juvenile Hall Library. The total amount raised for the Juvenile Detention libraries is over \$300,000 in the last 3 years. Began issuing library cards weekly in lobby of Juvenile Hall to families.
- Leveraged information technology to improve services. Examples include:
 - 15,700 subscribers to electronic newsletters
 - Launched podcasts of children's story times
 - Launched new visual catalog
- Participated with other County Departments and agencies on the development of the North Richmond Youth Empowerment Center
- Expanded early literacy programs through a \$25,000 grant from the California State Library

ORGANIZATIONAL AND TEAM DEVELOPMENT

- Continued transition from Central/Branch model of library service to "peer" community libraries
- 250 staff attended Staff Training Day October 8, 2007
- Board of Supervisors approved new management classification for Community Library Managers
- Cindy Brittain, Walnut Creek/Ygnacio Valley Senior Community Library Manager, was selected as County Manager of the Year by Board of Supervisors
- Affirmative Action Plan updated and presented to EEOC Committee December 2007
- As a "learning organization", staff attended 816 training sessions
- Completed reorganization of Reading and Literacy unit

CREDIBILITY BUILDING AND PUBLIC EDUCATION

- Partnered with the Contra Costa Small Business Development Center to provide 29 workshops on small business topics, 531 people attended the workshops held at libraries throughout the County
- Implemented new searchable online calendar and RSS feeds for all programs, events, and new items
- Presented report on Library Information Security to Library Commission
- Working to ensure recognition of County's role in delivering library service
 - Engaging customers through new marketing initiatives
 - Expanded outreach and active promotion
 - Library booths and resource tables at 70+ community events

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

FISCAL HEALTH

Key Issues/Action	Monthly Update
Balance Budget, conduct multi-year budget forecasts	
Complete budget forecasting project	<ul style="list-style-type: none"> • Preliminary 2012 forecast prepared (September)
Submit balanced budget	<ul style="list-style-type: none"> • FY 2008/09 budget submitted February 22 2008
Work with cities and community partners to maintain/expand open hours	<ul style="list-style-type: none"> • Negotiated agreement to expand 13 hours at Dougherty Station Library, funded by Community College District (July) • Prepared proposal to add Sunday open hours at San Pablo funded by the City of San Pablo (June) • City of Orinda renewed parcel tax for library, no sunset (June)
Resolve Mirant funding issue	<ul style="list-style-type: none"> • All east county cities agreed to pick up the cost of the additional open hours previously funded by Mirant (June)
Secure grants to initiate and sustain innovative library services	<ul style="list-style-type: none"> • Grants awarded in 07/08: \$768,647
Institute fiscal policies commensurate with highest rated organizations	
Continue process improvement for financial systems based on "best business" practices <ul style="list-style-type: none"> - Accounting internal controls - Cash handling - Procurement processes 	<ul style="list-style-type: none"> • Developed and implemented process to handle returned checks (July) • Completed collection disaster plan (July) • Unique Management Services -Collection Agency recovered \$365,116 in materials and \$189,578 in cash (February 2005-June 2008) • New public copiers installed at all locations (September) • IT Audit conducted, response completed (April) <ul style="list-style-type: none"> - Acquired new Microsoft Software Licensing Agreement (April) - Started IT Business Continuity Plan (April) • E-commerce functions under development so customers can pay fines and fees by credit cards

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

SERVICE DELIVERY

Key Issues/Action	Monthly Update
Demonstrate Improvements in Public Service Delivery/Focus on Public Needs and Services	
READING	
<p>Develop first ever Countywide Reading Festival (May)</p>	<ul style="list-style-type: none"> • Advisory committee formed (September) • Secured Target as major Corporate Sponsor \$30,000 (March) • Partnered with Contra Costa Times for value added publicity (March) • Involved members of the Board of Supervisors and City Councils in Reading Festival (May) • Over 2,600 people attended 50 author programs at 25 libraries (May) • Videocast interview with author provided on web site (May) • Danville Library staff planned, promoted and hosted 5 events with Greg Mortenson, author of <i>Three Cups of Tea</i> at San Ramon Valley High, Los Ceros Middle School, San Ramon Valley High School PTSA, Senior Citizen Tea and Author event • Library staff and CCTV videotaped 7 Reading Festival events for showing on CCTV
<p>Develop and implement multi-age programming including book discussion groups, author visits, storytimes, community forums</p>	<ul style="list-style-type: none"> • Citywide reads programs <ul style="list-style-type: none"> - Concord Big Read (Fall) - Danville/San Ramon (Fall) - Lamorinda (September 4-October 25) - Brentwood (September 17-October 27) - Walnut Creek- (September 19-October 14) • Hercules Author Lecture series (monthly) • We the People programs at Lafayette and Oakley • Pursuit of Happiness programs Brentwood (February, March) • Kensington Jewish Literature (July, August, September) • San Ramon Annual Storytelling Festival (July) • Fireside chat programs at Orinda (quarterly) • Live at the Library Program at the Walnut Creek Library featured: <ul style="list-style-type: none"> -Carla Marinucci and Lisa Vorderbruggen "Politics in the Age of You-Tube" -Superior Court Justice Maria Rivera - Poet Laureate and Pulitzer Prize Winner Robert Hass • Community Leaders Read program Brentwood (January) • Mysterious California Book Club Oakley (January) • An Evening with Mark Twain Orinda (November) • Remembering Eleanor theatre production Danville (October) • Eldercare programs Danville (February, March) • Chinese New Year Celebration Antioch, El Cerrito, Moraga, Orinda, Rodeo (February) • Brentwood Writer's Guild Poetry Program (February) • World Affairs Council programs Lafayette (February) • National Poetry Month Orinda, Brentwood (April)

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action	Monthly Update
<p>Demonstrate Improvements in Public Service Delivery/Focus on Public Needs and Services</p> <p>Complete study of east county library service</p>	<ul style="list-style-type: none"> • Initiated several new services and programs to better serve east county <ul style="list-style-type: none"> - Library a Go Go at BART station - Participated in community planning for new joint use library at middle school - Participated in the development of the Friends of the Delta Library - Partnered with the Friends of the Delta Library to extend Summer Reading Program to Byron/Discovery Bay
<p>Promote reading development in young children by developing and implementing early literacy programs</p>	<ul style="list-style-type: none"> • Recognized by West Contra Costa County School District (August) • CC Reads program which gets library cards and a public library experience to 2nd graders visited 6,379 2nd graders in 331 classes at 80 schools and issued 2,040 library cards • Harry Potter release party - many locations (July) • Lego and Listen program Pleasant Hill • Completed early literacy web pages (November) • West Contra Costa Transportation Advisory Committee (WCCTAC) West County Ride to Read program – fulfilled 426+ bus pass requests for parents and children • Wilruss annual report submitted to Board of Supervisors (January) <ul style="list-style-type: none"> -Reach Out and Read (national pediatric literacy program) trained over 70 clinic staff and distributed over 6,000 books at well baby appointments - Stories to Go's 58 volunteers visited 35+ preschools and presented over 2,100 storytimes - Books to Grow On's 75 kits circulated over 575 times, reaching 2,300 children • Expanded story programs at many locations, including: <ul style="list-style-type: none"> - evening programs Moraga (September) - Baby signing programs Lafayette - Paws to Read programs Orinda • KidsRead 2008 program Danville, San Ramon (March, April) • Received \$24,000 grant to develop a library staff team focused on early literacy services. 12 Early literacy programs presented to 66 childcare providers and parents, including: <ul style="list-style-type: none"> -East County Hispanic Daycare providers in Spanish (November) -Pittsburg Healthy Start (December) -El Sobrante (February) - Concord -First Five Day Care (May) -Parents groups at John Muir Women's Health Center (May) -Elephant Pharmacy Walnut Creek (June)
<p>Provide summer reading programs that develop and maintain reading skills</p>	<ul style="list-style-type: none"> • Very successful 2007 Summer reading Program – over 37,000 participants • Introduced new Baby Reading Program

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action	Monthly Update
Demonstrate Improvements in Public Service Delivery/Focus on Public Needs and Services	
Offer literacy classes and one-on-one tutoring for adults who need to improve their reading and writing skills	<ul style="list-style-type: none"> • 218 learners received 7,407 hours of instruction provided by 128 volunteer tutors in the adult literacy program, Project Second Chance • Book of student writings published and distributed as special recognition event (August) • PSC Student finalist in California Literacy Services' Writer to Writer Challenge (August) • Literacy flyer distributed with all County pay checks (September) • Four PSC students awarded scholarships by Orinda Women's Club • Staff gave presentation on literacy program at Los Medanos College Midnight Basketball program • Martini Tasting Fundraiser at Lafayette Park Hotel raised more than \$13,000 for Project Second Chance
LIFELONG LEARNING	
Continue to improve library service at Juvenile Hall and expand to Boy's Ranch	<ul style="list-style-type: none"> • Received a \$3,000 grant from Target for art books (August) for Juvenile Hall • Leshner grant for OAYRF approved for \$70,000 (October), opening scheduled for September 2008 • Federal (IMLS) grant approved for \$118,000 for Juvenile Hall library • Began issuing library cards monthly to families visiting Juvenile Hall
Continue developing social network presence for library	<ul style="list-style-type: none"> • Introduced podcasting, a means of broadcasting audio content over the Internet. Podcasts include online story times, author interviews, and Chapter-a-Week for older children. • Staff offered online readers advisory by posting reviews through a wiki • Adults and young adults can post online reviews for the summer reading program • Broadcasting video library events through YouTube, including a video contest for teens • Sharing library events and activities through photographs posted to Flickr

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action	Monthly Update
Demonstrate Improvements in Public Service Delivery/Focus on Public Needs and Services	
Create inviting environments and programs for out-of-school activities for teens	<ul style="list-style-type: none"> • Urban Legends program Kensington (July) • 133 teens submitted designs in Avatar design competition (Summer, Fall) • Sponsored Teen Illustration program for Big Read (Concord, Fall) • Mystery short story writing contest for teens (Pinole, July) • Anime movie night (San Pablo, August) • "Rock the Shelves" event held October 20, teen rock concert, avatar design winner, Scripps National Spelling Bee winner, teen summer reading program conclusion • Participated in Teen Tech Week March 2 – 8 • Once Upon a Wednesday after school programs Antioch (weekly) • Drop in Homework Center Computer Lab Dougherty Station • Teen database classes Antioch • Chocolate Fest at Antioch (February) • Manga clubs and program San Pablo, Ygnacio Valley, Concord • ESL Teen afternoon movies at El Sobrante • 3D Animation program Danville (March) • Spring Break Movie Marathon San Ramon (March) • Nancy Drew Drive-In-Fun program for tweens San Ramon (March) • Teen 'Zine Poetry program and booklet Martinez (April) • Young Bohemians Writing group San Ramon (monthly) • 18 libraries offering Summer reading Teen Volunteer programs in 2008 with some libraries reporting 20+ teens
Provide presentations and training to educators and students to help them choose information sources.	<ul style="list-style-type: none"> • Training on library databases provided to teachers and school librarians (Fall) • Contra Costa College instruction programs at Hercules (September) • Joint meeting with SRVUSD librarians and Danville and San Ramon libraries (October) • Web Wizard programs at several libraries • Trained Hercules Middle School teachers on History Resource Center (April)
Support achievement of personal educational goals for adults and families	<ul style="list-style-type: none"> • \$5,250 grant from Keller Canyon, for Princeton Review SAT study sessions for 15 Pittsburg High School juniors • SAT and ACT practice exams for teens Moraga, Pittsburg, Danville, Hercules, Pleasant Hill, San Ramon, Martinez, Concord • ARC Inroads Wednesday Club Antioch (won National Organization for Disabilities award) • Internet training classes Hercules, El Cerrito, Danville, Orinda, Concord, Pinole • ESL classes at Antioch • Received San Pablo Community Foundation grant of \$5,000 to provide science books and programs San Pablo Library

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action	Monthly Update
Demonstrate Improvements in Public Service Delivery/Focus on Public Needs and Services	
Continue development of Dougherty Station Joint Use Library with Diablo Valley College	<ul style="list-style-type: none">• Provide regular Bibliographic Instruction classes for DVC students• Jointly recruited and hired Library Specialist (October - January)• Joint Use Library Advisory Committee (JULAC) meetings held quarterly• Created ESL Special Collection with funds from DVC (April)• Purchased ebook collection with funds from DVC• Library staff to conduct "office hours" at Learning Commons

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action	Monthly Update
<p>Demonstrate Improvements in Public Service Delivery/Focus on Public Needs and Services</p> <p>Continue the development of the Virtual Library in recognition that many people seek information electronically and outside of library hours</p>	<ul style="list-style-type: none"> • Online registration covered in Cites and Insights (September) • Visual catalog implementation - Introduced a new online catalog in April, which involves not only improved searching, but many other features such as searchable content beyond the bibliographic record. • WebFeat Express Federated Search - Began offering federated searching to most of our electronic databases (January) • Storytime podcasts for children - Introduced a library blog that hosts bi-weekly posts of librarians reading classic children's stories. In the first month, this service received nearly 1800 visitors. • NextReads Newsletters - Offers opt-in subscription to reading suggestions via email to over 20 different newsletters. Also offer the Project Second Chance newsletter through this service, as well as the Library News & Events newsletter. Currently have about 15,700 subscribers. (August) • Implementation of Summer Reader - allows customers to keep track their participation progress in our annual Summer Reading Programs and publish book reviews on library web site. • Online Events Calendar - offers library customers the ability to check program schedules and availability online, online event registration, self-management of program selections, automatic email confirmation and reminders for event registration, and a sign up for email notification about programs in their areas of interest. In additional to all of these options, Library events can be downloaded to a customer's handheld device. • RSS - now offer RSS feeds to all programming and events, new items added to our catalog, and podcasts. • Alexander Street Press - 4 new streaming music and video databases introduced. African American Song, Classical Music Library, Smithsonian Global Sound, and Theatre In Video (October) • World Book Encyclopedia Online - Includes the online version of World Book, World Book Kids, and World Book in Spanish. (December) • Offering online government documents through web site, creating electronic depository with GPO Documents Without Shelves • MySpace - Launched a library MySpace page to bring library services to where the local teens congregate virtually. As part of the publicity for this event the library hosted two separate county-wide teen contests, and a county-wide teen band event during teen read week. • New Subject Guides in progress - New subject guides are being written using LibGuides, an easy to update interface offering many Web 2.0 features such as RSS feeds, customer ratings, etc. Will be presented at this year's CLA conference in San Jose. • Added LitFinder database, full text poems and short stories • Added Novelist Plus, an enhanced reader's advisory guide • Preparing summary of issues for County Counsel
<p>Review Internet Access policy</p>	

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action	Monthly Update
Demonstrate Improvements in Public Service Delivery/Focus on Public Needs and Services	
Improve library services to "Boomers"	<ul style="list-style-type: none"> • Two staff accepted to Infopeople Institute on Services to Boomers (October) • Conduct community needs assessment for Boomers in Danville • Initiated new programs for seniors, including: <ul style="list-style-type: none"> - Genealogy programs Lafayette, Martinez - Film Noir programs Antioch - Eldercare programs Moraga - Concord Senior Center computer training sessions
Involve Community Organizations as Partners: Collaboration	
Work with business partners to provide small business training	<ul style="list-style-type: none"> • 29 Small business workshops provided, 531 attendees <ul style="list-style-type: none"> - Profiling your competition (Pleasant Hill, July) - How to Sell (Concord, August) - How to Publish Your Book (San Ramon, August) - Psychology of Small Business Success (Clayton, August) - Leadership in Small Business (Antioch, September) - Making the Most of Your Money (Danville, September) (Brentwood, October) - Using Reference USA (Hercules, October) - Board Members Rule (San Ramon, November) - Using Business Decision Pro (Pleasant Hill, October) - Your Business on the Web (Pleasant Hill, November) - Help to Hire Right (San Ramon, November) - Finding Your Business Passion (Ygnacio Valley, December) - Intellectual Property (Pleasant Hill, January) - Trademarks and Copyright (Concord, January) - From Invention to Marketplace (Clayton, February) - Bringing Your Product to Market (Danville, February) - Designing a Successful Business (Pleasant Hill, March) - Fundamentals of Marketing (Hercules, March) - Meaningful Part-time Employment (Clayton, March) - Marketing Plans (El Sobrante, April) (Antioch, April) - Psychology of Small Business Success (Antioch, April) (Pittsburg, April) - Franchises (Ygnacio Valley, April) - Your Business on the Web, Parts 1 and 2 Antioch, May) (Pleasant Hill, June) • Brentwood Chamber of Commerce -- Business Connection presentation (September) • Financial planning workshops (Ygnacio Valley, November) • Consumer law programs San Ramon, Antioch • Business resources panel discussion (El Sobrante, January) • Workshop for PR firms (Pleasant Hill, April) • Staff actively participate in the following Chambers of Commerce: Pleasant Hill, Concord, Oakley, Brentwood • Business resources (San Ramon, June) • Received \$4,750 grant from the City of Oakley for business workshops and resources • Added business databases OneSource and New Businesses

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action	Monthly Update
Involve Community Organizations as Partners: Collaboration	
Participate in countywide, regional, and community efforts to improve education, literacy, public services	<ul style="list-style-type: none"> • Participated in: <ul style="list-style-type: none"> - Leadership Council for Healthy and Active Before 5 community summit - First Five East County regional group - Contra Costa for Every Generation - North Richmond Youth Empowerment Center - Pittsburg Literacy Initiative - She's All That Soroptimist conference San Ramon (February) - Concord Literacy Coalition - Los Medanos College's Big Read program
Participate in activities and events focused on issues of community interest	<ul style="list-style-type: none"> • Participated in 7th Annual Partners in Planning for senior services (October) • Jazz Concert Series September 28 – November 9 (San Ramon) • Growing Up Asian exhibit and program (Lafayette, December) • Spotlight on Local Writers (Martinez) • El Cerrito Stockton Avenue Stroll (May) • College Information program Danville (April) • Lafayette Library and Learning Center Sneak Peak (May) • Brentwood Dia de los Ninos, Dia de los Libros (May) • Hercules Phillippine Independence Day celebration (June) • Walnut Creek Green Arts and Jam Civic Arts (June)
Collaborate with community partners to provide programs	<ul style="list-style-type: none"> • Collaborated with (partial list): <ul style="list-style-type: none"> - Lawrence Hall of Science - Oakland Museum - Monterey Bay Aquarium - East Bay Regional Parks District - Fine Arts Museums of San Francisco - Martinez Leisure Services - Workforce Development Board - Contra Costa Small Business Development Center - Chambers of Commerce: Brentwood, Concord, Pleasant Hill - Museum of the San Ramon Valley - San Ramon Valley Genealogy Society - Concord Senior Center - Kiwanis - Rotaries (several) - DeYoung Museum - Asian Arts Museum - Lafayette Park Hotel
Leverage Information Technology to Improve Public Service	
Implement Link+ (direct loan consortia borrowing)	<ul style="list-style-type: none"> • Met with Innovative Interfaces (vendor) in January • Link+ contract approved by Board of Supervisors (May) • Implementation schedule developed (June)

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action	Monthly Update
Leverage Information Technology to Improve Public Service	
Secure funding and implement book dispensing machines	<ul style="list-style-type: none"> • Two grants received <ul style="list-style-type: none"> - BALIS \$50,000 - LSTA \$287,000 • Negotiated agreements with BART (April) • Approval received from shopping center owner • First machine available on May 29
Continue to invest in technology that allows library customers to be self-sufficient.	<ul style="list-style-type: none"> • Danville Library remodel to self-service completed (February) • All new libraries designed to maximize self-service • Moving towards single service desk at most locations • 63% of circulation handled by self-check machines
Investigate, establish direction and pilot systems for automated materials handling systems	<ul style="list-style-type: none"> • Proposal from consultant for Lafayette (September) • Tour Santa Clara County and San Jose libraries (September) • Worked with consultant to develop options for Lafayette (September) • Issued RFP, selected vendor for systems for Lafayette, Walnut Creek and Pleasant Hill
Develop a pilot Radio Frequency Identification (RFID) project	<ul style="list-style-type: none"> • Implementation completed at Danville Library (February) • RFID implementation schedule developed
Implement Vocera, instant, hands free voice communication utilizing Voice Over Internet Technology and wireless networking.	<ul style="list-style-type: none"> • Vocera implemented at Hercules (September)

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

ORGANIZATIONAL AND TEAM DEVELOPMENT

Key Issues/Action	Monthly Update
Governance/Structure	
Continue transition from Central/Branch model to "peer" community libraries	<ul style="list-style-type: none"> • Board order approved to hire consultant for space planning (October) • Extensive staff meetings conducted (November, December) • Preliminary plan for staff areas prepared and reviewed with staff (May, June) • Outstanding turnout for community focused programs at Pleasant Hill <ul style="list-style-type: none"> - Extended Roots musical group (150) - Yau Man Chan from Survivor (240) - Drama Workshop for kids (60)
Capacity Building	
Improve internal staff communications and relations	<ul style="list-style-type: none"> • Annual Staff Training Day (October 8) – 250 staff attended • Board approved new Community Library Manager classifications (September) <ul style="list-style-type: none"> - Negotiations completed and signed with Local 1 on Community Library Manager issue - Board approved in December • Cindy Brittain selected as County Manager of the Year • Project Second Chance held all day offsite goals setting meeting (December) • Staff enrichment day Dougherty Station/ San Ramon (March)
Continue to explore new modes of communication such as blogs, wikis, and IM	<ul style="list-style-type: none"> • Created Big Read Wiki for Concord (August) • Developed wiki to replace children's performers file (March) • All staff provided with opportunity to participate in My Web 2.0, 10 things in 10 weeks
Update Affirmative Action Plan	<ul style="list-style-type: none"> • Updated and presented to EEOC Committee (December)
Provide opportunities for staff to attend and participate in conferences	<ul style="list-style-type: none"> • Staff presented at numerous conferences and workshops <ul style="list-style-type: none"> - BAYA – My Space presentation by Middleton - Future of Libraries – Library a Go Go by Galindo • Two staff (Lovan, Warren) were accepted for the Eureka Leadership Development program • Staff attended and gave presentations at the following conferences: <ul style="list-style-type: none"> - California Library Association (November) – 14 staff - Public Library Association (March) – 11 staff - American Library Association (June) – 16 staff • 5 staff attended Library Journal's Library Design Inst. (May) • Staff attended 816 training sessions in 2007/08 • Staff provided 2 poster sessions at ALA (June)
Administrative Infrastructure	
Fill vacant Deputy County Librarian position	<ul style="list-style-type: none"> • New Deputy County Librarian appointed (January)
Complete reorganization of Reading and Literacy programs	<ul style="list-style-type: none"> • Approved by Board (September) • Implementation completed (November)
Create positions of budget manager and human resources manager to replace other management positions	<ul style="list-style-type: none"> • Initiate process (April)

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

CREDIBILITY BUILDING AND PUBLIC EDUCATION

Facilities

<p>Participate with local communities planning new library facilities</p>	<ul style="list-style-type: none"> • Brentwood – plan move to temporary location (Summer 2008) • Brentwood – attended several community planning sessions (Summer, Fall 2007, Winter, Spring 2008) • Antioch – attended several Council and Mello-Roos Board meetings (Summer, Fall 2007) • Submitted comments on all plans for Walnut Creek (August) • Participate in Project Mgt. Meetings in WC (monthly) • Participate in Lafayette cabinet and project meetings (monthly) • Worked with architect and consultant on preliminary plan for Pittsburg Library (January) • Attend City Council and Library Advisory Task Team meetings relating to the San Ramon City Center library • Work with architects, school district personnel and community members to plan Delta Library at Excelsior Middle School in Byron • Reviewed various plans for relocating the Brentwood Library • Lafayette Library conducted special needs survey for new library • Participated in Walnut Creek Library groundbreaking (May)
<p>Complete improvements to existing libraries</p>	<ul style="list-style-type: none"> • Opened El Sobrante Reading Garden (July) • Facility assessments completed by General Services for Antioch, Concord, El Sobrante, Kensington, Martinez, Moraga, Pinole, Pittsburg, Pleasant Hill, and Ygnacio Valley libraries (January) • Initiated process to renovate and possibly expand the Kensington Library • Worked with the Town of Danville on library improvements, held grand reopening event April 5 • Martinez Library Reading Garden completed (May), opening scheduled for August
<p>Develop plan for closing Walnut Creek Library and establishing a small, temporary location at Park Place</p>	<ul style="list-style-type: none"> • Board order authorizing closure approved October 23 • Walnut Creek Library closed (November 30), opened in Park Place (January 2) <ul style="list-style-type: none"> - books moved to Park Place and storage - furniture, equipment inventoried, disposition handled - staff reassigned • 700 people attended farewell event

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action	Monthly Update
Improve information to promote/enable greater access to public services	
<p>Engage customers through new marketing initiatives</p>	<ul style="list-style-type: none"> • Developed plan to offer podcasts (downloadable digital audio recordings) of children's literacy programs using material in the public domain (September) • Special marketing plan developed for City Reads programs (September) • Special outreach activities to teachers, parents, students at schools in the Dougherty Valley and in Hercules (Fall) • Presented workshop for art for West County Reads Calendar (August) • Worked with Laura Darensburg on marketing plans for Reading Festival and Library-a-Go-Go, coordinated LaGG marketing with BART • Created web pages for Pulitzer Prize winners and Book Club reads • Orinda Library named Best Library in the East Bay by East Bay Express and Best Family-Friendly Library in Diablo Magazine's Best of the East Bay 2008 (June)
<p>Through outreach and active promotion, inform the public about the library's various collections and services</p>	<ul style="list-style-type: none"> • Comcast Local Edition/Newsmakers taping: <ul style="list-style-type: none"> - Library's avatar design contest for MySpace (July) - Electronic Resources, Virtual Library (September) - City Reads and BIG READS programs (September) - Reading recommendations (October) - Library a Go Go (March) - Reading Festival (April) • Summer Reading Program Press Clip (August) in CCTV and Library Web site, won award from Western Access Video Excellence • Implementing interpretation/translation service (fall, winter) • Calendar of events with search features available on library website (January) • Celebrated 1st National Friends of the Library Week, sent letters to all Friends groups • Volunteer recognition events held: <ul style="list-style-type: none"> - Danville (December, February, May) - Hercules (November) - Walnut Creek - Clayton (April) - Moraga (April) - Brentwood (May) - San Ramon (May) - Orinda (April) • Lamorinda Reads featured in 9 press articles: CCTimes (2), Orinda News (2), Lamorinda Sun (2), Lamorinda Weekly (2), Diablo Magazine (1) • Regular presentations at City Council meetings, frequently receiving proclamations relating to major library initiatives such as the Reading Festival and National Library Week

FY 2007/08 Annual Work Plan

Anne Cain, County Librarian

Key Issues/Action

Monthly Update

Improve information to promote/enable greater access to public services

- Library booths or resource tables at:
 - Brentwood CornFest (July)
 - Lafayette Criterium (July)
 - Moraga 4th of July festival
 - Clayton 4th of July parade
 - Sutter Hospital Women's Health Fair (July)
 - Oakley First Friday community event (monthly)
 - Pittsburg Back to School Health and Fitness Fair (July)
 - San Pablo Lao Family Community Resource Fair (July)
 - Oakley Cityhood 8th Annual Celebration (July)
 - Kaiser - literacy program (August)
 - Mervyn's Child Spree (August)
 - Pittsburg Health Center WIC event (August)
 - Countywide Swim Meet (August)
 - Oakley Almond Festival (September)
 - Solano Stroll (September)
 - Pittsburg Library Farmers' market (September)
 - EHSD resource fairs Hercules, Martinez, Antioch (Sept)
 - Contra Costa Childcare Council Art & Literacy Festival (September)
 - Concord We Care Kids Carnival (September)
 - Bay Point Convoy of Hope (September)
 - Lafayette Art and wine Festival (September)
 - Miramonte HS Community Service fair in Orinda (Sept)
 - Crockett Wild West festival (September)
 - Woman's Health Forum library resource table (October)
 - Oakley Senior Health Fair (October)
 - Homeless Connect (October)
 - Concord 2nd Annual Day at the races for Literacy (Oct)
 - Moraga Pear Festival (October)
 - Pittsburg Chamber of Commerce trade Show (November)
 - Cal State East Bay Environmental Fair (November)
 - 31st annual Holiday Run in Antioch (December)
 - YMCA/Kaiser Thrive in the New Year (January)
 - 8th annual preschool fair Antioch (February)
 - Calworks Mortgage Downturn/Job Seminar Concord (Feb)
 - East County Homeowner's Workshop Pittsburg (February)
 - Deer Valley High School Safety Fair (March)
 - Moraga Juniors Easter Egg hunt (March)
 - Assemblymember DeSaulnier Environmental Fair (April)
 - YMCA Healthy Kids Days Oakley, Pleasant Hill (April)
 - Pleasant Hill Middle School Career Fair (April)
 - Concord Earth Day (April)
 - Concord Senior Center Health and Wellness Fair (April)
 - Pleasant Hill Health and Wellness Fair (April)
 - CCC Youth Summit, Freedom High School (April)
 - AETNA Volunteer Fair (April)
 - Rossmoor Volunteer Fair (April)
 - Oakley Community Awareness Day (April)
 - San Ramon Community Faire (April)

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	<ul style="list-style-type: none">- San Ramon Teen Job Faire (April)- Mt. Diablo Mother's Club Summer Expo (April)- Contra Costa Times Book Club Gala (April)- Clayton YMCA Health and Book Fair (April)- Martinez preschool fair (April)- Pittsburg FitFest (May)- Richmond/San Pablo Cinco de Mayo Festival (May)- Concord Multi-cultural Fair (May)- Sun Valley Mall Reading Festival (May)- Brighter Beginnings/First Five Mother's Day Antioch (May)- CCC 14th annual Retiree and Senior Health Fair (May)- Bay Point First Spring Derby Parade (May)- Miramonte Community Service Faire (May)- Oakley First Friday (June)- 4th annual Monument Community Pride Festival (June)- Bay Point Unity in the Community (June)- Concord First Five Week of the Young Child event (June)• Held Friends Council Meeting (February)• Library volunteers donated 103,949 hours of service in 2007<ul style="list-style-type: none">- Library volunteers 34,582 hours- Project Second Chance volunteers 12,418 hours- Friends of the Library volunteers 56,949 hours