

PLP Executive Committee Agenda

June 10, 2019

10:00 a.m. via Conference Call

Conference Call Call-in Information:

Conference Number: 1-800-503-2899 Access Code: 3495538

- | | | |
|---|----------|---------------|
| I. Adoption of the Agenda (Action Item) | McCulley | |
| II. Old Business | | |
| A. Approval of the May 10, 2019 Minutes (Action Item) | McCulley | Attachment 1 |
| B. Draft Minutes of the May 10, 2019 Administrative Council Meeting (for information only) | McCulley | Attachment 2 |
| C. Review and Approval of Updated Guidelines for PLP Support for Staff Development Initiatives and Activities (Action Item) | Alvarez | Attachment 3 |
| D. Approval of LSTA PLP Competitive Grants: Data Privacy Best Practices Training for Libraries (Action Item) | Alvarez | Attachment 4 |
| E. PLP Sponsored Regional Networking Event Update | Wolfgram | |
| III. New Business | | |
| A. Review and Approval of Change in PLP Executive Committee Membership (Action Item) | McCulley | |
| B. Discussion of PLP Staff Development Workshop Topics | Frost | |
| C. Discussion of “Young Adult Management Seminar” (YAMS) Proposal and “Leadership Development Program” Proposal | Frost | Attachment 5 |
| D. Approval of FY 2019/20 PLP CLSA Plan of Service (Action Item) | Frost | Attachment 6 |
| E. Finance | | |
| 1. PLP/NorthNet FY 2019/20 Contract Approval (Action Item) | Frost | Attachment 7 |
| 2. PLP/PLS FY 2019/20 Contract Approval (Action Item) | Frost | Attachment 8 |
| 3. PLP FY 2019/20 Budget Approval (Action Item) | Yon | Attachment 9 |
| F. PLP Executive Committee Meeting Scheduled for FY 2019/20 | Alvarez | Attachment 10 |
| IV. Reports | | |
| A. PLP President’s Report | McCulley | |
| B. PLP CEO’s Report | Frost | |
| C. State Library Report | Coles | |

V. Agenda Building for Next Meeting on October 21, 2019

VI. Public Comment - (Individuals are allowed three minutes, groups in attendance five minutes. It is System policy to refer matters raised in this forum to staff for further investigation or action if appropriate. The Brown Act prohibits the Executive Committee from discussing or acting on any matter not agendaized pursuant to State law.)

VII. Adjournment

Brown Act: The legislative body of a local agency may use teleconferencing in connection with any meeting or proceeding authorized by law. Cal. Gov't Code § 54953(b)(1). A "teleconference" is "a meeting of a legislative body, the members of which are in different locations, connected by electronic means, through either audio or video, or both." Cal. Gov't Code § 54953(b)(4). A local agency may provide the public with additional teleconference locations. Cal. Gov't Code § 54953(b)(4).

The teleconferenced meeting must meet the following requirements:

- (1) it must comply with all of the Act's requirements applicable to other meetings;
- (2) all votes must be taken by roll call;
- (3) agendas must be posted at all teleconference locations and the meeting must be conducted in a manner that protects the statutory and constitutional rights of the parties or public appearing before the body;
- (4) each teleconference location must be identified in the notice and agenda and each location must be accessible to the public;
- (5) during the teleconferenced meeting, at least a quorum of the members of the legislative body must participate from locations within the boundaries of the body's jurisdiction; and
- (6) the agenda must provide the public with an opportunity to address the legislative body at each teleconference location. Cal. Gov't Code § 54953(b).

Meeting Locations

California State Library, 900 N Street, Sacramento, CA 95814

Alameda County Library, 2450 Stevenson Blvd. Fremont, CA 94538

Burlingame Public Library, 480 Primrose Road, Burlingame, CA 94010

Monterey Public Library, 625 Pacific Street, Monterey, CA 93940

Oakland Public Library, 125-14th Street, Oakland, CA 94612-4397

Pleasanton Public Library, 400 Old Bernal Avenue, Pleasanton, CA 94566-7012

PLP Office, 2471 Flores Street, San Mateo, California 94403

Redwood City Public Library, 1044 Middlefield Road, Redwood City, CA 94063

Santa Clara City Library, 2635 Homestead Road, Santa Clara, CA 95051

Santa Cruz Public Libraries, 117 Union St., Santa Cruz, CA 95060

South San Francisco Public Library, 840 West Orange Avenue, South San Francisco, CA 94080-3125

**PLP Executive Committee Minutes
Santa Clara County Library District
1370 Dell Ave, Campbell, CA 95008
May 10, 2019
1:00 p.m.**

Committee:

Brad McCulley, President
Susan Nemitz, Vice-President
Cynthia Bojorquez
Cindy Chadwick
Hilary Keith
Heidi Murphy
Derek Wolfgram
Inga Waite

System Staff:

Carol Frost, PLP
Yemila Alvarez, PLP
Andrew Yon, PLP

Others:

Jamie Turbak, OPL
Valerie Sommer, SSFPL

Meeting was called to order at 1:11 pm by President McCulley.

I. Adoption of the Agenda

The Agenda was adopted as presented. (M/S Murphy/Keith)

II. Approval of Consent Calendar**A. Approval of the January 30, 2019 Minutes****B. Approval of CEO Annual Workplan**

The consent calendar was approved as presented. (M/S Murphy/Wolfgram)

III. Old Business**A. Review and Approval of Updated Guidelines for PLP Support for Staff Development Initiatives and Activities**

There was discussion of items 6 and 7 on the guidelines as they pertain to committee requests. A decision was made to delete number 6 and change number 7 to say "special consideration will be given" as opposed to "priority." There was discussion of the funding cycle and a decision to change the wording "funding cycle" to "fiscal year." A motion was made and passed to accept the attachment as amended with these changes. (Nemitz/Wolfgram)

B. Finance**1. Acceptance of the PLP FY 2017/18 Audit (Action Item)**

Controller Yon reviewed the audit document in detail explaining the operating reserve amounts and the fund balance. There was discussion of how the operating reserve is derived and it was clarified that it is three months' worth of operating expenses. There was a question about the membership dues and when the last time they were adjusted, and they have been flat since 2015. A motion was made and passed to accept the audit as presented. (M/S Wolfgram/Keith)

IV. New Business

A. PLP Annual Meeting Debrief

The Committee discussed the potential of some sort of PLP Advocacy/Marketing as it related to the OCLC report. There was concern expressed about the drops in percentage of support for libraries, and there was a feeling that libraries are failing in our message or telling the story of libraries. There was discussion of developing a 2-day training for directors around crafting and shaping your message and having PLP jointly go in on shaping a joint message for all our libraries. Murphy mentioned that TIERS offered a training as part of the Institute for Local Government. There was discussion around highlighting the best of what's happening in the Bay Area. There was an idea to have an ad-hoc committee take this training and bring a plan back to the Administrative Council. There was discussion of trying to put together a virtual reality tour of a Premier Library and giving people a taste of what is truly possible or using a FuseCorps fellowship and how that could be incorporated into more libraries. Murphy and Chadwick agreed to form an ad hoc subcommittee and there was discussion of having San Benito County library participate as well as a marketing person.

B. LSTA PLP Competitive Grants Update

CEO Frost mentioned the competitive grants we are pursuing including Student Success Initiative and Data Privacy Training for Libraries. There was consensus that the data privacy training is important and around the need for talking points around library use of big data and addressing community fear and optics. Desire for a daylong event around Data Privacy for Directors with a leading expert was expressed. This can be explored after the grant is awarded and work commences.

C. California Library Services Act Regulatory Language Changes and September CLSB Meeting

CEO Frost presented Attachment 5 in detail, stating that the goals presented to CLSB were around clarifying that we can use funding for assessments including Analytics on Demand. There is a need to redefine Planning, Coordinating, and Evaluating and where it is placed in the budget portion of the Plan of Service. This issue will need to go back to the CLSB in September.

D. Approval of FY 2018/19 Amended CLSA Plan of Service

CEO Frost presented the amended CLSA Plan of Service. There are three changes that have been made regarding PLP's use of CLSA funds to purchase Analytics on Demand. A motion to approve the amended CLSA Plan of Service was made and passed. (M/S Murphy/Wolfgang)

E. Review of FY 2019/20 PLP CLSA Plan of Service

CEO Frost presented the 2019/20 CLSA Plan of Service indicating that the allocation is \$701,264 this year and addressing the system priorities for this year. Currently all of the expenditures for AOD were paid from 18/19 funds so the 19/20 plan is not impacted.

F. Finance

1. PLP/NorthNet FY 2019/20 Contract Review

CEO Frost reviewed the contract and the figures on page 111 of the packet. Currently the contract stands at \$171,168. If NorthNet receives the ZipBooks grant, there will need to be another amendment to the contract.

2. PLP/PLS FY 2019/20 Contract Review

CEO Frost presented the contract for review. There was no discussion.

3. Review and Approve Request from Hayward Public Library for Reduced Membership for One Year

Hayward Public Library requested the BALIS Council approve allowing Hayward to pay their first year's participation fee at a lower threshold based on their budget being close to the next tier. BALIS has recommended to PLP to allow Hayward to remain at the lower threshold for a year. A motion was made and passed to allow Hayward to remain at the lower threshold for a year (M/S Nemitz/Wolfgram). There was discussion of PLP emailing the library directors and asking them to review their operating non-capital budget levels currently listed to ensure they are indicated at the appropriate budget level in terms of dues owed and related distributions.

4. PLP FY 2019/20 Draft Budget Discussion

Controller Yon reviewed the FY 2019/20 proposed budget in detail. CLSA funds have increased for next year due to Hayward rejoining. There was a question about the increase in interest and a response that the interest rate changed from less than 1% to 2.3%.

Chadwick left the meeting (2:54pm)

G. FY 2019/20 PLP Executive Committee Meeting Schedule

The June meeting has been changed to June 10 at 10am. The October meeting was changed to October 21 at 10am. The January meeting was changed to January 23 at 12:30pm.

V. Reports

A. PLP President's Report

There was no additional report.

B. PLP CEO's Report

There was no additional report.

C. State Library Report

There was no additional report.

VI. Agenda Building, Date and Location for Next Meeting in June 2019

- A. Revised Guidelines for PLP Staff Development Support
- B. Plan of Service
- C. Competitive Grants Update
- D. Approval of NorthNet Contract
- E. Approval of PLS Contract
- F. Approval of Budget

VII. Public Comment

There was no public comment.

VIII. Adjournment

Meeting was adjourned at 3:10PM by President McCulley.



Pacific Library Partnership

PLP Administrative Council Annual Meeting Minutes
Friday, May 10, 2019
9:30-12:15

Santa Clara County Library District
1370 Dell Ave, Campbell, CA 95008

Administrative Council Members:

Cindy Chadwick	Alameda County Library
Jane Chisaki	Alameda Free Library
Brad McCulley	Burlingame Public Library
Melinda Cervantes	Contra Costa County Library
Chela Anderson	Daly City Public Library
Ashlee Wright	Harrison Memorial Library
Sally Thomas	Hayward Public Library
Tamera LeBeau	Livermore Public Library
Ryan Baker	Los Gatos Public Library
Nick Szegda	Menlo Park Library
Chris Ricker	Monterey County Free Library
Inga Waite	Monterey Public Library
Tracy Gray	Mountain View Public Library
Jamie Turbak	Oakland Public Library
Scott Bauer	Pacific Grove Public Library
Monique Ziesenhenn	Palo Alto City Library
Heidi Murphy	Pleasanton Public Library
Derek Wolfgram	Redwood City Public Library
Katy Curl	Richmond Public Library
Eric Howard	Salinas Public Library
Nora Conte	San Benito County Library
Tim Wallace	San Bruno Public Library
Michael Lambert	San Francisco Public Library
Michelle Ornat	San Jose Public Library
Rochelle Eagen	San Juan Bautista Library
Carine Risley	San Mateo County Library
James Moore	San Mateo Public Library
Hilary Keith	Santa Clara City Library
Chris Brown	Santa Clara County Library
Susan Nemitz	Santa Cruz Public Library
Valerie Sommer	South San Francisco Public Library
Cynthia Bojorquez	Sunnyvale Public Library

Others Present:

Carol Frost	PLP
Yemila Alvarez	PLP
Wendy Cao	PLP
Jane Light	PLP

Janet Coles	California State Library
Parker Thomas	Alameda County Library
Diane Lai	Palo Alto City Library
Chris Markman	Palo Alto City Library
Lia Bushong	Pleasanton Public Library
Erin Baxter	San Benito County Library
Sharon Streams (call-in)	WebJunction

The meeting was called to order at 10:04 am by President McCulley.

I. Adoption of Agenda (Action Item) McCulley

The Agenda was adopted as presented. (M/S Ziesenhenn/Murphy)

II. Old Business

A. Approval of May 4, 2018 Minutes

The Minutes were approved as presented. (M/S Murphy/Waite)

III. Reports

A. PLP Middle Manager and Executive Leadership Professional Development Groups

Jane light presented on the executive leadership program stating there are two cohorts this year. The Executive cohort has 10 people and the Middle Management cohort has 12 people this year. The groups have been enjoying seeing each other's libraries. Some of the major benefits of the program are the network of people outside of your organization, a safe place to bounce ideas off of each other, and opportunities to improve skillsets.

B. PLP Presence at National Legislative Day in Washington, D.C. during ALA Annual Conference

Bojorquez discussed the activities and will be joined by Frost and Keith in Washington DC. Most of the appointments have been set already, but if you have issues you'd like brought forward, please share them with the attendees. ALA does a breakdown of issues that they have set as priorities. This year some of the priorities are around appropriations for LSTA, Telecommunications, and Net Neutrality. These are wonderful opportunities to meet with elected representatives, let them know what libraries are doing in their communities, and better position libraries with elected officials.

C. State Library Report

Coles presented the report and will be sending a written version out via email. COHS is accepting applications for new participating libraries applications are due on June 10. Competitive grant applications are due by May 20 and applicants will be notified by early June. Libraries will be able to apply for funds for crisis collections for California libraries that have experienced disasters. Developing leaders is still happening and Imposter Syndrome will be the next workshops offered. There are two upcoming Harwood meetings coming, including Friday, May 31 in Napa. Lunch at the Library will be releasing a video regarding the program. The Governor's budget revisions were released yesterday and there is significant additional funding for the State Library, including one time funding to support early learning and after school library program

grants (\$5M), one time funding to support mobile libraries for bookmobiles and community outreach vehicles (\$3M), augmentation to support digitization and cultural heritage digital preservation materials (\$1.7M), Statewide for supporting historical LGBTQIA collections (\$500K). NASA at My Library has developed a webpage for creating and using State Library kits for libraries. PLSEP will be open again on May 17 with applications due June 17. This will be announced on CALIX and Narinder Sufi is the contact. Value of Libraries report will be released soon, measuring the opinions of the public regarding the value of public libraries. ZipBooks is requesting applications to be the fiscal and program coordinator for this grant. Applications are due May 20 and Caroline Brooks is the contact. NYT Online access is still being funded through June 2020 for all public libraries, as well as the Archives Unbound database from Gale Cengage.

D. PLP Regional Networking Events

McCulley presented on the regional networking events with assistance from event coordinators from the various regions. BALIS was fantastic with a large cross-group of representation regionally including City Managers, Friends and Foundation members, and all received a great understanding about what PLP is and how we work together. SVLS had their meeting at Santa Clara Convention center as part of CLA, and the City Manager and Assistant City Manager participated. All were educated on PLP and what it does. The commissioners really appreciated the keynote presentations. MOBAC's meeting was at the Marina Branch of the Monterey Library and the keynote speakers really homed in on libraries and how to better build support. There was also a discussion of how to increase fund development in libraries. PLS will be holding theirs next weekend, and Senator Jerry Hill will be speaking.

E. PLP CEO

CEO Frost presented on membership changes to PLP. Hayward Library has rejoined PLP and the Defense Language Institute has withdrawn. PLP will be moving its offices to 32 W. 25th Avenue, Suite 201 (2nd Floor). Grants for PLP this year include the Statewide Student Success Initiative, Cybersecurity for Teens using Minecraft, and Data Privacy Best Practices Training for Libraries. PLP will be distributing \$300K back to the member libraries for FY 2019/20 to be expended on a menu of options including enki, OverDrive, Bibliotheca's CloudLibrary Consortia product, Broadband Hardware Costs, Link+, and a MOBAC shared ILS study. PLP has a SimplyE subscription through June 30, 2020. If your library would like to join, contact Frost to get added to the list. You can sign up to receive notifications from PLP on the PLP website. PLP owns a 3D printer for rotation.

IV. New Business

A. Election of FY 2019/20 Executive Committee and Officers (Action Item)

Jamie Turbak and Valerie Sommer were presented by the Nominating Committee as the slate for new committee members. Brad McCulley and Susan Nemitz will continue as President and Vice-President. The Nominating Committee Slate was approved. (M/S Cervantes/Szegda)

V. Presentations

SVLS Technical Services Group Presentation given by Diane Lai

SVLS has formed a Technical Services Group, which meets to discuss best practices as well as ongoing projects quarterly. One of the priorities is to develop a model of collaborative collection development and processing of international languages. This is more complicated in execution than in conception, because of differing expertise and organizational structures at each library, but incremental progress is being made. So far they are sharing order lists. They are also putting together a workshop on May 31st, please have your staff attend. The goal is to create knowledge base to share all information gathered from this workshop.

PLP Cybersecurity for Youth Using Minecraft LSTA Grant given by Chris Markman

Markman presented stating that a security professor was using Minecraft to teach threat modeling using Minecraft and that was the germ for the project idea. Currently all progress on the grant is available on the PLP website. Six libraries have continued to participate and eight PLP librarians have been trained to administer the content. Over 100 people at Minefaire tried out the modules. Several teen groups and teen librarians responded to a survey which is helping to shape the program. The project is moving forward on target and updates are being posted on the PLP website.

PLP Innovation and Technology Opportunity Grants given by Yemila Alvarez

Alvarez presented stating each year PLP sets aside \$150,000 in funding to support innovation grants for libraries. All previous awards are posted on the PLP website. Alvarez highlighted several ongoing grants including projects at Santa Clara County Library District, Palo Alto City Library, and Sunnyvale Public Library.

Parker Thomas, Innovation Playbook, Libraries as Catalysts

Thomas presented on an innovation team of four at Alameda County Library who are working together on this project. The first mandate is to describe an innovative library beginning with defining innovation, based on John Kao's definition "The ability of people to continuously create their desired future." An innovative library helps people create their desired future. This encompasses new projects, developing new ideas, finding ways to resource, implement, and scale. One goal is to understand innovation in libraries, and what makes projects successful or not. Projects that fail often have no clear problem, owner, sponsor, schedule, success metrics, or process. Missing any one of these can cause a project to fail. Thomas and his team created a checklist that must be completed before a project begins. For more information on the project, you can contact Thomas at pthomas@aclibrary.org.

Featured Presentation: Sharon Streams, Awareness to Funding

Sharon Streams discussed the OCLC research report *From Awareness to Funding*. Streams is Director of WebJunction which offers free professional development for library staff since 2003. Streams gave background on the differences between the 2008 report and the current report, which shows that support of libraries in comparison to 2008 is declining.

VI. Public Comment

There was no public comment

VII. Adjournment

Meeting adjourned at 12:24pm by President McCulley. (M/S Murphy/Wolfgang)

PLP Financial Support Requests for Staff Development Initiatives and Activities Policy

Each year, the PLP Executive Committee allocates dedicated funding to support professional development initiatives and activities, such as trainings and workshops, for the development of library staff. Twice a year (in June and December) a call for ideas that can be funded for January through June and July through December is put forth. If your library is considering training and would like to partner with other PLP libraries to expand the training, this is a great opportunity. In addition, if your regional network has ideas for training, they may also apply for funds.

Guidelines for Support

1. Requests can be made by a library director, an existing PLP system-wide committee, or a working group.
2. Proposed activities (training, workshop or special event) must be open and accessible to all PLP libraries, and topics selected must be geared towards the interests of all PLP libraries and applicable to their needs.
3. Funds awarded may be used for reimbursement for a trainer, honorariums or speaking fees, printing costs for the event, and/or refreshments.
4. Estimated costs may be submitted as a placeholder for events that have not yet been finalized, and the exact amount will be reimbursed once receipts are submitted.
5. The maximum request amount is \$2,000. Requests over \$2,000 must be brought to the PLP Executive Committee for approval at their next regularly scheduled meeting.
6. Special consideration will be given to libraries, committees and working groups that have not been funded previously.
7. Awardees that are unable to schedule a training during the awarded timeframe must notify PLP and request an extension. Funds cannot be carried over into the next fiscal year.

Revised and Adopted by the PLP Executive Committee, June 10, 2019

2. Library/Organization **Pacific Library Partnership** 05/09/2019
 by **Pacific Library Partnership PLP in 2019/2020** id. 13087904
LSTA Competitive Grant Application
 2471 Flores St
 San Mateo, California
 94403
 CA
 United States
 6503495538
 info@plpinfo.org

Original application 05/09/2019

1. Please indicate the grant opportunity for which you are applying: **Competitive Grants (Regional/Statewide)**

3. Project Title **Data Privacy Best Practices Training for Libraries**

4. Library's DUNS Number **830926072**

5. LSTA Funds Requested **\$53,000**

6. Library Director Name **Carol Frost**

Library Director Title **CEO**

Library Director Email Address **frost@plpinfo.org**

Library Director Business Phone Number **(650) 349-5538**

Library Director Street Address/P.O. Box **2471 Flores St**

Library Director City **San Mateo**

Library Director Zip Code **94403**

7. Project Coordinator Name **Yemila Alvarez**

Project Coordinator Title	Assistant Director
Project Coordinator Email Address	alvarez@plpinfo.org
Project Coordinator Business Phone Number	(650) 349-5538
Project Coordinator Street Address/P.O. Box (if different than above)	2471 Flores St
Project Coordinator City	San Mateo
Project Coordinator Zip Code	94403
8. California's LSTA Goals (choose only one)	Goal 1: California libraries provide equitable access to information, services, and resources in a trusted community space.
9. Primary Audience(s) for Project	Adults Library Staff, Volunteers and/or Trustees
10. Project Background and Summary	<p>The California Consumer Privacy Act (CCPA) signed June of 2018 grants California consumers various rights, including the right to request businesses delete any personal information about the consumer and requiring businesses collecting personal information to disclose consumer rights to delete personal information. A scan of professional literature reveals no articles or training regarding this act's application to libraries and collection of patron data.</p> <p>Libraries regularly adhere to patron privacy policies, collecting only data that is absolutely necessary to provide library services to individuals, and generally take firm stances against sharing patron information. Privacy preservation and user confidentiality are key tenets of librarianship. Most libraries adhere to the American Library Association's "Library Bill of Rights" (http://www.ala.org/advocacy/intfreedom/librarybill) stating in part "VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information." Using this lens, libraries decide how much patron data to retain, and what to share with trusted vendors. Recently, more vendors are offering libraries services allowing patron data to be analyzed against market data. These models coupled with CCPA law will require that libraries revisit existing policies and procedures. Training on the implications of CCPA for libraries and their patrons is</p>

clearly needed, along with training on working with third-parties where patron data is involved.

New York City recently developed NYC Digital Safety: Privacy & Security (<https://nycdigitalsafety.org/>) comprising general training modules for library staff around privacy and security. The Data Privacy Best Practices Training for Libraries project is an opportunity to create similar training resources for California libraries, tailored around California law. Working with LDH Consulting Services, an established firm with expertise in data privacy and confidentiality, PLP will create three facilitated in-person training workshops for PLP libraries, using best practices identified within and outside the profession, including ALA privacy checklists and guidelines (<https://chooseprivacyeveryday.org/resources/guidelines-checklists-for-libraries/>), Library Freedom Institute (<https://libraryfreedomproject.org/resources/>), Future of Privacy Forum (<https://fpf.org/>) and others. As recommended, the importance and relevance of these best practices will be highlighted.

Instruction and materials developed by this project will be introduced to PLP libraries initially, and potentially shared with the greater California Library community .

As recommended, PLP surveyed its members in May of 2019, to determine needs surrounding data privacy and priority topics for inclusion in the workshops and related toolkit. All respondents expressed interest in data privacy training. 84% of respondents indicated their position as Director/Senior Manager/Administrator, so we anticipate strong buy-in from the top which was also recommended. PLP will work with LDH Consulting to administer more surveys as needed and to lead 1-2 online focus groups. Findings will be used to finalize the topics and outlines for the three workshops. Each three-hour workshop will be offered twice. Attendance is estimated at 50 people per session.

The top five topics indicated by PLP member libraries via survey were: Data Privacy Lifecycle Best Practices (94%); Data Retention Policies/Procedures (88%), CCPA and its Implications (82%); Privacy Policies/Procedures (76%) and Vendor Contracting (58%).

Workshops will focus on these areas, including also how data is collected, stored, accessed, reported, kept, and deleted in libraries; ensuring safe handling of patron data with vendors; incorporating privacy in the procurement process; data privacy contract addendums and non-disclosure agreements; legal considerations for data collection, storage, reporting, and deletion; best practices in policy and procedure creation; and effective communication of policies to both library staff and patrons.

Workshops will include learning objectives outlining post-training takeaways, best practices, and next-steps and strategies for implementation and training at participant libraries. It was recommended that a "train-the-trainer" component be added. Since

this topic is so complex, it would be expected that participants would need to consult with local attorneys or other experts to deliver formal training immediately, however they will be able to broadly share new knowledge with others at their libraries . Upon successful evaluation of the Data Privacy Best Practices Training for Libraries project, a train-the-trainer program could be considered in future iterations of the project.

Evaluation feedback will be collected from participants following each training session, and will be used to modify the training materials as needed for future iterations and to develop content for a related toolkit. Training will be successful if 50 % of all PLP libraries attend and they feel more confident about next steps for their libraries regarding data privacy. The toolkit will be available both digitally and in print format. A community of practice will be developed using Basecamp.

11. Project Intent	Institutional Capacity: Improve library operations
12. Project Purpose	The Data Privacy Best Practices Training for Libraries project aims to develop California specific training workshops and a resource toolkit for libraries on privacy-related topics surrounding library data privacy and digital safety, including privacy policy and procedure best practices, tips for library staff for working with vendors in sharing patron data, and an overview of the data privacy lifecycle in libraries, for the purpose of helping libraries improve their processes and procedures regarding patron data retention.
13. Anticipated Project Outputs	<p>1 survey will be administered to PLP members to expand on needs expressed in the initial May 2019 assessment and to set the scope of each training workshop. The survey will collect member interest, thoughts, and concerns surrounding data privacy the types/formats of resources they would like included in the privacy toolkit. It will also allow for participants to indicate if they would be interested in serving in the online focus groups.</p> <p>1-2 online focus groups will be led, and findings will be used in discussions with PLP leadership to finalize topics and outlines for the training workshops. We anticipate up to 10 participants per focus group, and at least 4 different PLP libraries participating.</p> <p>3 in-person training workshops will be developed based on the survey and focus group findings</p> <p>6 in-person trainings will be administered (3 workshops x twice each)</p> <p>1 survey will be developed to assess the success of the in-person training workshops</p> <p>1 toolkit will be developed incorporating findings and resources gathered as a result of the training workshops</p>

14. Outcomes

Goal 1: Outcome 1b: Californians view their libraries as trusted community spaces.

Outcomes
Explanation

Outcome 1b: Californians view their libraries as trusted community spaces.

The Data Privacy Best Practices Training for Libraries project and related toolkit will help libraries build the skills and processes necessary to increase digital safety and privacy practices surrounding patron data at their libraries, ultimately enabling patrons to maintain their perception of the library as a trusted community space. A data privacy consultant/expert will develop and instruct subject information tailored to libraries regarding the CCPA law and best practices to ensure data security and patron confidence. The training will increase library staff knowledge and skills surrounding the proper protection of patron data. The subsequent implementation of best practices learned will ultimately protect the patron's right to privacy and avoid possible data compromise. The development of a toolkit will serve as the documented post training resource. The outcome of preserving public trust in libraries regarding patron data privacy can be achieved when the knowledge and information gained are put into practice or policy.

A survey will be developed to assess the success of the training workshops and related toolkit.

75% of participants surveyed will report that attending the training made them more confident in assessing their library privacy policies and procedures to maintain public trust.

75% of participants surveyed will report that access to the toolkit will be useful in helping them assess their library privacy policies and procedures and thereby preserve public trust.

15. Future Funding:
Briefly describe how this project will be financially supported in the future, should it prove successful.

The goal of the project is to train PLP libraries on how to protect their patron data. Any efforts made to amend existing library policies would be funded locally by the libraries participating in training. PLP would continue to support the sharing of the toolkit via our website . Should the grant be expanded to a Statewide level in a second phase, it would allow for regional presentations through other library cooperatives and a formalized train-the-trainer program for the greater California library community.

Activities

What activities will be used to accomplish your project and achieve your outcomes? Per IMLS, Activities are actions through which the Intent (see 11 above) of a project is accomplished, and which account for at least 10% of the total amount of resources committed to the project. IMLS has identified four types of Activities and associated Modes (methods by which the Activity is carried out). Select all that apply to your project and provide descriptions for each. Put multiples of Activity types together; for example, if you are providing both Instruction programs and presentations, check both boxes and provide a brief description for each.

16. Instruction Activity - Involves an interaction for knowledge/skill transfer and how learning is delivered or experienced. (Check all that apply and provide a description for each including whether the format will be in-person, virtual, or both)

**Program
Presentation**

Instruction Description

3 in-person training workshops will be developed and administered twice each to PLP member libraries (6 programs). Instruction will take place at member library locations.

1 survey will be administered to assess the current needs of PLP libraries in regards to data privacy.

1 survey will be administered to assess the usefulness of the training created and how likely libraries are to change their policies and procedures as a result of the training/toolkit received

Content Activity - Involves the acquisition, development, or transfer of information and how it is made accessible. (Check all that apply and provide a description for each below including whether the format will be physical, digital, or both)

Creation

Content Description **1 toolkit will be created (physical and digital) and shared to PLP members in print and electronic format . The content of the toolkit will be determined in part by the outcomes of the trainings.**

Planning & Evaluation Activity - n/a
Involves design, development, or assessment of operations, services, or resources. Check all that apply and provide a description of each including whether the format will be in-house or third-party.

Planning & Evaluation Description n/a

Procurement - Institutional Capacity Intent Only. Includes acquiring or leasing facilities; purchasing equipment/supplies, hardware/software, or other materials (not content) that support general library infrastructure. (Provide a description) n/a

Procurement Description n/a

17 - 19. Partnership/Grant Timeline/Budget Summary
[2019_05_14_-_1920CompAppPartnerTimelineBudget.doc](#)

20. Additional Materials/Attachments
[CVcomplete-Becky-J.Yoose_.pdf](#)
[LDH_Consulting_Services.pdf](#)
[Assistant_Director.docx](#)
[Executive_Director.docx](#)

21. Certification & Signature
[1920_App_Cert.pdf](#)

**2019/20 LSTA COMPETITIVE GRANT
PARTNERSHIP FORM**

Library/Organization	Pacific Library Partnership
Project Title	Data Privacy Best Practices Training for Libraries

Partner Name	Organization Type (see instructions for valid entries)	Legal Type (see instructions for valid entries)	Role on Project	Resources That Partner Will Contribute (materials/funds/staff)
N/A				

Please list informal partners here - organizations that support your project but with whom you have no formal project agreement in place. Describe how their contributions will help achieve the project's outputs and outcomes. Attach letters of support.

N/A

**2019/20 LSTA COMPETITIVE GRANT
BUDGET**

The budget should clearly identify the amounts requested and from what sources.

Budget Category	LSTA	Cash Match & In-Kind	Total
Salaries/Wages/Benefits			
1) PLP Assistant Director	\$0	\$12,750	\$12,750
2) Workshop Attendees	\$0	\$22,500	\$22,500
3) Focus Groups	\$0	\$3,000	\$3,000
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Subtotal	\$0	\$38,250	\$38,250

Description:

- 1) PLP Assistant Director will supervise project for 150 hours at \$85 per hour including regular communication with consultants, liaising with PLP libraries for administration of programs, advising on development of all materials and online presence, completing reporting required by CSL. 7% FTE
- 2) Workshop attendees are estimated at 50 attendees per workshop x 3 topics administered x 2 times per topic for a total of 6 workshops and 300 attendees x \$75 per hour = \$22,500.
- 3) 2 focus groups estimated at 10 participants each=20 participants x 2-hour focus group x \$75 per hour = \$3,000

Consultant Fees			
1) LDH Consulting Contract for facilitation/content development	\$37,000	\$0	\$37,000
2) Design and Development of the Print and Digital Toolkits	\$3,525	\$0	\$3,525
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Subtotal	\$40,525	\$0	\$40,525

Description:

- 1) PLP will work with Becky Yoose of LDH Consulting. LDH Consulting will assist in the following ways: collaborative creation of initial survey of PLP libraries to understand the need; development and facilitation of 3 half-day workshops to be administered twice each to PLP member libraries; facilitation of 1-2 focus groups of up to 10 people each to ensure a productive conversation; creation of the Toolkit; assist in development of community of practice. Estimates include travel for one consultant for 3 in-person trainings estimated at \$1500x3=not to exceed \$4,500.
- 2) PLP will hire a consultant to design the print version of the toolkit as well as for web development and design for the digital version of the toolkit

Budget Category	LSTA	Cash Match & In-Kind	Total
Equipment (\$5,000 or more per unit)			
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Subtotal	\$0	\$0	\$0

Description:

Services			
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Subtotal	\$0	\$0	\$0

Description:

Project Total		\$48,180	\$38,250	\$86,430
Indirect Cost Rate Applied	10.0 % Indirect Cost	\$4,820	\$0	\$4,820
Check one: <input type="checkbox"/> No Indirect <input type="checkbox"/> Federally negotiated indirect cost rate * <input checked="" type="checkbox"/> Indirect proposed cost rate * * please attach supporting documentation if required				
Description: Project oversight and support, budget monitoring and accounting, and financial reporting, including coordination with 42 PLP library jurisdictions for grant communication; coordination of training workshops; survey distribution and tracking; and presentations at key PLP meetings about the project.				
Grand Total		\$53,000	\$38,250	\$91,250

**2019/20 LSTA COMPETITIVE GRANT
CERTIFICATION & SIGNATURE**

Library/Organization:	Pacific Library Partnership
Project Title:	Data Privacy Best Practices Training for Libraries

As the duly authorized representative of the applicant public library, I agree that if my project is funded, I will adhere to the instructions in the Grant Guide (<http://www.library.ca.gov/Content/pdf/grants/lsta/1920GrantGuideComp.Statewide.pdf>), including:

- Submit all forms and reports as required by the State Library
- Conduct participant surveys as required by the State Library
- Acknowledge the Institute of Museum and Library Services in all publicity and publications as required

I hereby certify that the library is (*check only one of the following boxes*)

- A. An individual applicant that is CIPA compliant.
The applicant library, as a public library, has complied with the requirements of Section 9134(f)(1) of the Library Services and Technology Act.
- B. Representing a group of applicants. Those applicants that are subject to CIPA requirements have certified they are CIPA compliant.
All public libraries, public elementary school libraries, and public secondary school libraries, participating in the application have complied with the requirements of Section 9134(f)(1) of the Library Services and Technology Act. The library submitting this application has collected Internet Safety Certifications from all other applicants who are subject to CIPA requirements. The library will keep these certifications on file with other application materials, and if awarded funds, with other project records.
- C. Not Subject to CIPA Requirements.
The CIPA requirements do not apply because no funds made available under this LSTA grant will be used to purchase computers that can access the Internet or to pay for direct costs associated with accessing the Internet.

I have read and support this LSTA Grant Application.			
Library Director Name:	Carol Frost	Title:	CEO
Library Director Signature:		Date:	May 14, 2019

MEMO TO: Pacific Library Partnership

FROM: Dr. Anthony Bernier, San Jose State University
Cheryl Gould, FullyEngagedLibraries.com

RE: Training Proposal: “Young Adult Management Seminar” (YAMS)

DATE: 29 May 2019

We would like to propose PLP’s participation in an exciting opportunity to help develop the management competencies of the region’s ranking Young Adult services professionals. The proposed project, Young Adult Management Seminar (YAMS) will cultivate management competencies in senior YA staff and result in direct public service improvements in each participant’s organization.

Why YAMS is Needed

Despite the past 25 years of substantial innovations to overall library value contributed specifically by YA services (technology, programming models, YA spaces) few resources exist to support the professional or institutional development of mid-management skills and capacities for staff serving this population. These circumstances inhibit YA staff career development and ultimately deprive libraries of more effective mid-managers. Further, YA services are also deprived of the institutional influence commensurate with their contributions.

Further, libraries can do little to increase compensation commensurate with these challenges. Bay Area property values nearly prohibit recruitment of talented out-of-area mid-managers. These conditions thus place even more pressure on regional libraries to cultivate their own management capacities.

Library and information science literature, however, consistently notes the lack of quality professional development opportunities.¹ Library school programs focus on preparing professionals for *entry-level* appointments. And the young adult division of the American Library Association (YALSA) at best provides resources for line staff. Thus, little attention is devoted to developing confident and influential mid-managers from YA professionals.

Description of YAMS

In response to these challenges, the Young Adult Management Seminar (YAMS) invites ranking YA professionals in PLP member libraries to participate in an intensive problem-solving, evidence-based, professional development opportunity. We intend to build a community of YA managers who can positively influence YA services in their libraries and in their region.

The Seminar will be limited to fifteen Young Adult/Youth Services staff who are responsible for library-wide YA services in their organizations.

¹ James Larue, (Sept/Oct 2018), “Reconsidering the Master’s Degree,” *Public Libraries* 57, No. 5, pages 11-16.

The Seminar will consist of ten day-long (9am-3pm) sessions within a twelve month period. Each day will include:

- Practical management skill building facilitated by a senior youth services faculty member from San Jose State’s School of Information and a well-known transformative learning facilitator and training consultant. The skills will include: communication, listening, constructive conflict, decision making, teamwork, emotional intelligence, change management, strategic thinking, and outcomes based program evaluation.
- Addressing seminar members’ immediate, pressing, managerial problems and organizational concerns. Through facilitated conversations YA staff will learn how others deal with management challenges in general and Youth services issues in particular.
- A discussion of one featured seminar member’s current concern. (The featured member will prepare in advance using a provided template.) All seminar members will analyze, discuss, and offer practical suggestions for addressing the featured member’s issue. There will be follow-up discussions in future sessions to determine the efficacy of the chosen solution.
- Hospitality refreshments and lunch provided.

With an understanding that there may be sensitive topics discussed, each member will sign a confidentiality agreement.

Each participant will be responsible for carrying out an outcomes based project to demonstrate direct public service improvement and to increase internal and external program influence.²

This exciting new venture aims to cultivate budding manager capacities in senior YA staff. We look forward to your participation in this exceptional opportunity. We are happy to furnish Seminar rules and agreement documents, sample agenda, and the application upon your request. Please let us know if you have any questions.

Young Adult Management Seminar (YAMS)	Total Funds Requested	<i>In Kind Support</i>
Facilitator: Cheryl Gould (Fully Engaged Libraries)	\$24,000	
Facilitator: Anthony Bernier (San Jose State University)	\$12,000	
Hospitality: (continental breakfast, lunch) [@(\$27.00 per) x (15 people per meeting) x 10 meetings]	\$4,050	
Hosting space:	N/A	<i>TBD</i>
ALL-INCLUSIVE TOTAL:	\$40,050	

² <http://www.ala.org/pla/initiatives/performanceasurement>



Leadership Development Program (LDP)

5/2/19

Re: **Leadership Development Program
Professional Services Overview**

Thank you for this opportunity to provide information on our leadership and staff development program. We'll work with you to customize the curriculum to achieve the most significant impact in your Library. We appreciate your focus on the people that will make your envisioned future happen – your staff – as we genuinely believe that building capacity for leadership and organizational effectiveness is your most important investment.

Gallup research shows that staff engagement is strongly connected to organizational outcomes including productivity, customer satisfaction and 'profitability' – or in the case of libraries community outcomes. Managers have the most intense impact and role in achieving staff engagement. Developing high potential staff, managers, and leaders delivers the highest return on investment and creates a healthy organizational culture that models and integrates the skills and behaviors staff need to do the future work of libraries.

Historically, one could obtain the MLIS degree, get a library job, and be successful with periodic training in functional competencies and new technologies (hard skills). As our world changes, we need to build different capacities in all staff for them to thrive in the future. Libraries need to continue the work in training for hard skills while adding development in soft skills like communication, emotional intelligence, change resilience, teamwork, decision-making, creativity, and leadership.

When an organization ensures the staff has the development, training, and skills they need, staff trust and support each other and see themselves as partners with the organization and with their community. They:

- more easily let go of how it's always been done
- trust leadership decisions which allow change to happen faster
- are aspirational about what is possible to achieve for their communities
- create a culture of experimentation, invention, and innovation
- are accountable to each other, become more organizationally aware, and think strategically

Libraries that build healthy cultures build healthy communities. For additional background, in a separate document within this transmittal, we explain our initial concept RIDDLE from which the program emerged. We look forward to partnering with you to create something amazing.

Sincerely,

Sam McBane Mulford
strategist, ideation • collaborative
408.387.9020 | sam@strategicimp.com

Cheryl Gould
learning facilitator, Fully Engaged Libraries
707.776.4626 | cheryl.gould@gmail.com



LDP Scope of Work

We've outlined the three major pieces of work to deliver a leadership development program. It happens over the course of about 6 to 12 months, depending on your choice of schedule options. We'll mobilize our efforts in a design and logistics phase where we'll also begin the evaluation process. The next phase includes 5 sessions of leadership development (11 days of in person learning), with ongoing work by the cohort between sessions. The third phase includes celebration and follow-up evaluation.

Program Mobilization

Audience and Curriculum Design (3 to 4 weeks)

We see the Leadership Development Program as a component of a larger organizational Talent Strategy. This strategy could include clear competency expectations for various levels of staff, succession plans for critical roles, recruiting practices, performance management to develop and retain talent, and a staff development program that supports the goals of the organization. Informal learning and development could occur through activities such as:

- job shadowing
- special projects
- rotational assignments
- coaching
- mentoring

We will integrate the program curriculum and assignments with any talent strategies you have in place, and alert you to issues that emerge within the program that become opportunities for you to create new strategies and practices.

We will then work with you to *customize the curriculum to your prioritized needs* through staff engagement in a survey and a meeting with Library leadership to tailor the curriculum and brand the program. We offer separate staff and leadership surveys that we administer to all staff, designed to provide insight into organization-wide aspirations about the skills and behaviors staff would like to see in their leaders and that leaders would like to see in their staff.

We also request documentation for our review that will provide organizational perspective and help us understand the Library more deeply. This might include your Strategic Plan and current progress, service and program descriptions, organizational charts, position descriptions, press articles and social media content, staff development policies, practices and procedures, etc.

After analyzing survey results and reviewing the documentation, we'll work with designated leadership to review the curriculum content, identify your goals and priorities, and modify the sessions accordingly. The program concepts include:

- individual and team learning
- in person learning
- assignments to continue skill development (made relevant to current issues and work/projects in process where possible; designed to provide the cohort with a structured approach to deeper learning about the organization and its ecosystem)
- coaching from learning facilitators

At this point, you will make decisions about the audience for the LDP - your organizational priorities will drive the approach to candidates for the first (and any subsequent) cohorts.



Logistics (4 - 6 weeks)

After completing design activities, we'll outline the criteria for cohort selection and facility requirements for the sessions. Our expectations for the cohort include:

- no more than 20 people, ideally an even number for curriculum activities
- cohort member commitment to attendance at all scheduled sessions
- commitment to doing the interim work (we do not 'grade' the work, however the cohort's overall experience and outcomes from the program are dependent upon them being fully engaged)

Holding sessions at different locations throughout the system will benefit the cohort and us as learning facilitators as we experience different libraries. We'll work with you to schedule the sessions to include optimal day of the week / time of the day if applicable to your system, and to ensure the appropriate time between sessions (at least four and not more than six weeks).

Preliminary Evaluation (4- 6 weeks concurrent with Logistics, above)

Once the cohort is selected, we offer two preliminary assessments. A behavioral competency baseline assessment should be completed for each cohort member by multiple supervisors, peers, and subordinates as applicable. We also want to create a baseline for staff engagement at the work location of each cohort member, as well as three additional control locations. This evaluation will continue with subsequent cohorts, providing insights into trending over time.

To support the organization and the cohort in their journey, we'd like to facilitate a 1 day session with select leadership and management at CCCL prior to the first session of the program. The intent of the workshop is to collaborate on ways that the organization can ensure the cohort gets the most out of the program, returning the highest level possible on your investment.

Sessions and Curriculum

This curriculum represents our work with LA County Library, Pima County Public Library, Sacramento Public Library, Contra Costa County Library and the Omaha Public Library Community Engagement Model funded by IMLS, as well as insights gained through our numerous engagements with other libraries. The program is five sessions with 11 days of in-person learning. We also host an online MOODLE learning environment to support the cohort throughout the program. The Moodle site is used to communicate with the group, distribute curriculum materials and assignments, and provide private forums for discussion and insight into the learning and work.

Schedule Option 1

As originally designed, the program was conducted over a 10 to 12-month time frame which included mobilization and development sessions and concluded with graduation and program evaluation. This extended schedule was developed for LA County Library, as they were only able to commit one day out of the library for each cohort member every month. They felt that 2 days in a row would negatively impact operations at the cohorts' work locations as well as their involvement in other library initiatives.

Schedule Option 2

We now offer a second option. From our experience, the 2-day engagements intensified the cohort's group formulation and individual and group learning and retention, while also compressing the overall schedule and minimizing travel costs. We offer the 11 days as an initial 3-day and four 2-day sessions over 6 months.

We've outlined the following curriculum for Schedule Option 2.



Session 1 | 3 days

The objectives for the first two days are to set the cohort up to be successful and support each other. We will establish shared definitions and agreements about how we'll work together and clarify the intended results of the pilot. We will explore mindsets, emotional intelligence and building self awareness. In these two days we will cover the following topics:

- Welcome – from Library Leadership
- Introducing the Cohort to the Project - roles, expectations, commitments and logistics
- Old vs. New Leadership Styles
- Why - focus on why we do what we do - from a personal and organizational perspective
- Basic Awesome Communication (be present, listen, support your partner, take risks, accept offers, reframe failure and "Yes, and")
- Self Directed and Experiential Learning
- Emotional Intelligence
- Understanding Differences - communication styles
- Creating Shared Definitions for individual contributor, manager, leader
- Organizational Context for this work
- Mindset - exploring a fixed vs. growth mindset
- Post Session Assignments - discussion and instructions

The objectives for day three are to introduce facilitation practices as essential skills to doing the work of the organization both internally and externally - improving engagement with staff and with communities served. The topics we'll cover include:

- **Facilitation Skills** (fostering participation, flip charting, managing process)
- **Creating Safety in Groups** (choosing appropriate activities, build trust as a facilitator)

Session 2 | 2 days

The objectives for day one are to help the cohort understand their own reaction to stress and change as well as understand other people's response to change to be better change agents. The topics we'll cover include:

- **Change Resilience** (reducing stress in the moment and over time, understanding our body's reaction to stress, having a change resilient mindset, seeing change as opportunity)
- **Understanding Others in Change** (to be more effective at leading change)

The objectives of day two of this session are to understand what motivates people and how to use that knowledge to do the work of the organization through identifying strengths, setting people up for success, continuous feedback and coaching. The topics we'll cover include:

- **Empowering and Motivating People** (understanding motivation, aligning work with values, creating a culture of feedback, clear expectations, extending trust, encouraging risk taking and celebrating experimentation)
- **Working from Strengths** (assessing and valuing strengths over roles, builds upon Strengthsfinder assessment)
- **Accountability** (what it is and how to achieve it)

Session 3 | 2 days

The objectives of day one of this session are to introduce the cohort to how trust is built, team dynamics, and how to motivate people to work well together. The topics we'll cover include:



- **Building Teams** (group dynamics, stages of team development, what's needed to be a good team player, how to support teams, and characteristics of effective teams)
- **Trust** (what it is and how to build it)
- **Collaboration** (understanding collaboration vs. partnering vs. working as a team)
- **Running Great Meetings** (clarifying goals, designing agendas, shared agreements, equalizing participation, managing time, staying on topic, follow-up and next steps)

The objectives of day two of this session are to build confidence and skills to enable the cohort to have difficult conversations, and to understand that practicing skillsets from previous sessions will help them to engage in constructive conflict. The topics we'll cover include:

- **Constructive Conflict** (addressing concerns as they happen, understanding conflict styles, respecting differences, understanding and resolving conflict)
- **Engaging in a Difficult Conversation** (how to prepare for, conduct and follow-on the engagement)

Session 4 | 2 days

The objectives of day one of this session are to introduce the issues humans have individually and in groups in problem solving and decision-making, and the skills that help people overcome those issues. The topics we'll cover include:

- **Problem Solving and Decision Making** (clarifying goals, gathering information, setting criteria, understanding who is the decision maker, noticing personal bias, mission driven)

The objectives of day two of this session are to help the cohort understand how to create an environment conducive to creativity and innovation and how we unintentionally block creativity in our selves and others. The topics we'll cover include:

- **Creativity** (noticing judgment, accepting offers, convergent and divergent thinking, use of play and laughter, creativity vs. innovation)

Session 5 | 2 days

The objectives of both days one and two of this session are to complete the arc of starting with the individual, moving to engagement with others and teams, and ending with the organization in relation to its ecosystem. Another objective is to begin the final evaluation process of the pilot. The topics we'll cover over the two days will include:

- **Organizational Awareness** (what have you learned about your place in the organization and how to have influence)
- **Strategic Thinking** (making decisions daily within the strategic direction of the organization, thinking beyond today and current problems, finding time for high level thinking, balancing the long view with short term urgency, actively staying on top of trends and issues)
- **Networking and Political Acumen** (presence; concepts and practices for developing and sustaining situational awareness)
- **Strategic Relationship Building** (being adept at aligning organizational agendas with community priorities)
- **Evaluating the Program** (individual and small group reflection on a series of questions about the already realized and potential future impacts from personal, work location, organizational and community-wide perspectives)

Conclusion



Within two months after Session 5, we encourage you to bring the cohort back together to celebrate their accomplishments. Within 3 months after the completion of the program, we will also administer follow up staff engagement surveys and behavioral competency assessments to all staff that participated in the baseline surveys. We will provide both baseline and follow up reports to each of the cohort members individually, as well as an aggregate summary for the entire cohort.

System Information

FY 2019/20

System Name: Pacific Library Partnership			
Director: Carol Frost		Email: frost@plpinfo.org	
Address: 2471 Flores Street		City: San Mateo	State: Zip: CA 94403
Phone: (650) 349-5538		Fax: (650) 349-5089	

System Chair for FY 2019/20 (if known): Brad McCulley	Fiscal Agent:
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Date approved by Administrative Council: June 10, 2019

x	
Signature of System Administrative Chair for FY 2019/20	Date
Print Name: Brad McCulley	June 10, 2019

Demographics of System Service Area

System Population Profile, FY 2019/20

Total Population of System Service Area: 7,113,916

Total Population of the System Service Area should come from the State Library certified population numbers

Underserved Population	Number	Percentage of Total Population
Economically Disadvantaged (Below poverty level)	520,509	7.32%
Institutionalized	49,990	0.70%
Aged (65+)	941,944	13.24%
Children & Youth:		
• Under 5	414,419	5.83%
• 5 to 9	417,490	5.87%
• 10 to 14	413,407	5.81%
• 15 to 19	405,082	5.69%
Handicapped	647,625	9.10%
Speakers of limited English or English as a Second Language	1,234,211	17.35%
Non-English Speaking	2,960,697	41.62%
Ethnicity		
• Black	393,055	5.53%
• Hispanic	1,823,012	25.63%
• Asian	1,838,152	25.84%
• Native American	34,660	0.49%
• Other (specify)	42,263	0.59%
Geographically Isolated (RURAL) * see note	132,676	1.87%
Functionally Illiterate	1,065,144	14.97%
Shut-In	264,094	3.71%

List source(s) of this data: (example US Census Bureau, California Library Statistics, Population Projections from Department of Finance)

^a Total Population - American Fact Finder/2011-2015 American Community Survey, Demographic and Housing Estimates (DP05)

^b Economically Disadvantaged - 2010-2014 American Community Survey 5-Year Estimates

^c Institutionalized - American Fact Finder/2010 Profile of General Population and Housing Characteristics (DP-1)

^d Age Demographics - 2009-2013 American Community Survey, Demographic and Housing Estimates (DP05)

^e Handicapped - 2009-2013 American Community Survey, Disability Characteristics (S1810)

^f Speakers of Limited English - 2009-2013 American Community Survey, Selected Social Characteristics in the US (DP02). (Based on population 5 years and over who "Speak English less than 'very well'")

^g Non-English Speaking - 2010-2014 American Community Survey 5-Year Estimates

^h Ethnicity - 2010-2014 American Community Survey 5-Year Estimates

ⁱ Geographically Isolated - American Fact Finder/2010 Census Summary File 1, Urban and Rural (P2). Use 'Rural'

^j Functionally Illiterate - U.S. Dept. of Ed. Institute of Educational Sciences National Assessment of Adult Literacy State and County Estimates of Low Literacy 2013, Released 2009

^k Shut-In - American Fact Finder/ 2009-2013 American Community Survey, Disability Characteristics (based on noninstitutionalized population 18+ "with an independent living difficulty") (S1810)

Describe briefly how this data will be used to plan CLSA-funded services:

The demographics of the System Service Area remain consistent from last year. We will use this information to inform the activities and strategic plans of PLP.

Comments/ Additional Information:

*** Geographically Isolated/ Rural**

For the 2010 Census, the Census Bureau classified as urban all territory, population, and housing units located within urbanized areas (UAs) and urban clusters (UCs), both defined using the same criteria. The Census Bureau delineates UA and UC boundaries that represent densely developed territory, encompassing residential, commercial, and other nonresidential urban land uses. In general, this territory consists of areas of high population density and urban land use resulting in a representation of the "urban footprint." Rural consists of all territory, population, and housing units located outside UAs and UCs.

* Typically, Rural Areas are cities with populations of less than 10,000

C&D Service Program Budget Request FY 2019-2020 (Section 18745)

System Administration

(a) Personnel (Salaries & Personnel)

<u>Classification</u>	<u>FTE/NO of positions</u>	<u>Salary</u>	<u>Benefits</u>	<u>Total</u>
Chief Executive Officer	.53/1	\$105,340	\$34,913	\$140,253
	/	\$	\$	\$
	/	\$	\$	\$
	/	\$	\$	\$
	/	\$	\$	\$
Total of (a)	/	\$	\$	\$

(b) Planning, Coordination, & Evaluation (PC&E)	
Total (b)	\$

(c) Indirect Cost (Do not include PC&E and provide description of services)	
Total of (c)	\$

Total of (a-c)	\$ 140,253
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Baseline Budget

(d) Operations	
-----------------------	--

1. Office supplies	\$2,000
2. Duplication/Photocopy	\$
3. Training (C&D program related)	\$
4. E-Resources (Enki, Zinio, OverDrive, etc.)	\$193,663
5. Contract Services for Delivery (UPS, US Postal Service, Contracted Van)	\$206,840
6. System van/vehicle (fuel/insurance/maintenance)	\$
7. Telecommunications (Internet/web/tech support/phone/fax/VOIP/telecomm equipment maintenance/ web software)	\$59,513
Specify what funds were used for:	
CENIC hardware for local libraries; website hosting, landline phones, Fax	
8. Resource Sharing (Zipbooks, Link+, document depository)	\$98,995
* Breakdown of cost i.e. software/subscription/delivery: Link+; Funds for seven (7) libraries for shared ILS	
9. Other (with prior approval)	\$
Total of (d)	\$561,011

(e) Capital Outlay		
1. Equipment (specify)	\$	
2. Equipment revolving fund	\$	
Total of (e)	\$	

(f) Anticipated Current (2018/2019) Year-end Balance in the Equipment Revolving Fund	
	\$

Total of (a-e)	\$ 701,264
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2019/20 PROPOSED CLSA BUDGET

BUDGET SUMMARY	
Expense Category	Communications & Delivery Program
Salaries & Benefits	\$140,253
PC&E	
Indirect	
Sub-total	
Operations	\$561,011
Equipment	
Sub-total	
TOTAL	\$701,264

C&D FUNDING: System Administration 20%
 System Baseline 80%

Funding for Communications and Delivery – FY 2019/20

There are two sections to this portion of the plan. The first section requires your best estimate for workload for the physical delivery of items, and estimated totals for e-resources, training, and broadband usage. The second section contains several questions that help us understand your plans for communication and delivery.

Section 1

Estimated Workload of Physical Delivery

Physical Items Sent by:	Physical Items Delivered to:			
	System Member Public Libraries	Non-public Libraries in System Area	TOTAL	
a. System member public library	4,011,000	10,000	4,021,000	
b. Non-public libraries in System area	74,000	3,000	77,000	
TOTAL	4,085,000	13,000	4,098,000	
		System Owned	Contracted Vendor	
c. Number of delivery vehicles that physically move items			7	
d. Frequency/schedule of physical delivery service			3-6 days	
e. Percentage of items to be physically delivered by:				
U.S. Mail	UPS	System Van	Contracted Van	Other
1%	.1%	70%	28.8%	.1%

Estimated Totals for e-Resources, Training, and Broadband Usage

f. Estimated total number of e-resources to be purchased (circulated/downloaded/streamed, etc.) by residents of System member libraries	3,150 titles
g. Percentage of CLSA funds to be spent on e-resources?	35%
h. Percentage of CLSA funds to be used for Broadband technology improvements	10%

- k. Which member libraries will benefit from Broadband improvements using CLSA allocated funds?
(please list)

Some of the PLP libraries may choose to use their disbursements on Broadband. It is anticipated that they will be purchasing hardware needed for their Broadband connection. All PLP libraries benefitting from Broadband improvements use local funds for improvements, and libraries using CLSA funds will use them as an augmentation to local funds.

Section 2

1. Describe the goals for the Communication and Delivery funding. Please specify how the System will spend its allocation of funding and provide specifics amounts allocated for each service or program. How will the System support the needs of their community? How will the System determine these needs? How will the System **evaluate** that the goals were met and the funding has met the needs of the community?

In FY 2019/20, the primary use of CLSA funds will be to support physical delivery and resource sharing within PLP. PLP member libraries continue to place the highest value and priority on the delivery of materials. When PLP libraries were surveyed, the delivery of materials was the unanimous first priority for the use of CLSA funds. The ability to provide delivery services in support of resource sharing allows member libraries to enhance the breadth and depth of their individual collections. PLP supports four separate delivery services throughout the PLP service area, and each region's cost for delivery is covered either partially or fully, based on a baseline of delivery service. It is estimated that the cost is \$206,840.

In Spring of 2018, PLP surveyed its member libraries to review the current CLSA allocations and to gather ideas for shared eResources which might be funded with CLSA funds. At the May 2018 PLP Executive Committee meeting, the Committee approved a new model for distribution of CLSA funds, allocating funds to PLP public libraries based on our formula, where libraries may choose from the following: a subscription to enki, networking/broadband costs, costs related to Link+, purchasing Overdrive eMaterials in a shared environment, purchases of shared eMaterials in Biblioteca's CloudLibrary, purchasing Zinio eMaterials in a shared environment, or participating in a study for a shared ILS between 7 PLP libraries. This new model replaced group purchasing of resources, which members felt did not always address their local needs. Once CLSA funds are received, a claim form will be distributed to the libraries for them to identify which area or areas their CLSA distributions will support.

In FY 2019/20 PLP will use the same model and will allocate \$300,000 to libraries based on the menu of items and formulas mentioned above. It is estimated that libraries will choose \$77,995 for Link+, \$54,513 for CENIC hardware, \$136,136 for eResources, and \$31,356 for a second phase of an ILS study.

Additional options being explored for expenditure include a systemwide subscription to SimplyE.

As in past years, ILL statistics will be evaluated along with usage patterns to determine the most effective delivery schedules. We will remain responsive to the local needs of our members in offering delivery services.

2. How will the System's Communication and Delivery funds be disbursed (i.e., system wide, allocated to individual libraries, mix)? If not all libraries are participating in programs/services indicate which ones are and why others are not served (i.e. choice, funds, etc.).

When assessing the CLSA allocations, the first priority is delivery within each of the four PLP regions as well as between the regions. In FY 2019/20, \$206,840 of CLSA funds are allocated towards delivery, and the delivery is handled through a combination of couriers as well as outsourcing the Peninsula Library System's in-house delivery. Delivery benefits all PLP member libraries, and the contracts and funds are managed centrally.

Last year, \$200,000 was approved for distribution back to the members. In FY 2019/20, via the analysis of a member survey, PLP will allocate \$300,000 back to the libraries for them to choose their own priority for expending CLSA funds, based on an approved menu for the libraries to choose from, with the expectation that all members will benefit equally from CLSA funding through an allocation per library by PLP formula. A claim form will be distributed to each library indicating how they will spend the CLSA funds so that we may track their usage. This will help inform PLP regarding local priorities and ideas for future CLSA allocations.

PLP may also allocate funds to a systemwide SimplyE subscription.

3. Are the programs funded by CLSA being supplemented with local funds and if so how much or what percentage of the funding? Please briefly describe how any non-CLSA funds will be used to support communication and delivery. This information will help to document the significant contributions of non-CLSA funds toward library cooperation in California.

PLS member libraries are contributing \$661,372 in local funds to support 5-day delivery. Many PLP members use local funds for ILL services such as OCLC inter-library loan and Link+. In the last several years, many PLP libraries have been joining CalREN using a combination of local funds and funds from the state-wide CENIC grants. It is anticipated that PLP libraries planning to connect to the CalREN network in FY 2019/20 will use a combination local funds and CENIC grant funds from the previous round of grants. Nearly all PLP libraries also use local funds for eResources.

4. If the System is providing e-resources, what exactly are those e-resources? (i.e. number of books, kind of titles, how many libraries are you providing this service to, any circulation statistics if available)

Once the libraries have completed and returned their claim forms, we will be able to determine the overall distribution of funds to eResources, but based on the selections made for FY 2018/19 we anticipate that at least 8 of the 34 public libraries will choose to use their CLSA funds for eResources. The eResources which libraries may choose from include eBooks, eAudiobooks, and eMagazines from Overdrive, CloudLibrary in the consortial environment, enki, and Zinio, and will

be a mix of fiction and nonfiction for adults and youth. In FY 2018/19, estimated circulation for shared eResources was 101,000.

5. Describe the System's current delivery model. Specify if it changed from last year or if the System will be making any changes in the upcoming year.

The current delivery model is as follows: The libraries in San Mateo County (PLS) have a 5-days-a-week delivery using PLS-employed staff consisting of three drivers, sorting staff and 3 delivery vans. Libraries in Contra Costa County, Alameda County, and San Francisco City and County (BALIS) have 2- or 3-day courier delivery service depending on usage. The libraries in Santa Clara County (SVLS) have a 2-day courier delivery service. Libraries in Monterey, Santa Cruz and San Benito Counties (MOBAC) have courier delivery service 2 or 3 days a week with 2 jurisdictions providing additional local funds for 5-days-a-week service. The delivery service has 2 touch points – once a week in San Mateo and Gilroy.

Changes anticipated in FY 2019/20 include changing from a 5-day to a 6-day delivery model in San Mateo County (PLS).

6. What is the estimated average cost (including library and system staff time) to move one item in the region? Please provide a description of how the System utilized C&D administrative funding? (i.e. staff, what type of staff, do which program did you allocate staff, how much time was allocated)

The estimated cost to move one item in the region is \$0.21. Administrative funding is allocated to 0.53 FTE of the CEO salary. The allocated time supports attending over 22 Council and Committee meetings annually to support the four regions of PLP as well as the PLP Executive Committee and Administrative Council; work with members and the Executive Committee to allocate CLSA funds; oversee contract negotiations for work related to expenditures of funds; work with accounting staff to ensure all CLSA budgets and reports are submitted and ensure compliance; liaison with California Library Staff, attend California Library Service Board meetings.

7. Will the System be using any of the communications funding to address broadband connectivity issues? If so what were the funds used for and what were the connectivity issues?

PLP will be distributing funds to local libraries to address local priorities. It is possible that one or more libraries may use CLSA funds to support broadband connectivity, including purchasing network hardware at their main location or at branches.

As more PLP libraries join CENIC, PLP will work with member libraries to review and propose solutions for hardware needs in order to take advantage of the full benefits of the increase bandwidth.

Future Plans for Cooperative System

Given the uncertainty of State funding, how is your cooperative system preparing and planning for the future? How will the System be funded? What services are priorities? And lastly, how will your system evolve?

The structured PLP membership dues provide stable funding for PLP and support the strategic priorities of the system. PLP has additionally established a reserve policy which will ensure safeguards for the organization. Because PLP is administered by the Peninsula Library System, there is staffing that allows PLP to offer additional services, which includes administering statewide grants.

During FY 2015/16, services and activities for the near future were developed, including updated priorities and directions to the original strategic plan, "Meeting the Challenge," which was created in 2010. The strategic planning process included participation by all member libraries in three regional workshops. This planning process reassessed and evaluated how PLP can best provide added-value services to its members. The resulting strategic priorities were presented at the PLP annual meeting in May 2016 and outlines eight service priorities. During the upcoming year, the following initiatives will support these priorities:

Staff training and professional development: PLP is continuing to offer two one-year management development programs: the Library Leadership Council for Executive Managers and the Library Middle Managers Professional Development Program. The long-standing Staff Development Committee provides an annual fall conference (the Future of Libraries) and annual spring workshops that address staff needs and interests.

Shared eResource Search Platform for Convenient Access: As libraries continue to collect and share eResources, there is recognition of a critical need for a tool which allows patrons to access all eResources from one app, which is not tied to any one vendor. PLP has allocated CLSA funds more members to use the SimplyE eBook app which will fill this void.

Access to Professional Expertise/Consultants: This is an area that can be very impactful for member libraries. There are some short-term services that PLP can provide – identifying consultants and other sources of professional expertise, with customer evaluations, and making them easily available to member libraries through contracts. There are three significant longer-term projects:

- Develop system support for all aspects of world language materials – selecting, purchasing, cataloging, processing and sharing. A cohort of PLP member libraries is currently meeting regularly to achieve this on a local level and determine how to expand regionally.

PLP Website: In FY 2017/18, CLSA funds were allocated to update the PLP website. The resulting website allows more collaboration and sharing of ideas and initiatives as outlined in the above strategic priorities. PLP will continue to maintain the website as a key source of communication with our members.

Models for Community Engagement: Each year, PLP allocates funds for Innovation and Technology Opportunity Grants for member libraries. These grants support the implementation of an idea, program or vision that provides a new service model or brings a fresh idea or interpretation to an existing model of library service. Grants are also available for libraries to leverage an idea from another library and tailor it to their community's needs. Recent grants include maker spaces, outreach, and robots in the library.

Knowledge Platform/Document Repository: This need has been identified by a number of regional systems. The Black Gold Library System is hosting a pilot site, "CLSA Knowledge Base," <http://clsainfo.org>, and PLP will support this financially as well as through sharing policies, procedures and best practices. We hope all California libraries continue to use this in so that it becomes an essential go-to repository.

Grants

In FY 2019/20, PLP is submitting an LSTA Competitive grant "**Data Privacy Best Practices Training for Libraries**" The goal is to develop California specific training for libraries on privacy-related topics surrounding library data privacy and digital safety, including privacy policy and procedure best practices, tips for library staff for working with vendors in sharing patron data, and an overview of the data privacy lifecycle in libraries.

System Pension Liability

Please also provide any Pension Liability for the Cooperative Library Systems including Legacy Systems. PLP has four legacy systems – Bay Area Library and Information System (BALIS); Monterey Bay Area Cooperative Library System (MOBAC); Peninsula Library System (PLS); and Silicon Valley Library System (SVLS). When PLP was formed, all CalPERS liabilities were paid in full. PLP currently has no employees and has no CalPERS pension liability.

To: PLP Executive Committee
From: Carol Frost, CEO
Subject: Approval of FY 2019/20 NorthNet/PLP Contract for Administrative and Fiscal Services and Contract for Additional Work
Date: June 10, 2019

Background

The NorthNet Library System (NLS) has a contract with PLP for fiscal and administrative work. PLP was awarded the bid to administer NLS in February 2018. As part of that bid, PLP now provides NLS with a baseline budget, and then submits a separate proposal with the anticipated additional work to be done during the fiscal year.

Attached are the NLS baseline and supplemental work contracts, which have been reviewed at the May 17, NLS Executive Committee meeting and are expected to be approved at the June 10 NLS Executive Committee meeting.

The FY 2019/20 baseline contract is \$128,780 which is a 3% increase from the previous fiscal year. The baseline contract includes preparing and monitoring budgets and contracts such as Zinio, OverDrive, and Gale; contracts with delivery vendors; oversight of PLSEP, filing regular CalPERS paperwork; invoice payment, billing and distribution of CLSA funds, preparing meeting agenda packets for NLS as well as the three legacy systems, and other general support.

Discussion of Additional Work

As is the case from previous years, it is anticipated that NLS will be in need of work above and beyond the baseline services. Those activities included the work regarding the continued CalPERS obligations for the legacy systems; continued work for the NLS Link+ study and associated advocacy with the State Library and California Library Services Board. NLS has also applied for an LSTA grant, Disaster Response and Recovery Resource Guide, which represents work of the Coordinator as well as grant monitoring. Because of those additional activities, the System Coordinator's time has been increased along with slight increases in other staff support. The proposed FY 2019/20 Contract for Additional Work is an additional \$28,400.

With NLS being awarded the Zip Book Statewide Grant Administrator for 2019-21, the budget for staff, including hiring a Zip Book Coordinator, totals \$99,653, with these funds coming from the grant. As has been past practice, 90% of the Indirect for both the Zip Books grant and the CLSA Link+ grant will go to PLS for overhead and other costs, and 10% will remain with NLS as additional revenue.

Recommendation

It is recommended that the PLP Executive Committee consider approval of the baseline contract and the Contract for Additional Work for FY 2019/20, for a total of \$336,089.



Pacific Library Partnership

PLP / NorthNet Contract FY 2019/20

<u>Staff</u>	<u>FTE</u>		<u>Total</u>
<u>Administration</u>			
CEO	0.05	2 hours/week at \$121.51/hour <i>Provide oversight; work with Executive Committee and Coordinator</i>	\$12,637
Office Manager	0.20	8 hours/week @ \$62.68/hour <i>Manage website, listservs and rosters. Point of contact for System Delivery and PLSEP grant. Prepare and distribute agenda packets and minutes, manage UPS accounts, delivery contracts, set up conference calls for committees.</i>	\$26,075
Administrative Assistant II	0.04	1.50 hours/week @ \$52.57/hour <i>Prepare system contracts, open mails, mail ILL materials coordinate Form 700s.</i>	\$4,100
Subtotal - Administration	0.29		\$42,812
<u>Fiscal Accounting</u>			
Controller	0.10	4 hours/week @ \$96.15 <i>Prepare/monitor budget, authorize and approve payments. Prepare reports/paperwork for audit, prepare financial reports for State and local government. Coordinate database and eContent contract renewal, review delivery contracts/services</i>	\$19,999
Account Clerk	0.08	3 hours/week at \$46.51 <i>Process payables weekly, prepare invoices, prepare deposits</i>	\$7,256
Fiscal/Admin Services Spec.	0.09	3.5 hours/week at \$ 62.68 <i>Prepare invoices and deposits, reconcile bank statements prepare CalPERS reports, prepare document for liability insurance</i>	\$11,408
Administrative Assistant	0.10	4 hours/week at \$19.12/hour <i>Filing, prepare Holiday Schedule, mail checks and invoices</i>	\$3,977
Subtotal - Fiscal Acctg	0.36		\$42,639
Total Administration/Fiscal Accounting			\$85,452
Coordinator	0.20	8 hours/week at \$75/hour <i>Distribute legislative, CLSA and other State Library Correspondence, prepare agenda with Executive Council committee, take Council and Executive meeting minutes, work with CalPERS related issues Prepare CLSA Plan of Service and annual reports</i>	\$31,200
			\$116,652
Mileage			
3 round trips @242 mile@ 58 cents per mile			\$421
Total			\$117,073
10% Overhead			\$11,707
Total FTE	0.85	Grand Total	\$128,780

Additional Proposed Work: PLP / NorthNet Contract FY 2019/20

The following additional services will be provided to NLS for FY 2019/20

Continuing the work of the NLS Link+ study, including continued work with costs, contracts and implementation with additional libraries; developing plan for CLSB meeting.

Further work related to CalPERS obligations for legacy systems; developing cost share formulas, working with CalPERS and attorney as needed

Work related to the LSTA regional grant “Disaster Response and Recovery Resource Guide”

<u>Staff</u>	<u>Additional Hours</u>	<u>Total</u>
CEO	1 hour/week at \$121.5/hour	\$6,318
Coordinator	5 hours/week at \$75/hour	\$19,500
Subtotal		\$25,818
	10% Indirect	\$2,582
	TOTAL ADDITIONAL WORK	\$28,400

Work Related to the CLSA ZipBooks Statewide Grant

<u>Staff</u>	<u>Additional Hours</u>	<u>Total</u>
CEO	.35 hours/week at \$121.5/hour	\$2,208
Controller	.36 hours/week at \$96.15 /hour	\$1,777
Operation Manager	.36 hours/week at \$62.68 /hour	\$1,165
Accounting Clerk	12.2 hours/week at \$46.51/hour	\$29,503
NLS System Coordinator	2 hours/week at \$75/hour	\$7,800
Zip Books Coordinator	22 hours/week at \$50/hour	\$57,200
	Zip Books Subtotal	\$99,653

ZIPBOOKS GRANT AND LINK+ INDIRECT COSTS

	\$450,000 with 10% indirect = \$45,000. 90%	
FY 2019/20 Link+ CLSA Contract	indirect to PLS (\$40,500); 10% NLS (\$4,500)	\$40,500
	\$1,000,000 with 4.5% indirect = \$43,062. 90%	
FY 2019/20 ZipBooks Contract	indirect PLS (\$38,756); 10% NLS \$4,306)	\$38,756
	Baseline Contract	\$128,780
	TOTAL CONTRACT	\$336,089



Pacific Library Partnership

To: PLP Executive Committee
From: Carol Frost, CEO
Subject: Approval of FY 2019/20 PLP Contract with PLS for Administrative Services
Date: June 10, 2019

PLP contracts with the Peninsula Library System (PLS) for administrative oversight. The draft PLS/PLP Contract for FY 2019/20 is \$1,076,482, which reflects a \$243,533 increase (29%) from the FY 2018/19 amended contract of \$832,949.

Below are highlights from the proposed contract:

- As mentioned in a previous agenda item, NorthNet has been awarded to be the grant administrator for the FY 2019-21 Zip Books grant. The increase to this PLP/PLS contract from when it was reviewed in May reflects the increased staffing costs due to this grant.
- In FY 2018/19, PLS conducted a salary study, which had not been done in 16 years. A revised salary schedule has been adopted which begins in July 2019, which results in increased salaries for most staff and resolves compaction issues. The resulting increase is reflected in the FY 2019/20 contract. Because the City of San Mateo has adopted a minimum wage ordinance which is tied to the CPI, PLS will annually increase all salaries at the CPI rate starting in July 2020, which will affect future costs for this contract.
- The staffing support costs include the time allotted to both PLP and NLS work.
- This proposed contract also includes .05 FTE time for the IT Director, to reflect the time spent supporting the PLP website, maintaining emails for contract workers and providing technical support for PLP activities.
- This contract also includes \$3,300 for mileage for staff to attend PLP related meetings within PLP and in Sacramento.

Recommendation

It is recommended that the PLP Executive Committee approve the FY 2019/20 PLP/PLS contract for \$1,076,482.

Note: This contract reflects the anticipated work known to PLS at this time. Should PLP receive any additional statewide grants to monitor or additional projects, this contract may be reviewed and renegotiated based on the additional work.

PLP/PLS CONTRACT
July 1, 2019 to June 30, 2020
Scope of Services for PLP and NorthNet Systems

Administration, Operation & Accounting

Oversee the action plan to institute strategic directions
 Coordinate and attend System Executive and Council Meetings
 * Prepare and distribute System Executive and Council Meeting agenda packets & minutes
 * Make arrangements for System Executive and Council Meetings
 * Prepare and submit reports to System Executive and Council Meeting regarding system activities
 Maintain systems member rosters and directories
 Prepare, monitor, and report on CLSA activities, funding and reports in consultation with System Executive Committees
 Represent and advocate for PLP and NLS regionally, statewide and nationally
 Distribute legislative, State Library and federal/IMLS correspondence
 Coordinate with member libraries for delivery needs
 Pursue grant and other funding opportunities
 Administer and evaluate system contracts
 Explore cooperative purchasing opportunities with other systems or regions
 Prepare and monitor systems budget in consultation with System Executive Committees
 Prepare Professional Services and Contractual Services agreements
 Invoice preparation, accounts receivable and payable
 Systems acquisitions and invoice payments
 Systems narrative and financial reporting (grant & non-grant)
 Prepare annual IRS 1099 form for contractors
 Coordinate systems annual Single Audit and Financial Statements
 Prepare annual statements of LAIF interest earned, Statement of Economic Interest, etc.

Chief Executive Officer	0.70	\$178,311
Assistant Director	0.88	\$175,940
Controller	0.50	\$108,005
Office Manager	0.63	\$87,823
Fiscal/Admin Services Specialist	0.46	\$70,017
Account Clerk II	0.72	\$69,271
Secretary	0.50	\$58,549
Office Assistants	0.84	\$30,878
IT Director	0.05	\$8,063
TOTAL PLP & NLS Staffing Support Costs	5.27	\$786,857
<i>(Time included for administering PLP and NorthNet)</i>		
<i>Director & Asst Director prorated auto allowance</i>		\$3,300
<i>Total PLP & NLS Staffing Support & Auto Allow. Costs</i>		\$790,157
10% Overhead		\$79,016
TOTAL PLS/PLP CONTRACT		\$869,173
NLS AMENDED CONTRACT		\$ 207,309
TOTAL CONTRACT		\$ 1,076,482

<u>FY 18-19 PLP/PLS Contract</u>	<u>Amount</u>
Admin Staffing Cost	\$ 683,480
PLS Director & Asst Auto Allowance Prorated	\$ 3,300
<u>10% Overhead</u>	<u>\$ 68,678</u>
TOTAL	\$ 755,458
Contract Amendment	\$51,491
TOTAL CONTRACT	\$832,949

To: PLP Executive Committee
From: Andrew Yon, Controller
Subject: Approval of the PLP FY 2019/20 Budget
Date: June 10, 2019

Background

The purpose of this memo is to provide the PLP Executive Committee the PLP FY 2019/20 Budget for consideration and approval. This has been updated since the May Executive Committee meeting to reflect the decisions at the meeting, as well as a modification to the NorthNet contract due to additional work.

Budget Summary

Below are highlights of the PLP FY 2019/20 budget. The overall budget is \$2,215,122.

Administration

Revenues:

- Other Agency revenue from administering the NorthNet library cooperative is slightly higher to reflect NLS's additional time for the Zip Book grant.
- CLSA System Administration funds are slightly higher this year with the additional of Hayward Public Library as a PLP member.
- Although none of the four PLP legacy systems have CalPERS obligations, BALIS does pay for health care costs for retirees. We have moved this into a new account code to more accurately reflect those costs.

Expenditures:

- Professional Services includes the contract for Jane Light in leading the PLP Executive and Middle Management Leadership groups.
- Travel/Meetings includes the past several years' practice of allocating \$5,400 towards the National Legislative Day in Washington DC.
- Workshop Expenses reflects \$10,000 for support for PLP Staff Development initiatives and activities.

Communication and Delivery

- The FY 2019/20 CLSA Communication and Delivery allocation is \$561,011, slightly increased because of Hayward rejoining.
- The expenditures reflects \$300,000 in CLSA allocations to member libraries for identified projects
- There are estimated \$278,237 in unallocated CLSA funds

System Operations

- The Workshop Fees revenue reflects the revenue generated from the PLP Staff Development Committee's Spring Fling and Future of Libraries workshops, as well as the revenue from the PLP Executive and Middle Management Leadership groups.

Fund Balance:

- The PLP Ending Fund Balance is estimated to be \$1,450,000.

Operating Reserve:

- The Operating Reserve Fund is equal to three months of the administrative costs. For FY 2018/19, the Operating Reserve was set at \$238,221. For FY 2019/20, three months of Operating Reserve is \$313,383.

Grants

- Grants will be included in the CLSA Annual Report.

FY 2019-20 PLP PROPOSED BUDGET SUMMARY

	Admin	Delivery	System Operation	TOTAL
Revenue				
Interest Income			\$90,400	\$90,400
Other Agencies	\$344,489	\$2,000		\$346,489
Member Fees	\$465,690		\$95,213	\$560,903
Workshop Fees			\$8,000	\$8,000
State Grant-CLSA	\$140,253	\$561,011		\$701,264
State Grant-LSTA	\$275,000	\$233,066		\$508,066
Total Revenue	\$1,225,432	\$796,077	\$193,613	\$2,215,122
Expenditure				
Communications		\$5,000		\$5,000
Mileage	\$300			\$300
Equipment Maintenance	\$4,800			\$4,800
Printing	\$4,000			\$4,000
Professional Services	\$80,000			\$80,000
Contractual Services	\$1,088,482	\$204,840	\$170,193	\$1,463,515
Office Expense	\$4,500	\$2,000		\$6,500
Postage		\$6,000		\$6,000
Special Departmental-CLSA		\$578,237		\$578,237
Library Materials				\$0
General Insurance	\$3,000			\$3,000
Membership Fees/Dues	\$4,500		\$15,420	\$19,920
Travel & Meetings	\$14,900		\$0	\$14,900
Education & Training	\$800			\$800
Subscriptions	\$500			\$500
Service Fees	\$400			\$400
Reimbursable - Legacy System EXP	\$8,400			\$8,400
Workshop Expenses	\$10,000		\$8,000	\$18,000
Lease Equipment	\$850			\$850
Total Expenditure	\$1,225,432	\$796,077	\$193,613	\$2,215,122
Fund Balance FY18/19				
Beginning Fund Balance	\$1,066,500			
Estimated Ending Fund Balance	\$1,450,000			
Reserve				
Operating Reserve	\$313,383			

**PACIFIC LIBRARY PARTNERSHIP
FY 2019-20 PROPOSED BUDGET**

ADMINISTRATION (920)

<u>GL Acct</u>	<u>Revenues</u>	Adopted FY 18/19	Proposed FY19/20	Note
3601	Other Agencies	\$ 15,700	\$ 8,400	BALIS Retirees Medical -BALIS Reserve
3601	Other Agencies	224,825	336,089	NorthNet Baseline Contract \$128,780; Amended Contract \$207,309 (Total \$336,089)
3661	Member Fees	347,938	465,690	PLP Membership Fees (Prorated)
3667	State Grant-CLSA	138,965	140,253	CLSA System Administration Funds
3668	Federal Grant	276,580	275,000	LSTA Grants-Indirect Costs Prior & Current Year
	Total Revenues	\$ 1,004,008	\$1,225,432	22.05%
	<u>Expenditures</u>			
4105	Health benefits	\$ 9,000	\$ -	See New Acct #4448 -FY19/20 BALIS Retirees
4216	Mileage	300	300	
4217	Equipment Maintenance	4,800	4,800	Copier, MIP Acctg Software Maint. & Support
4218	Printing	4,000	4,000	Directory, letterhead
4219	Professional services	85,000	80,000	NorthNet Coordinator \$50K; PLP Consultants \$30K
4220	Contractual Services	861,458	1,088,482	PLS Contract \$1,076,482; Audit Services \$12,000
4230	Office Expense	4,500	4,500	Office Supplies
4238	Library Books/Materials	-	-	
4301	General Insurance	3,000	3,000	Professional Liability Insur-PLP Board Members
4302	Member Fees/Dues	4,500	4,500	CLA, ALA , Baynet & other membership fees
4303	Travel/Meetings	14,900	14,900	Annual Conferences (\$ 9.5K); Nat'l Legislature Day (\$ 5.4K)
4304	Education & Training	800	800	
4305	Subscriptions	500	500	
4373	Service Fees	400	400	Credit card and banking fees
4434	Workshop Expenses	10,000	10,000	System-wide Non-Fee Trainings
4448	Reimbursable - Legacy System Expenses		8,400	BALIS Retirees Medical Cost -BALIS Reserve
4585	Lease Equipment	850	850	Postage meter
	Total Expenditure	\$1,004,008	\$1,225,432	22.05%

**PACIFIC LIBRARY PARTNERSHIP
FY 2019-20 PROPOSED BUDGET**

CLSA COMMUNICATIONS & DELIVERY (924)

GL Acct	Revenues	Adopted FY 18/19	Proposed FY 19/20	Note
3601	Other Agencies	\$ 2,000	\$ 2,000	MOBAC Add'l Delivery Service
3667	State Library-CLSA	555,862	561,011	CLSA C & D Allocation
3668	State Library-LSTA Grant	264,005	233,066	<i>Rolled -over CLSA Funds FY2018-19</i>
	Total Revenues	\$821,867	\$796,077	(3.14%)
<u>EXPENDITURES</u>				
4212	Communication	\$5,000	\$5,000	PLP 800 Number; Fax; Landlines
4220	Contractual Services	218,614	204,840	Systems delivery contracts
4220		156,250	-	Gale -Analytics On Demand (FY18/19)
	<u>Systems Delivery</u>			
	BALIS	\$56,900		
	MOBAC	61,200		
	PLS (CLSA Fund)	59,740		
	SVLS	27,000		
	Total Systems Delivery	\$204,840		
4230	Office Expenses	2,000	2,000	Delivery Supplies (tags, labels, etc)
4233	Postage	6,000	6,000	UPS & FEDEX
4234	Special Departmental -CLSA	176,842	300,000	CLSA Allocation to Libraries
4234	Special Departmental -CLSA	411,411	278,237	Unallocated CLSA Funds
	Total Expenditure	\$976,117	\$796,077	(18.44%)

**PACIFIC LIBRARY PARTNERSHIP
FY 2019-20 PROPOSED BUDGET**

SYSTEM OPERATION (928)

<u>GL Acct</u>	<u>Revenues</u>	<u>Adopted FY 18/19</u>	<u>Proposed FY 19/20</u>	<u>Note</u>
3510	Interest Income	\$ 38,000	\$ 90,400	Investments Interest Income (LAIF & CD)
3661	Member Fees	256,246	95,213	PLP Membership Fees (Prorated)
		\$8,000	\$8,000	Spring Fling & Future of Libraries, Exec & Mid-Mgmt Training
3663	Workshop Fees			
3000	Fund Balance	-	-	
	Total Revenues	\$302,246	\$193,613	(35.94%)
4220	Contractual Services	\$ 268,826	\$ 170,193	Innovation grants (\$150K); Unallocated membership fees (\$20,193)
4302	Membership Fees	15,420	15,420	Califa membership for members
4303	Travel & Meetings	10,000	-	FY18/19 PLP Regional Networking Events
		8,000	8,000	
4434	Workshop Expenses			Staff Development Fee-Based Training (\$8,000)- Future of Libraries, Mid-Mgmt Training
	Total Expenditure	\$302,246	\$193,613	(35.94%)

FY 2019-20 PLP Membership Fees

Library	Amount
Alameda Free Library	\$10,641
Alameda County Library	30,641
Berkeley Public Library	25,641
Burlingame Public Library	10,641
Cabrillo College Library	2,000
Contra Costa County Library	30,641
CSU Monterey Bay Library	2,000
Daly City Public Library	10,641
Gavilan College Library	1,500
Harrison Memorial Library - Carmel	8,641
Hartnell College Library	1,500
Hayward Public Library	11,641
Livermore Public Library	11,641
Los Gatos Public Library	8,641
Menlo Park Public Library	9,641
Monterey County Free Libraries	15,641
Middlebury Institute of International Studies	1,500
Monterey Peninsula College Library	1,500
Monterey Public Library	9,641
Mountain View Public Library	11,641
Naval Post Graduate School Library	5,000
Oakland Public Library	30,641
Pacific Grove Public Library	7,641
Palo Alto Public Library	15,641
Pleasanton Public Library	10,641
Redwood City Public Library	15,641
Richmond Public Library	15,641
Salinas Public Library	11,641
San Benito County Library	7,641
San Bruno Public Library	8,641
San Francisco Public Library	30,641
San Jose Public Library	30,641
San Juan Bautista Public Library	750
San Mateo County Community College District	3,000
San Mateo County Library	25,641
San Mateo Public Library	11,641
Santa Clara City Library	15,641
Santa Clara County Library	30,641
Santa Cruz Public Libraries	25,641
South San Francisco Public Library	11,641
Sunnyvale Public Library	15,641
UC Santa Cruz Library	5,000
Watsonville Public Library	9,641
TOTAL	\$560,903

Draft
FY 2019/20 PLP Executive Committee Meeting Schedule

Monday, June 10, 2019, 10 a.m. (call-in)

Monday, October 21, 2019, 10 a.m. (call-in)

Thursday, January 23, 2020, 12:30 p.m.

Friday, May 15, 2020, at the conclusion of the PLP Annual Director's Meeting

Monday, June 15, 2020, 10 a.m.

DRAFT