

PLP Executive Committee Agenda
Santa Clara City Library – Central Park Library (Board Room)
2635 Homestead Rd., Santa Clara, CA 95051
January 23, 2020
12:30 p.m.

Conference Call Call-in Information:

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

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|--|----------|--------------|
| I. Adoption of the Agenda (Action Item) | McCulley | |
| II. Old Business | | |
| A. Approval of the October 21, 2019 Minutes (Action Item) | McCulley | Attachment 1 |
| B. Update on PLP Competitive Grants: Data Privacy Best Practices Training for Libraries | Alvarez | Attachment 2 |
| C. PLP Middle Manager Cohort Topics of Interest | Light | |
| D. Discussion About PLP Standing Committees and Adding a Technical Services List-Serv | Light | |
| E. Consideration of Common Knowledge Proposal: Key to Community (Action Item) | Clark | Attachment 3 |
| F. Update on PLP Call for Support for Staff Development Initiatives and Activities (Action Item) | Alvarez | Attachment 4 |
| III. New Business | | |
| A. PLP Presence at National Library Legislative Day in May 4-5, 2020 (Action Item) | Frost | |
| B. Analysis of PLP Membership Participation Dues Schedule (Action Item) | Frost | Attachment 5 |
| C. Discussion of CLSA Allocation for FY 2020/21 (Action Item) | Frost | Attachment 6 |
| D. LSTA PLP Competitive Grants Discussion | Frost | |
| E. Discussion of PLP Annual Meeting on May 15, 2020 | McCulley | Attachment 7 |
| 1. Planning and Speaker | | |
| 2. Term Status of PLP Executive Committee | | |
| IV. Reports | | |
| A. PLP President's Report | McCulley | |
| B. PLP CEO's Report | Frost | |
| C. State Library Report | DePriest | |

V. Closed Session Pursuant to Government Code Section 54957: PLS Executive Director/PLP CEO (Action Item)

McCulley Attachment 8

VI. Agenda Building for Next Meeting on Friday, May 15, 2020

VII. 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 agendized pursuant to State law.)

VIII. 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

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

Santa Cruz Public Libraries, 117 Union Street, Santa Cruz, CA 95060



Pacific Library Partnership

PLP Executive Committee Minutes
October 21, 2019
10:00 a.m. via Conference Call

Committee:

Brad McCulley, President
 Susan Nemitz, Vice-President
 Ryan Baker
 Cindy Chadwick
 Valerie Sommer
 Inga Waite

System Staff:

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

Others:

Susan Clark, Common Knowledge
 Janet Coles, State Library
 Michelle Krasowski, PLPSCD
 Jane Light, PLP
 Nicole Neditch, Common Knowledge
 Elaine Tai, PLPSCD
 Derek Wolfgram, RCPL

Meeting was called to order at 10:01 am by President McCulley.

I. Adoption of the Agenda

Items 5A and 5D were moved to just below the consent calendar. Common Knowledge item was set to 10:40 time certain. (M/S Baker/Waite)

II. Approval of Consent Calendar**A. Approval of the June 10, 2019 Minutes****B. Acceptance of PLP Letter to CLSA Board****C. Acceptance of PLP Letter to LinkedIn Learning/Lynda.com****D. Acceptance of PLP's Internal Observations to Santa Cruz****E. Grand Jury's Report "Patron Privacy at Santa Cruz Public Libraries: Trust and Transparency in the Age of Data Analytics" July 2019**

Sommer Abstained. Baker abstained. The consent calendar was approved as presented (M/S Waite/Sommer)

III. Old Business**A. Acceptance of PLPSCD Annual Report and Spring Workshop Discussion**

The co-Chairs presented their annual report from 2018/19. This is the only standing committee within PLP. In April 2019 the Committee hosted Career Visioning workshops at Castro Valley and San Jose. They also just completed the Future of Libraries conference. The Committee is planning the Spring Workshop. Topics include:

- Interviewing Techniques
- Mental Health
- User Centered Design/Design Thinking
- Creating Workplace Culture
- Power Dynamics
- Mindfulness
- Moving Up/Managing Up

- Meeting Facilitation
- Project Management
- Outreach

There was a discussion between the Executive Committee and the co-Chairs about recent topics, and the desire to ensure that future topics reflect the priorities of the Executive Committee as well as the local needs of the libraries. There was a question about qualifications to be on the Staff Development Committee, and it was clarified that membership is open to all staff. The committee's annual budget is \$8,000 to support the Future of Libraries conference and the Spring Workshop. In the past, revenues have exceeded expenditures, but revenue has been decreasing due to less participation in the Spring workshops. There was a question about whether the PLP Executive Committee should be providing clearer direction about the types of topics being chosen. There could be an ad-hoc group of Directors to advise the Committee Chairs, or it could be done at the Executive Committee meeting. There was a question as to whether this can be done as a survey to poll Directors for what they see as training needs and opportunities. A decision was made to have a small ad-hoc subcommittee to work with the Staff Development co-chairs. Baker and McCulley volunteered. A motion was made and passed to approve the PLP Staff Development Committee Annual Report. (M/S Waite/Chadwick).

B. Update from PLP Marketing/Advocacy Ad-Hoc Workgroup

The Workgroup will be on hiatus until mid-2020.

C. Update on PLP Competitive Grants: Data Privacy Best Practices Training for Libraries

Frost presented the update on page 24 of the packet. Two surveys were completed within PLP which resulted in development of two focus groups. The first focus group with frontline staff was completed via an emailed survey. The second group will be with directors via Zoom. Based on the results, three sets of training will be developed in early 2020. Each will be held in two different locations to cover the PLP geographic region.

D. Update on PLP 2019/20 Technology and Innovation Grant

Fourteen applications were received and all but one were funded. An announcement will go out soon and the applications will be posted to the website.

Chadwick left the call.

Common Knowledge joined the call.

IV. New Business

A. Finance

1. Consideration of Common Knowledge Proposal: Key to Community

Common Knowledge presented their proposal, stating they have worked with us over the past years and often times PLP libraries have been their incubators. Their focus is on how to put more unity in community to link multiple projects already happening in various library communities. They are seeking to link and leverage work they have already done to create this new platform. They are seeking the incremental costs to create this platform, exploring the timeline listed in the packet. There was a question about how they envision the platform being used and by whom and how traffic will be driven to the site. There was a response that they would be working with the library literacy programs to design this platform and see them share the project as a resource. There was a question as to whether this would be PLP specific or statewide and a response that this would be statewide but that there would

be a deep dive for PLP. There was further discussion around how staff would be trained at the libraries to take the work on themselves and institutionalize the practice the platform seeks to put into place and a response that the training needed would be crafted collaboratively. Production costs for localized products would be borne by the individual library. The total funding requested is \$75,000 assuming they would have 3-4 pilots and helping them link these activities. It was expressed that the timeline is tight in terms of getting staff trained up. There was further discussion whether there is opportunity to shift the timeline to see if this could be LSTA funded. There was a response that the November date is an orientation to see if library staff would like to participate and that if it is too soon to determine pilot sites they could certainly use the sites they are already working with as pilots. Common Knowledge is aiming to launch by the primary elections in March and that is why the timeline is structured the way it is. Common Knowledge left the call so the Committee could discuss. Wolfgram expressed that Redwood City has done a lot of great work with Common Knowledge on Libraries Leading the Way in relation to the primary elections and Census. Wolfgram stated that this brings an opportunity to contact harder to reach demographics in the community without creating much additional work for staff. There was concern expressed that we would not be able to include a regional spread in the pilot sites, and also that it was not clear from the presentation what the workload would look like on the library end. There was a question as to where the \$75,000 would come from and a response that there is currently \$20,000 of unallocated membership fees that could be drawn from and also approximately \$1.1M in fund balance available. There is also the choice to fund part of the \$75,000 rather than the full amount. It was expressed that if the website is intended to be a resource for the public, it would most likely be underused, but if it is intended to be something that libraries would utilize, that might be more useful. There was concern about allocating \$75,000 for a website that has low use. There was discussion around community impact and PLP being an incubator for this project. There was a question as to whether there are 4 libraries currently willing to be part of the project.

Waite left the call.

There was discussion that if the timeline is driven by the March election, we let that go and have them focus more directly on the outcomes. There is interest in having a toolkit that libraries can use for community conversations. There was agreement that if the timeline was suspended and we received a more detailed Agenda, the Committee would like to give this more thought. Some Directors expressed a desire to show the plans to current work teams at their libraries to see how the proposal might intersect with current work. A decision was made to re-agendize this in January. There was consensus that the focus for the proposal should be on outputs for a library toolkit.

2. Update on PLP Call for Support for Staff Development Initiatives and Activities and Consideration of PLS Youth Services Committee Request for \$7,900

Assistant Director Alvarez presented the Attachment in detail with the distribution of allocations for projects that were funded. A total of \$3,980 was allocated during this call. An additional call will go out in December. The Youth Services Committee has withdrawn their request and will try to rethink it. No action was taken.

Waite rejoined the call.

3. Review and Approval of Peninsula Library System Request of \$10,000 of CLSA Funds for Website Redesign

Frost presented the request, stating that website updates are an allowable expenditure for use of CLSA funding. PLS has been working on their website redesign and have allocated their own funds for the redesign, but because of the complexity of the site, further development is needed. They are requesting \$10,000 from PLP to develop a plugin for the new website. They have earmarked their full CLSA allocation for the sharing of eBooks, so are seeking additional funds. A motion was made and passed to approve \$10,000 of CLSA funds to be allocated to PLS for design of their website. (M/S Baker/Sommer)

4. Acceptance of 2018/19 Annual CLSA Report, System Expenditure Report and FY 2019/20 Detailed Budget

Frost presented the reports in detail. Motion to accept the reports as presented was made and passed (M/S Baker/Nemitz)

5. Analysis of PLP Membership Participation Dues for FY 2019/20

Frost presented the memo in detail. There was discussion as to the tiers and whether they need to be broken down to create more layers in the \$5M to \$10M. Staff was directed to develop a revised model which adds more levels between \$5M and \$20M to be presented at the January meeting. No Action was taken.

B. Approval of LSTA Competitive Grant for \$1M: Lunch at the Library

Frost presented the memo in detail. This was a very competitive grant and PLP is happy to have received it. (M/S Baker/Sommer). Motion passed.

C. Approval of IMLS Laura Bush 21st Century Librarian Program Grant for \$245,721: Reimagining School Readiness for Libraries

Frost presented the memo. Baker moved to accept the grant. Sommer seconded. The motion passed.

D. Discussion of Agenda Items for California Cooperative Library Systems meeting at CLA Conference

Frost and McCulley will both be attending this meeting and are requesting that Committee members that have topics they would like addressed at the meeting contact one of them. Additionally, it was requested that Committee members who will be attending CLA and would like to be present at the meeting reach out to Frost or McCulley.

V. Reports

A. PLP Middle Manager and Executive Leadership Professional Development Groups

Light presented updates on the 2019 program and discussed options for 2020. The 2019 program included both an Executive and Middle Managers cohort, some of which had first time representation by some jurisdictions, including SFPL. For the Middle Managers cohort, Chadwick suggested moving discussion to the next meeting of the types of leadership development that are needed. Waite concurred. This item will be placed on the next agenda. It was decided that the Middle Managers group will continue in 2020, and that it be shared out to the Directors Plus list that the Executive cohort will be discontinued for 2020 and resume in 2021.

B. PLP President's Report

There was no report.

C. PLP CEO's Report

Lunch at the Library would like to present on their project at the Annual meeting in May. There is Link+ grant funding still available. NLLD is next year, if you would like to attend to advocate, contact Frost. The State Library is offering grant funds to allow library staff get their Bachelor's degree.

D. State Library Report

Coles will be following up with a written report. CSL will be participating in CLA at booth 322. Deputy State Librarian Rebecca Wendt and Greg Lucas will be at the booth. A State of the State Library program will be given at 9 am in Ballroom G on Friday. Copycat grants were announced last week. Three new toolkits have been added and all previously created toolkits have been updated. Applications for the new copycat grants are due Monday November 15. Applications are open for libraries to join Career Online High School and for current participants to apply for more funding, and the deadline is December 10. The Working Scholars online program for degree advancement is being piloted to support advancement in library careers for staff to complete their Bachelor's degree. The first ¾ of the program is no cost, but there will be a cost in the final year. An informational session about this will be offered Friday at 5pm. Mental Health Initiative funding will focus on programming. It is 4 months of training and 5 staff members per library can participate. Training will culminate in May and libraries can host community offerings once training is completed. Several programs will also be available at CLA, including a preconference and workshop on Saturday. Early Learning with Families is now "Reimagining School Readiness" and a toolkit has been developed. Related programming on Friday the 25th at CLA. The Seguimos Creando Enlaces conference is scheduled for 5/28 and 5/29 this year. For the Edge initiative, Edge 2.0 has been rolled out and there have been significant changes in their assessment tool.

VI. Agenda Building for Next Meeting on January 23, 2020

- A. Staff Development Allocation
- B. NLLD and attendees
- C. Contract Amendment for Lunch at the Library
- D. LSTA Pitch Ideas
- E. CLSA allocation
- F. Annual Meeting Agenda
- G. CEO Review
- H. Jane Light Technical Services Listserv Discussion
- I. Susan Clark Proposal Revision

VII. Public Comment

There was no public comment.

VIII. Adjournment

The meeting was adjourned at 12:31pm by President McCulley.

Data Privacy Best Practices Training for Libraries - LSTA Grant Update

Report to PLP Executive Committee, January 23rd, 2020
Update by Becky Yoose, Library Data Privacy Consultant, LDH Consulting Services

Grant Project Summary

From the LSTA grant application:

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.

The goal of the grant is to develop and deliver **three in-person privacy trainings** and a **privacy toolkit** for PLP members. These training materials will also be made available to other California libraries, as well as other interested libraries in the US who wish to modify the trainings and materials for their training purposes.

Project Progress

Focus Group and Interview Updates

The administrator focus group took place on October 31st, 2019, with six library administrators participating in the 90-minute call. The written questionnaire for the frontline staff focus group was distributed at the end of October, with five frontline staff submitting their answers. Both groups shared concerns about how to communicate library privacy practices to the public, as well as keeping up with legal regulation changes. Each group had its unique themes in their discussions and answers that are being incorporated into the training materials.

Administrators

Discussions from the administrators focus group aligned closely to Survey Two's topic rankings, including vendor management, CCPA, and contracts. Administrators broached the topic of law enforcement requests multiple times in the focus group meeting, discussing the challenges of working with law enforcement who might not know the regulations surrounding library data disclosure. Another area of concern was security cameras in the libraries. Several administrators expressed a desire for guidance about use of these cameras in the library, as well as guidance around the recordings and if they are subject to public disclosure requests.

Front Line Staff

The written survey did not allow for in depth discussions for the front-line staff focus group, and the number of unique topics from this group are limited as a result. Nonetheless, a few patterns emerged from their responses. One pattern was the realities of dealing with patron data requests. This could include spouses, partners, parents, and other patrons claiming some connection to the patron they are requesting information on or the patron themselves if they forget their card or barcode. Staff reported that privacy procedures sometimes do not address the conflict between providing good customer

service and protecting patron privacy. Another concern was privacy training for staff. Several respondents mentioned that lack of training throughout the organization as well as lack of resources for continuing education and development hamper their ability to follow library policy and procedure, as well as keep up with privacy and security trends so they are better equipped when answering patron questions. While both groups discussed communication with patrons, the front-line staff responses covered multiple facets of patron communications, including privacy practices at the library and vendors, as well as guiding patrons in protecting their privacy in the digital world.

Training Development

The project team identified three main topics from the survey and focus group responses for the in-person training: the library patron data lifecycle, operational practices, and vendor management. The library patron data lifecycle training is a general workshop to introduce the concept of data privacy in the library, while the other two workshops are deep dive workshops into their respective topics. The titles, dates, locations, and descriptions for each training can be found in Appendix A.

The delays in the early parts of the project affected the training development schedule, and some of the training materials for the deep dive trainings are still being developed. These materials will be completed for review by the project team before their respective training dates. Versions of the agendas for each training can be found in Appendixes B, C, and D.

Next Steps

January

- Conduct data lifecycle training
- Complete final draft of privacy operational practices at the library training

February

- Conduct privacy operational practices at the library training
- Complete final draft of vendor management training

March

- Conduct vendor management training
- Progress report to LSTA

April - June

- Development and publication of the privacy toolkit

Appendix A – Training Titles and Information

All trainings will take place at Morgan Hill and Hayward Libraries.

Protecting Privacy in the Library Patron Data Lifecycle

Dates – January 14th and 15th, 2020

In this interactive workshop, participants will learn about library data privacy through the patron data lifecycle, from the what, where, when, and why of data collection to the logistics of data storage and access, to retention and deletion of data. Each stage will investigate library practices that put patron privacy at risk, as well as ways that library staff can mitigate those risks at that stage. Participants will gain a better overall view of how patron data flows through the library and will come back to their library with a starter kit and feel more confident in protecting patron data!

Operationalizing Library Privacy: Policies, Procedures, and Practice

Dates – February 18th and 19th, 2020

Libraries talk about the importance of privacy, but we usually don't hear about the complex process of turning privacy talk into full blown action at the library. This interactive workshop will break down the processes of creating, implementing, and maintaining privacy on an operational level at the library. We will discuss best practices in creating privacy policies, including reviewing current state regulations surrounding patron data, and how these laws can be used to guide in the development of privacy-related policies and procedures. The workshop will also explore the realities of incorporating policies and procedures into daily library operations and how to best approach these challenges at your library, including:

- requests for patron data (circulation data, security camera footage, and shift logs) from law enforcement and patrons;
- public records requests; and
- the challenges in keeping library staff trained and up to date on privacy policy, procedure, and trends.

Managing Library-Vendor Relationships with Privacy in Mind

Dates – March 17th and 18th, 2020

Keeping on top of library data privacy is hard work in itself. When you add vendors into the mix, it's easy to become overwhelmed. This interactive workshop will help library staff learn to protect patron privacy when working with vendors through each stage of the library-vendor relationship. Learn about best practices in the procurement and contract negotiation processes, including reviewing legal regulations such as the California Consumer Privacy Act (CCPA) and other state regulations surrounding library data that affect library contracts and vendor compliance. Participants will learn about potential privacy pitfalls during onboarding vendor services and applications at their library, and strategies and options to cultivate a vendor relationship with privacy in mind. We will also cover best practices for data sharing with other third parties, such as school districts for library card programs and city departments for open data initiatives or for city operations.

Appendix B – Protecting Privacy in the Library Patron Data Lifecycle Agenda

1. Patron Data Overview
 - a. Definitions
 - i. Patron data
 - ii. Personally identifiable Information [PII]
 - b. Where to find patron data in libraries
 - c. Overview of legal regulations around patron data
 - i. Federal – no overall privacy law; considerations about HIPAA, FERPA, and COPPA
 - ii. State – CA law about library patron privacy; CCPA
 1. Note – since this first workshop is a “general” data privacy workshop, this section will not get into specifics of these regulations. The deep dives into CCPA, state laws about library privacy, and other regulations will appear in the other two workshops
 - iii. GDPR
2. Library Patron Data Lifecycle – Privacy Risks and Strategies
 - a. Collection
 - b. Storage
 - c. Access
 - d. Reporting
 - e. Retention
 - f. Deletion
3. Documenting The Lifecycle – Data Inventories
 - a. Basics of data inventories
 - b. Strategies in conducting a data inventory for the first time

Appendix C – Operationalizing Library Privacy: Policies, Procedures, and Practice Training Materials

1. Overview – Building The Foundation
 - a. Policy, Procedure, Practice definitions
 - b. “Local practice is informed by procedure, procedure is informed by policy, policy is informed by ____.”
 - i. Ethics
 - ii. Regulation
 - iii. Standards
 - iv. Best Practices
 - c. Stakeholders for policy, procedure, and local practice
2. Policy
 - a. Policy vs Notice (Internal vs External)
 - b. Policy
 - i. Different types of policy; what policies to have at minimum
 - ii. Legal regulations
 1. Note – CCPA will be briefly covered in this section as it pertains to notices to patrons regarding their rights under CCPA
 - iii. Ethics and Standards
 - iv. Industry best practices
 - c. Notices
 - i. Building a privacy notice - components
 - ii. Usability and accessibility considerations
 - d. Communicating policies and notices to staff and public
 - e. Communicating vendor privacy policies to the public
3. Procedures
 - a. Differences and relationships between policy and procedures
 - b. Common types of procedures
 - c. Procedure considerations
 - d. Implementing and communicating procedures to staff
4. Practice
 - a. Staff realities in implementing policy and procedure
 - b. Patron realities: interacting with the library, privacy concerns
 - i. Patron-centered policy and procedure framework

Appendix C – Managing Library-Vendor Relationships with Privacy in Mind Training Materials

Presentation Outline

1. Vendors and libraries overview
 - a. Types of vendors and vendor products
 - b. Common areas/ways in which vendors impact patron privacy
2. Vendor relationship lifecycle
 - a. Selection
 - i. RFI/RFP
 1. Functional requirements
 2. Vendor privacy reviews and audits
 - ii. Onboarding
 1. Contract negotiations
 - a. Negotiation strategies and topics
 - i. Note – this section will include specific areas and topics about privacy, but also some general negotiation tactics, including deciding when to push back, when to compromise, and when to walk away
 - b. Regulations to know
 - i. CCPA and other CA privacy laws for businesses
 - ii. CA state law regarding library privacy
 - iii. COPPA
 - iv. FERPA
 - c. Contract addendums
 - i. Boilerplate examples
 - ii. NDAs
 - iii. Sharing or disclosing data to other third parties
 2. Product setup
 - a. Data collection and import privacy considerations
 - iii. Maintenance
 1. Scheduled security and privacy audits
 2. Maintaining privacy as a priority with your vendor relationship
 3. Renewal process
 - a. What happens when a major change to the service/product affects patron privacy?
 - b. Renegotiation vs ending a relationship
 - iv. Separation
 1. Data deletion and export
 3. Other third-party relationships and privacy
 - a. School districts (example – public library card program for school students)
 - b. Open data projects (civic data programs, etc.)
 4. Communicating vendor practices
 - a. Staff communications
 - b. Public communications

Common Knowledge

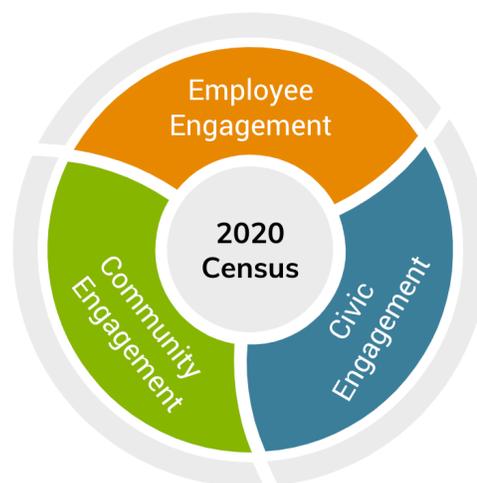
The Key to Community Project

Partnership Opportunity for the Pacific Library Partnership

January 2020

Common Knowledge supports libraries who want to grow in their capacity to be the helpful welcoming hub where communities can *listen together, learn together* and *lead together* around issues of common concern. We are inviting the Pacific Library Partnership to collaborate on helping libraries leverage their activities around the 2020 Census to build staff skills and deepen community relationships that will foster more **inclusive**, more **informed** and more **sustained** engagement long after the Census is over.

Common Knowledge appreciates the opportunity to resubmit the proposal discussed with Pacific Library Partnership (PLP) leadership in October 2019. Since last fall, we have incorporated your feedback and clarified the alignment around the values and practices we share with PLP: **innovation, collaboration** and **training**. This project builds on over two decades of insights and proven practices gained through multiple projects with PLP libraries and their local governments and community partners. Using the opportunity presented by the 2020 Census cycle, Common Knowledge will help PLP libraries increase their capacity to:



- **Conduct effective inclusive outreach** -- build and sustain mutually beneficial community relationships across more of their entire service area
- **Provide helpful neutral “starter” level information** – create resources to help develop shared understanding about “who we are as a community”
- **Facilitate learning dialogues and local participation** – provide community members with opportunities to listen to and learn about each other, making sense together of what is happening locally and increasing pathways for people to contribute their talents to the community they care about

About Common Knowledge and PLP

Common Knowledge has worked on a number of successful community education and engagement projects with PLP libraries and their local governments for more than twenty years. Recent highlights include: [Libraries Lead the Way Community Engagement and Facilitation Skills](#), the [News Literacy Toolkit Project](#), [Home for All Community Engagement Project](#) and [Redwood City’s Library Takeover](#).

A significant ongoing collaboration in the PLP service area is the design and evolution of the innovative *Key to Community Project* and the popular multi-lingual *Easy Voter Guide* which bucked conventional wisdom about why people do or don't vote and how people choose to engage in their communities. Incubated in library literacy programs, the project has been intentional in developing resources for all types of library patrons and community partners. Also relevant to this expertise embedded in this proposed partnership is the *Civic Engagement Project for Children and Families* (engaging five philanthropic foundations to help launch six First 5 Commissions in the PLP service area) as well as multiple strategic planning efforts with the California State Library involving rural libraries, early learning and family literacy. Please see the appendix for more detail.

Through these collaborative efforts with PLP libraries and their communities, we have refined our shared understanding of how to overcome common challenges in building and sustaining inclusive community relationships. Equally important, we understand and use effective practices to help ensure that staff training on high priority skills becomes more thoroughly embedded in the library's operations on an ongoing basis.

Project Summary

We are inviting PLP to be an anchor partner in supporting a comprehensive suite of staff training resources that integrates and consolidates effective practices while also providing cultural customization for the diverse communities served by PLP libraries. The project also includes the development and testing of a new resource, Know Your Community and Grow Your Community guides and dialogues,



through libraries that volunteer to be pilot locations. This part of the proposal capitalizes on PLP-based evidence indicating a major opportunity to equip libraries with road-tested introductory non-partisan information and more ways to help people get involved in helping their communities beyond official civic processes. The end goal is that the library is even more appreciated as the place where community learning and engagement take place.

This proposal is designed to offer immediate value to all PLP libraries beginning in February 2020, while also creating an opportunity for two or three libraries to help develop and vet the additional information, dialogue and community resources to be shared back with the entire network in late July or August. All PLP libraries will have the entire set of training and tools as a resource during the heightened civic attention of the November election cycle as well as for year round engagement in 2021 and beyond, enabling them to better meet local needs.

With All PLP libraries

Mid-February – Introductory webinar and training:

- Share project overview and simple steps to help staff link planned Census activities with their library's long term community engagement objectives

- Orientation to the Key to Community training platform (exclusive to PLP libraries) that integrates and updates current community engagement training resources from Common Knowledge, Harwood, and other models used by PLP libraries
- Announce the March in person trainings, the opportunity to apply to be a pilot project and ways to use the end of summer debrief as a training and reflection tool

March – Two to three in person interactive trainings for libraries that want hands-on practice and more in-depth support with adapting the strategies and tools to their organization and community

April-June – All PLP libraries will be invited to share updates for the training platform; the project will issue periodic bulletins to reinforce key strategies, offer things to keep top of mind during the Census process and encourage peer-sharing of great examples

Late July/August – Closing webinar with collective debrief and recommended next steps

With Three PLP “pilot” libraries

March – Attend in person training and apply to be a pilot

April – Pilots selected; they begin pre-work, assessing current skills, relationships and their library’s community landscape

May – Pilots convene in person as a learning cohort with draft of initial Know Your Community and Grow Your Community materials and facilitation guides

June/July – Pilot libraries test guides and dialogues with community and partners; share findings internally at their library and indicated actions for supporting more sustained community education and engagement

July – Pilots reconvene as a cohort to share findings about what community actions have been taken

August – Updated materials are posted to the online portal and shared with all PLP libraries; pilots help plan and deliver closing webinar for the entire PLP network

Budget Summary

The proposed budget leverages resources from other Common Knowledge projects to maximize the impact of PLP’s investment, including a refresh and expansion of the original Key to Community Voter Engagement Project with library literacy programs plus upcoming library-wide Census staff training at Redwood City Public Library.

Consolidation and update of staff community engagement and facilitation training tools for 2020; includes mid-Feb orientation webinar	\$11,300
Development of the centralized online portal for Key to Community tools. Training section made accessible to all PLP libraries via password. Community-facing resources made publicly accessible to provide interface for partners and for accessibility purposes.	\$10,100
Two to three regional gatherings offered to all libraries to learn about the main Key to Community strategies; help them assess: current and desired status of community reach and connections; local information needs; and capacity to be convener/facilitator of sustained community engagement	\$10,450

Support PLP with selection of pilots, and establish learning cohort process with three PLP libraries	\$13,100
Develop and refine the evergreen templates for the “Know Your Community” information and conversation guides and associated facilitator guides	\$16,450
Develop and refine the initial templates for the “Grow your community” menu of actions and connection to landscape of opportunities; includes training support around mapping community connections	\$10,100
Update materials after the pilots and add to the tools available to all PLP libraries through online portal	\$10,450
Closing webinar, census debrief, and training on updated materials with all PLP libraries	\$7,250
Total Budget	\$88,150

If asked about priorities in this recommendation, we believe sharing the tools and training that can support all PLP libraries is the most important immediate value that can be provided and we would aim to find alternate funds for the pilot level development and testing of the Know Your Community/Grow Your Community information guides, inclusive dialogues and more positive ways to get involved year round. Or, we could reduce the March in-person training to two locations instead of three and choose to have just one or two pilot locations. Alternately, if more funds are available, we would accelerate the funding of Spanish-language versions of the resources which we will be seeking through community foundations and other equity and access oriented funders.

Common Knowledge Team

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Appendix

Highlights of Common Knowledge Projects with Libraries

For Proposal to Pacific Library Partnership

January 2020

About Common Knowledge

- Common Knowledge has carefully curated a team of skilled community and civic engagement practitioners from a mix of disciplines dedicated to inclusion through community-driven design, culturally responsive communications and collaborative process.
- We develop breakthrough civic, community, and employee engagement programs that bring different parts of communities together to jointly define and act in complementary ways on shared goals. Most of our work has been with city and county libraries, city governments, county governments, community foundations and other entities that have a mission or mandate to be responsible to a local community as a whole.

PLP Overall and PLP Members

News Literacy Project - PLP project [visit site](#)

Libraries Lead the Way Community Engagement and Facilitation Skills Training (PLP and NLS) – [visit site](#)

Redwood City Library Takeover - [visit site](#)

Oakland Public Library – support “Community Talk” (see overview video at [keytocommunity.org](#))

Berkeley READS – support “Our Time” peer leadership series (local funds)

Berkeley READS – New Resume Project (funded by PLP Innovation grant)

San Francisco Project READ - Project Money (LSTA)

PLS project supporting dialogues about shared services in San Mateo County - hosted at Daly City library and San Mateo library (LSTA)

Also of note:

Common Knowledge designed and has helped implement an award-winning community engagement program for the Home for All initiative of San Mateo County that has involved partnerships with PLP libraries in Burlingame, Redwood City, Half Moon Bay, and others.

Common Knowledge Senior Director Nicole Neditch worked alongside the Oakland Public Library to produce Oakland Answers, a community-led website that answers questions about City of Oakland services and RecordTrac, a website to make public documents more accessible.

CA State Library

CLLS Key to Community and related learner leadership

- 1994 – 1998, 2000-06, LSTA grants to support the development of complete curriculum for the three-part engagement model and the Easy Voter Guide
 - FY 11/12 refresh of Key to Community tools with ALLI and videos about various aspects of leadership and volunteering
 - FY 19/20 - Updating Voting workshops curriculum and conducting trainings of learner leaders and CLLS staff (see voting toolkit downloadable at keytocommunity.org)
 - *Note: although Common Knowledge transferred coordination of the Easy Voter Guide to the League of Women Voters in 2008, for every statewide election since then, we continue to develop content about the ballot measures through review sessions conducted at CLLS programs around the Bay Area*
- Adult Learner Leader Reunion in 2017 (pro bono)

Facilitation Skills - Statewide needs survey, training webinars and CLA Presentation

CLLS Family Literacy

- Statewide convening March 2018
- Research and report of landscape analysis – in addition to statewide survey, in depth interviews across the state included leaderships teams at PLP members Contra Costa Library, Redwood City and Monterey

Rural Libraries Strategic Planning - (session and process co-designed and co-presented by PLP member Monterey County library)

NorthNet Library System

Recovering Together – visit [site](#)

Main County Library – five pilot dialogues about housing and related issues

Napa County Library – planning and pilot dialogue for Know Your Community guide

To: PLP Executive Committee
From: Yemila Alvarez, Assistant Director
Subject: Support for PLP Staff Development Initiatives and Activities
Date: January 23, 2020

Background

The Executive Committee directed staff to allocate \$10,000 for FY 2019/20 for PLP staff development initiatives and activities. Of this amount, \$3,980 was allocated during the June call for proposals for activities happening July to December 2019.

The December call has resulted in \$9,090 in additional requests for funding for FY 2019/20 activities happening January through June. The requests include:

- \$100 from MOBAC Technology Committee for one training on Best Practices for Web Accessibility
- \$300 from the MOBAC SPLAMBA Committee for a program on Mindfulness and Ways to Stop Bullying
- \$500 from the MOBAC Literacy Committee for a program on Writing from the Senses
- \$1,890 from the Monterey County Free Library for Mental Health First Aid programming
- \$4,300 from the Alameda County Library for a World Trust Workshop on Addressing Unconscious Bias in Your Organization/Institution.
- \$2,000 from San Mateo County Library to offset the \$6,000 cost of a program on Embodied Learning with Tommaso Lana, and to provide food for the training including Breakfast and Lunch. This is a full-day, hands-on training for 50-60 people.

Considerations

The current guidelines for support indicate that requests of greater than \$2,000 in funding need to be brought to the Executive Committee for approval.

Recommendation

The additional funding required to fund all remaining requests totals \$9,090, which exceeds the \$6,020 remaining. It is recommended that the PLP Executive Committee consider allocating additional funds to support some or all of the remaining requests for FY 2019/20.

To: PLP Executive Committee
From: Carol Frost, CEO
Subject: Analysis of PLP Membership Participation Dues Schedule
Date: January 23, 2020

Background

At the October 2019 PLP Executive Committee meeting, the existing PLP membership participation dues schedule was reviewed, along with data on the number of libraries which have moved into new categories. The Committee requested that staff develop a revised schedule with additional level between \$5M and \$20M.

The purpose of this memo is to provide that updated schedule.

Discussion

The current formula for public libraries sets a base amount of \$5,641, and then applies a tiered amount based on operating budget size. For the academic libraries, there is a tiered scale with no base fee. The member libraries pay membership participation fees, based on a model adopted in January 2011. For FY 2015/16, fees were lowered for the larger libraries and the academic libraries, in recognition of their value and contribution to the diversity and depth of the total membership. The PLP Participation Fee as approved by the general membership is based on the following formula.

Below is a revised chart which adds additional tiers between \$5,000,000 to \$9,999,999, and \$10,000-\$20,000,000. We have used the California State Library FY 2017/18 Expenditure Budget figures to determine the budget for each library, with the exception of Hayward Library because of their construction.

Proposed Revised PLP Membership Fee Schedule for FY 2020/21

Formula: Base fee plus amount

Base fee \$5,641

Current Formula					Proposed New Formula			
PUBLIC LIBRARIES					PUBLIC LIBRARIES			
Total Operating Budget	Amount	Total	2016 - 2019 # Libraries	FY 2020/21 # Libraries	Total Operating Budget	Amount	Total	FY 2020/21 # Libraries
Under \$500,000	\$750 (no base fee)	\$750	1	1	Under \$500,000	\$750 (no base fee)	\$750	1
Up to \$999,999	\$2,000	\$7,641	2	1	Up to \$999,999	\$2,000	\$7,641	1
\$1M - \$1,999,999	\$3,000	\$8,641	3	2	\$1M - \$1,999,999	\$3,000	\$8,641	2
\$2M - \$2,999,999	\$4,000	\$9,641	3	3	\$2M - \$2,999,999	\$4,000	\$9,641	3
\$3M - \$3,999,999	\$5,000	\$10,641	4	4	\$3M - \$3,999,999	\$5,000	\$10,641	3
\$4M - \$4,999,999	\$6,000	\$11,641	6	2	\$4M - \$4,999,999	\$6,000	\$11,641	3
\$5M - \$9,999,999	\$10,000	\$15,641	6	11	\$5M - \$5,999,999	\$10,000	\$15,641	4
					\$6M - \$6,999,999 <i>(New)</i>	\$11,000	\$16,641	0
					\$7M - \$7,999,999 <i>(New)</i>	\$12,000	\$17,641	3
					\$8M - \$8,999,999 <i>(New)</i>	\$13,000	\$18,641	1
					\$9M - \$9,999,999 <i>(New)</i>	\$14,000	\$19,641	3
\$10M - \$19,999,999	\$20,000	\$25,641	3	3	\$10M - \$14,999,999 <i>(New)</i>	\$20,000	\$25,641	1
					\$15M - \$19,999,999 <i>(New)</i>	\$22,000	\$27,641	2
\$20M+ <i>(New)</i>	\$25,000	\$30,641	6	7	\$20M - \$29,999,999 <i>(New)</i>	\$25,000	\$30,641	1
					\$30M+ <i>(New)</i>	\$30,000	\$35,641	6
ACADEMIC LIBRARIES					ACADEMIC LIBRARIES			
Up to \$999,999	\$1,500		4	4	Up to \$999,999	\$1,500		4
\$1M - \$1,999,999	\$2,000		2	2	\$1M - \$1,999,999	\$2,000		2
\$2M - \$2,999,999	\$3,000		1	1	\$2M - \$2,999,999	\$3,000		1
\$3M - \$3,999,999	\$4,000				\$3M - \$3,999,999	\$4,000		
\$4M - \$4,999,999	\$5,000		2	2	\$4M - \$4,999,999	\$5,000		2
Total Number of Libraries			43	43				43

Recommendation

It is recommended that all libraries review their figures and tier levels for accuracy, and that the PLP Executive Committee adopt a revised membership participation dues schedule. It is then recommended that the schedule be shared with the PLP membership for budgeting purposes as soon as possible, and that the schedule be presented to the PLP Administrative Council at the May 12 meeting for review and approval. The schedule will be implemented for FY 2020/21.

To: PLP Executive Committee
From: Carol Frost, CEO
Subject: Discussion of CLSA Allocations
Date: January 23, 2020

PLP annually receives California Library Services Act (CLSA) funds that may be used for resource sharing. The funds must be expended within three years of receipt. The purpose of this memo is to provide an update on California Library Services Act (CLSA) expenditures to date, and to provide recommendations for future allocations.

The budgets below have been revised from when previously presented to represent actual expenditures and revised balances.

FY 2018/19 CLSA Funds

There is \$26,218 remaining of FY 2018/19 CLSA funds, which must be spent by June 30, 2021.

FY 2019/20 CLSA Funds

No FY 2019/20 funds have been allocated, and there is \$343,171 remaining. These funds must be spent by June 31, 2022.

Discussion

At the May 2018 PLP Executive Committee meeting, it was agreed that PLP would move from using CLSA funds to exclusively purchase system-wide products (enki and SimplyE), to a model with funds being allocated to libraries, along with a system-wide subscription to Analytics on Demand. For the last two years, \$200,291 and \$300,000 were allocated back to libraries to select from the following menu of services:

- enki (libraries negotiate their own subscriptions)
- Overdrive (only for the 19 libraries which are in a shared environment)
- Bibliotheca's CloudLibrary Consorita product
- Broadband hardware and telecommunication costs
- Link+
- a special project among some MOBAC libraries for a shared ILS study

The subscription to Analytics on Demand will expire June 30, 2020, and it was decided to not renew it again (we have renewed it three times). There are 14 PLP libraries which chose to participate in SimplyE using system-wide funds.

Exhibit A is a chart which reflects the choices by library for the \$200,291 CLSA distribution.

Exhibit A

FY18/19 CLSA Distribution \$200,291

Library	CLSA Allocation \$200,291	enki	Overdrive	Bibliotheca's CloudLibrary Product	Broadband Hardware & Telecom.	Link+
Alameda Free Library	\$4,050		√			
Alameda County Library	\$11,661				√	
Berkeley Public Library	\$9,758				√	
Contra Costa County Library	\$11,661					√
Livermore Public Library	\$4,430	√				√
Los Gatos Public Library	\$3,289			√		
Mountain View Public Library	\$4,430				√	√
Oakland Public Library	\$11,661					√
Palo Alto Public Library	\$5,953	√	√			
Pleasanton Public Library	\$4,050					√
Richmond Public Library	\$5,953	√		√		
San Francisco Public Library	\$11,661					√
San Jose Public Library	\$11,661				√	
Santa Clara City Library	\$5,953		√			
Santa Clara County Library	\$11,661				√	
Santa Cruz Public Libraries	\$9,758			√		
Sunnyvale Public Library	\$5,953	√	√			
Watsonville Public Library	\$3,669		√			
TOTAL	\$137,212	3	5	3	5	6

PLS Libraries - CENIC		MOBAC Special Project	
Burlingame Library	\$4,050	Harrison Memorial Library - Carmel	\$3,290
Daly City Public Library	\$4,050	Monterey County Free Libraries	\$5,953
		Monterey Public Library	\$3,669
Menlo Park Public Library	\$3,669	Pacific Grove Public Library	\$2,908
Redwood City Public Library	\$5,953	Salinas Public Library	\$4,430
San Bruno Public Library	\$3,290	San Benito County Library	\$2,908
San Mateo County Library	\$9,758	San Juan Bautista	\$291
San Mateo Public Library	\$4,430		
South San Francisco Public Library	\$4,430		
Total PLS Distribution	\$39,630	Total MOBAC Distribution	\$23,449
8 libraries		7 libraries	

It is staff's observation that the menu of services has been working well. However, it should be noted that once the MOBAC shared ILL project will be completed, there may be one or more libraries which would not be able to participate in any of the menu choices.

The menu of services were derived by a survey PLP performed in March 2018 for its member libraries about their priorities for CLSA funds. **Exhibit B** (see last page of memo) are the questions asked.

Recommendation

It is recommended that PLP perform another survey for members to identify local priorities. It is also recommended that PLP consider a shared resource for group purchase that would benefit several libraries. It is further recommended that the PLP Executive Committee not allocate any funds until this analysis is completed.

Exhibit B

Previous Survey Questions

1. The Pacific Library Partnership receives money from the California Library Services Act which can be spent on resource sharing, communication, and delivery. Any resource needs to be shared between 3 or more different libraries. We would like your feedback for ideas on purchasing one or more products for all PLP libraries. From the list below, please choose the items you would like to see PLP fund. Click on as many items as you would like to vote for.
2. We currently pay a subscription to enki. Is enki popular with your patrons?
3. Do you think PLP should continue to pay for an enki subscription?
4. PLP currently has a subscription to Analytics on Demand, which expires in December 2018. Do you think we should continue to pay for AOD in 2019?
5. If PLP pursued doing Link+ as a system, and made sure it worked with your ILS, would you be interested? (Link+ is ILL like OCLC, only just for California)
6. CLSA funds can be allocated towards network hardware like routers and switches, and using the funds does not require you to filter. Does your library need funds to support replacing network equipment?
7. Do you have anything you would like to tell us?
8. Name/library

Note: The following libraries can participate in the **OverDrive Advantage Plus**

A total of 20 PLP libraries are eligible: the 8 public libraries of Peninsula Library System (Burlingame, Daly City, Menlo Park, Redwood City, San Bruno, San Mateo Public, San Mateo County and South San Francisco), as are 12 of the libraries which belong to the Overdrive Northern California Digital Library (Alameda County, Harrison Memorial Library, Hayward, Monterey Public, Mountain View, Pacific Grove, Palo Alto, Pleasanton, San Benito County, Santa Clara City, Santa Cruz and Watsonville).

Term Status of PLP Executive Committee Members for FY 2020/21

As of July 1, 2020, the following will be serving the second year of their second term:

Brad McCulley, Burlingame Library - President
Susan Nemitz, Santa Cruz Libraries – Vice President

The following will be serving the first year of their second term:

Cindy Chadwick, Alameda County Library
Hilary Keith, Santa Clara City Library
Inga Waite, Monterey Public Library

The following will be serving the second year of their first term:

Ryan Baker, Los Gatos Library
Valerie Sommer, South San Francisco Library
Jamie Turbak, Oakland Public Library

Terms of the President and Vice-President

The President and Vice-President shall serve two terms in their current offices.
Brad McCulley will continue as the President and Susan Nemitz will continue as the Vice-President.

PLS Executive Director/PLP CEO Accomplishments

January - December 2019

This document includes the original content of my 2019 work plan as well as the status of each item in bold type.

Peninsula Library System

- In order to create additional revenue, move the PLS staff from the lower work space into a shared work space upstairs at 2471 Flores Street after minimal remodel of upstairs work space. Rent out lower work space. Estimated date of completion: no later than June 2019. **Completed/ongoing. Another suite vacancy occurred, and the work to make that space ready to rent pushed back the renovation for the PLS staff. Additional walls and a corridor were built to make the upstairs space ready for staff. Staff moved in December 2019. The downstairs location will be painted and repaired and rented out in Spring 2020, with a result in additional revenue.**
- With impending move, the PLS, PLP and NLS addresses will change. With PLS Administrative Council, consider PLS logo refresh, along with PLS website refresh. Should it be approved, begin process. Estimated date of completion: no later than June 2019. **Not Moved Forward. This was discussed with the PLS Council and it was decided that the PLS presence should be kept to a minimum. However, the PLS website redesign commenced in late Spring 2019, and staff have been working with the various committees for design and content. The sight will have more robust searching and will be a welcome update to the current plsinfo.org site. The anticipated completion is late February 2020.**
- With the Controller and Executive Committee, continue to analyze PLS revenues and develop recommendations for changes. **Accomplished. The revenue forecast was presented, and the rental of the lower space will generate additional revenue. PLS has also benefitted from the NorthNet Library System receiving several larger grants, with some of the Indirect being allocated back to PLS for performing the work. Ongoing monitoring will be required to ensure PLS is fiscally sound.**
- Assist the San Mateo Community College District with the transition to a new statewide shared ILS. Join and participate in the newly formed SMCCCD/PLS Working Group (first meeting February 6) along with Assistant Director and PLS Database Manager. Work with Administrative Council and College District in defining new service model. Assist the PLS Administrative Council Working Group once established. **Completed/ongoing. The College District moved to the new ILS in December 2019. The PLS Administrative Council has formed two working groups, and the transition will continue into 2020. OCLC WorldShare has been purchased and the use will be evaluated in 2020.**
- Onboard new IT Director. **Completed. The new IT Director was hired in March 2019, and begin in April. He continues to familiarize himself with PLS's IT activities and priorities.**

Pacific Library Partnership

- Do presentation in Sacramento on January 17, 2019 of PLP's RFP Response to Statewide Broadband Aggregator and Program Manager grants. Based on State Library's decision in either February or April, should PLP be awarded contract, provide strategic direction and management, and hire a program coordinator, and transition all contracts over to begin grant in July 2019. **Completed. The presentation was done, and PLP was not awarded the contract. However, in Fall 2019, PLP participated in the competitive bidding process, and was awarded the fiscal agent for the \$1M statewide Lunch at the Library program. The grant lasts from November 2019 to December 2020.**
- Continue the implementation of the FY 2018/19 Statewide Student Success Initiative. Hold two in-person meetings, one in Northern California and one in Southern California in February. Work with the California State Library to consider continuing this as a grant in FY 2019/20 by submitting a proposal by the end of February 2019. Develop the next toolkit with the help of the Educational Services Coordinators, to be completed before the end of August 2019. Should PLP receive another year of funding, do outreach to new libraries in August and develop new deliverables for the State Library. Convene kick-off meeting in September and begin work of new grant. **Completed. PLP finished its third year of the Student Success Initiative, with the result of over 1.2M youth receiving library cards statewide. The State Library did not fund this for a fourth year, but PLP should be proud of the collaborations which were created as a result of this grant. Over 70 libraries participated statewide, and most of the programs are still going strong. The genesis of this idea came from the PLP Strategic Priorities, and PLP continues to stand as an innovative cooperative which values youth and education.**
- In January and February, put out a call to members for ideas for PLP LSTA Grants. Discuss with the PLP Executive Committee and submit letter of intent by end of February. If asked to move forward, complete application process by May. If grant awarded, develop implementation plan and begin in July. **Completed. PLP received the grant "Data Privacy Best Practices Training for Libraries," through a suggestion from a member library. This was timely, as the Santa Cruz Grand Jury investigated the library's use of Analytics on Demand as it related to patron privacy. Although no laws were found to be broken, the PLP Executive Committee agreed that data privacy should be a high priority for this upcoming year. The series of three trainings will commence in January 2020, and will be repeated twice, in two different geographic regions, so that the maximum number of PLP participants attend. A toolkit will be developed for use as part of the grant activities.**
- Support PLP, its four legacy systems, and NorthNet by attending meetings and responding to requests and initiatives. This includes attending 24 meetings annually supporting BALIS, MOBAC, PLS and SVLS, 4 meetings for PLP, and 6 meetings for NorthNet, for a total of 34 meetings in 2019. **Completed. The staff work very hard to be responsive to the wide variety of needs of so many Boards. During the last year, some of the most difficult tasks involved working with the various NorthNet legacy systems with the ongoing CalPERS obligations, and establishing ongoing local funding once their fund balance is depleted to ensure a fixed revenue stream for ongoing obligations. PLP does not have any CalPERS obligations. For BALIS, after a year of consideration, the Council has decided to no longer pursue development of a staff training initiative. For SVLS, resource sharing discussions continue. For MOBAC, several of the libraries have been using CLSA funds for research of a shared ILS. In addition, they are discussing**

updating their website and systemwide training and associated policies for their committees. For PLS, use of shared eMaterials has been a priority, as well as the San Mateo Community College District separating from the shared ILS, which has resulted in the review of definitions of resource sharing.

- Continue to provide strategic direction and management to NorthNet Library System (NLS) in implementation of Link+. Receive Administrative Council approval of the newly formed NLS Link+ contract at the January 2019 Administrative Council meeting. Ensure three implementations of new libraries are completed by June 2019. Develop MOUs for libraries in February and March and develop billing cycles and transitions from current contracts. Begin billing in June and continue to work with libraries who may want to join. Work with NLS Directors to provide a written response to the one-time funding for the California Library Services Board meeting in March and attend with the NLS Chair and other NLS Directors for comment. Continue work on CalPERS obligations for legacy systems as it relates to AB1912, at the direction of the NLS attorney and the 3 legacy systems. Work with North Bay Cooperative Library System and confer with them at their upcoming meeting (date TBD) regarding their unfunded liability and revenue stream related to ongoing CalPERS obligations. **Completed. The NLS activity for the last year was brisk. We completed their Career Visioning for New Adults grant and the \$1M statewide Zip Books grant. For FY 2019/20, they received an LSTA grant for disaster recovery for libraries as well as another Zip Books grant. The CLSA statewide Link+ grant work continues. During 2019, we completed the negotiation of a NLS-wide Link+ contract for existing and four new libraries. We issued a call for libraries outside of NLS to participate in Link+, with the result of 3 additional libraries joining the initiative. We provided the California Library Services Board an update at both of their meetings in 2019 and successfully advocated for a model of fund distribution which benefits libraries statewide. We have spent considerable time with the three NLS legacy systems for them to address their ongoing CalPERS obligations and to ensure each system has developed a cost share model among their members for ongoing revenue for the obligations. We have worked with one system on the retiree health benefits. We have also worked with NLS regarding future use of CLSA funds and their current formula for distributing funds.**
- Work with the other statewide system coordinators to continue effective communication between cooperative system Chairs and Vice-Chairs. Work on joint priorities through the use of Basecamp. Coordinate with other systems for the March and October California Library Services Board meetings, focusing on the interpretations of the newly revised CLSA regulatory language and one-time state funding in current and new budget proposals by the State Library. Attend both CLSB meetings with NLS and PLP Chairs. **Completed. I worked with PLP and NLS, and coordinated with the other cooperative systems on specific initiatives for the CLSB meetings. In particular, at the October 2019 meeting, PLP requested that the CLSB agendize the use of Communication and Delivery (C&D) administrative funds for use for analytical tools, so that the newly changed and approved law would be reflected in the procedures. We provided a detailed written response to this along with some other issues. Providing this type of research ahead of time to be included in the packet educates the Board. We worked with the other systems, and most of the systems attended that meeting to provide oral comments. The changes were approved, which benefits PLP directly so that we may use CLSA funds for tools such as Analytics on Demand.**

PLS Executive Director/PLP CEO Work Plan

January - December 2020

In addition to the usual and customary work to be performed, I have identified the following to be included in my 2020 Work Plan:

Peninsula Library System

- In order to create additional revenue, prepare 2471 Flores Street for rental by performing a minimal remodel. Estimated date of completion: March 2020.
- Complete the PLS website redesign, with input from the PLS InfoServices and Circulation Managers group. Estimated date of completion: February 2020.
- Perform assessments of the shared OCLC WorldShare product to review use and trends. Work with the Circulation Managers and other stakeholders with configuration and policies. Use this data to inform the PLS Council's definition of resource sharing, and continue to work with them to define what resource sharing looks like for PLS in the future.

Pacific Library Partnership

- As the State Library's process for awarding statewide grants changes, consider upcoming opportunities to submit proposals for grant administration. Continue to work closely with the State Library regarding statewide grants and assist as necessary in developing new models.
- For LSTA regional grants, it has been rumored that the grant cycle will change for 2020. Work with the PLP Executive Committee and PLP members, to consider applying for either an LSTA regional grant, or one of the early literacy grants to be announced in the first quarter 2020. If awarded, complete the work of the grant.
- Continue the implementation of the FY 2019/20 Statewide Lunch at the Library grant. Work with consultants and state library staff to develop more efficient models for fiscal administration and oversight, particularly as it relates to granting approximately 70 mini-grants to libraries statewide. To be completed by December 2020.
- Work with the MOBAC Administrative Council to review its website. Consider models for updates or changes, including whether MOBAC's website should be brought into the PLP website or remain separate. Assessment to be completed after the completion of the PLS website redesign, with a general plan identified by December 2020.
- Continue to provide strategic direction and management to NorthNet Library System (NLS). For the Link+ regional grant, coordinate two informational sessions with Innovative in January and

February, and work with the NLS ad hoc group to issue a new call for interest, with the intent to award the remainder of the grant funds by December 2020. Continue work on CalPERS obligations for legacy systems as it relates to AB1912, and to implement their new schedules for financing their unfunded liability and ongoing CalPERS obligations.

Legislative Work

- For the last three years, I have been on the CLA Advocacy and Legislative Committee. I volunteered to be the co-chair in 2020 of this statewide committee. I will be working with the CLA lobbyists, the CLA Board, the State Library, and library members in California and nationally to support our interests.
- In May, I will go to Washington D.C., along with other PLP members and other libraries in California, to lobby for libraries.

Ongoing work

- Support PLP, its four legacy systems, and NorthNet by attending meetings and responding to requests and initiatives. This includes attending 24 meetings annually supporting BALIS, MOBAC, PLS and SVLS, 4 meetings for PLP, and 6 meetings for NorthNet, for a total of 34 meetings.
- Work with the other statewide system coordinators to continue effective communication between cooperative system Chairs and Vice-Chairs. Work on joint priorities through the use of Basecamp. Coordinate with other systems for the March and October California Library Services Board meetings, focusing on the interpretations of the newly revised CLSA regulatory language and one-time state funding in current and new budget proposals by the State Library. Attend both CLSB meetings with NLS and PLP Chairs.

All of the above will be accomplished by working closely with and being guided by PLS Executive Committee and Administrative Council as well as PLP Executive Committee and Council and NorthNet Boards.