

PLP Administrative Council Annual Meeting Agenda

Friday, May 15, 2020

9:30 am via Zoom

<https://us02web.zoom.us/j/87451429914?pwd=YnhHanhzcmpnakxON0pERVpheUM4QT09>

Meeting ID: 874 5142 9914 Password: 289870

Call-in Option: (669) 900-6833

- | | | | |
|------|--|----------|----------------------|
| I. | Meeting Called to Order and Introductions | McCulley | |
| II. | Approval of Consent Calendar (Action Item) | | |
| | A. Adoption of the Agenda | McCulley | |
| | B. Approval of May 10, 2019 Minutes | McCulley | Attachment 1 pg. 3 |
| | C. Election of FY 2019/20 Executive Committee and Officers | McCulley | Attachment 2 pg. 7 |
| | D. PLP Middle Manager and Executive Leadership Professional Development Groups | Light | Attachment 3 pg. 8 |
| | E. Adoption of Revised Membership Fee Schedule | McCulley | Attachment 4 pg. 9 |
| | F. PLP 2019/20 Innovation Grants | McCulley | Attachment 5 pg. 12 |
| | G. Correspondence: PLP Letter to State Librarian for CARES Priorities | McCulley | Attachment 6 pg. 13 |
| | H. Correspondence: PLP Letter to Monterey City Council | McCulley | Attachment 7 pg. 15 |
| | I. ULC Top Innovators 2019 – Palo Alto City Library, San Jose Public Library, Santa Clara County Library District | McCulley | Attachment 8 pg. 16 |
| III. | New Business | | |
| | A. State Library Report | DePriest | Attachment 9 pg. 19 |
| | B. PLP CEO Report | Frost | |
| | C. Review CLSA Priorities for FY 2020/21 | McCulley | Attachment 10 pg. 23 |
| | D. Review and Discussion PLP Priorities | McCulley | Attachment 11 pg. 25 |
| IV. | Presentations | | |
| | A. <i>PLP Data Privacy Best Practices for Libraries</i> | Yoose | Attachment 12 pg. 32 |
| | <p>Becky Yoose is the founder and Library Data Privacy Consultant for LDH Consulting Services. For over a decade, Becky has wrangled library data in its various forms in academic and public libraries. Becky received her MA-LIS from University of Wisconsin – Madison in 2008. Becky is also an accredited information privacy professional with the International Association of Privacy Professionals, which brings valuable knowledge of data privacy practices and regulations in the US into library practices.</p> | | |

- V. 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 Administrative Council from discussing or acting on any matter not agendaized pursuant to State law.)
- VI. Adjournment

Please note: After the meeting adjourns, members are invited to stay on the line and discuss the impacts of COVID-19 on their libraries and to share any upcoming plans on reopening.

Due To The State Of California's Declaration Of Emergency – This Meeting Is Being Held Pursuant To Authorization From Governor Newsom's Executive Order N 29-20

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) the agenda must provide the public with an opportunity to address the legislative body at each teleconference location. Cal. Gov't Code § 54953(b).



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
Monique Ziesenhenne	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)

Election of the FY 2020/21 Executive Committee and Officers

The PLP Nominating Committee (Ryan Baker, Brad McCulley, and Valerie Sommer) is pleased to nominate the following for FY 2020/21:

New candidates to serve on the PLP Executive Committee (first year of first term):

Tracy Gray, Mountain View Public Library

The Nominating Committee is also pleased to propose the continuation of the current slate of officers for 2019/20:

President: Brad McCulley, Burlingame Public Library

Vice-President: Susan Nemitz, Santa Cruz Public Libraries

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

Ryan Baker, Los Gatos Library

Jamie Turbak, Oakland Public Library

Valerie Sommer, South San Francisco Public Library

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

Cindy Chadwick, Alameda County Library

Inga Waite, Monterey Public Library

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

Brad McCulley, Burlingame Public Library

Susan Nemitz, Santa Cruz Public Library

Our thanks and appreciation to the following Executive Committee member, who has completed their terms:

Hilary Keith, Santa Clara City Library

To: PLP Administrative Council
From: Jane Light
Subject: Status report on 2019 and 2020 PLP Professional Development Programs
Date: May 15, 2020

2020 Middle Management Program (No Executive Program this year):

This year's program has 11 participants, working at member libraries located throughout PLP's service area. We met in February for a full day at San Jose Public's King Library. The March meeting was cancelled due to Covid-19 and an abbreviated April meeting took place virtually for those who were able to attend. The May meeting will also be virtual and part-day. Full day meetings rotating among the participant's libraries may begin again in June for the rest of the calendar year.

In previous years the fee for the year-long program has been \$900, paid by the participant's library. Given that the program design has been temporarily altered to a less intensive one, the fee has been reduced to \$500 per participant.

2019 Executive Leadership Program:

This program is designed for directors and assistant/deputy directors or those designated by the director as their "number two" when there is no assistant/deputy position. 10 participants work at libraries that represent the geographic coverage of PLP. Most were fairly new in their positions. They convened for 10 full day meetings and each hosted a meeting and provided a tour. Content included in-depth, confidential discussion of a complex management issue presented by a participant, time for networking and a conversation with a guest, such as a political consultant and City Managers, and a former elected official.

2019 Middle Management Program:

12 participants, working at 10 member libraries met for 10 full day meetings. Geographic coverage was excellent; BALIS, PLS, SVLS, and MOBAC libraries were represented. Each participant hosted a meeting. Meeting content included a participant presentation about a focus topic (i.e., developing and using influence; coaching and mentoring staff), a tour of the host library, networking time, and a meeting with the host library's library director. The PLP listserv used for program communication is still functioning so that members can use that network to share information.

To: PLP Administrative Council
From: Carol Frost, CEO
Subject: Adoption of Revised PLP Membership Participation Dues Schedule
Date: May 15, 2020

Background

Membership funds are used to pay for general support such as staff and to provide value to members through Innovation grants, paying for Califa memberships, and staff development and training.

The Pacific Library Partnership (PLP) membership participation fees model was adopted in January 2011 and was modified in FY 2015/16 for a lower participation fee for the largest libraries and the academic libraries. PLP has not applied a cost-of-living increase to the membership participation fees since this model was implemented.

The purpose of this memo is to discuss the review of the current membership schedule and present the revised membership schedule for consideration and adoption.

Membership Budgets Have Increased

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.

At the June 2019 PLP Executive Committee meeting, it was requested that a survey be sent to all PLP participating members to verify their annual operating budget and compare it to the membership dues being paid by each library.

Based on the query of PLP members' budgets:

- 18 of the 43 participating libraries have increased budgets
- There are fewer libraries with budgets under \$1M
- The number of libraries with budget of \$10M or higher has increased

The chart below shows the number of libraries within each budget category range, using the fee schedule adopted in FY 2015/16.

Budget	Membership Fee	2016 - 2019 Number of Libraries	FY 2020/21 Number of Libraries
PUBLIC LIBRARIES			
Under \$500,000	\$750	1	1
Up to \$999,999	\$7,641	2	1
\$1M - \$1,999,999	\$8,641	3	3
\$2M - \$2,999,999	\$9,641	3	2
\$3M-\$3,999,999	\$10,641	4	2
\$4M - \$4,999,999	\$11,641	6	6
\$5M - \$9,999,999	\$15,641	6	7
\$10M - \$19,999,999	\$25,641	3	5
\$20M +	\$30,641	6	7
ACADEMIC LIBRARIES			
Up to \$999,999	\$1,500	4	4
\$1M - \$1,999,999	\$2,000	2	2
\$2M - \$2,999,999	\$3,000	1	1
\$3M - \$3,999,999	\$4,000		
\$4M - \$4,999,999	\$5,000	2	2
Total libraries		43	43

Development of New Fee Schedule

The Executive Committee reviewed the survey data and developed a revised schedule which includes the following elements:

- Adds 4 additional tiers between \$5,000,000 - \$9,999,999
- Adds 1 additional tier between \$10,000,000 - \$20,000,000
- Adds 1 additional tier for \$30,000,00 and above
- No change to the academic schedule
- The data point for the budget size will come from the most current Operating Expenditures reported to the California State Library that can be found on the State Library's statistical portal. This will be reviewed annually by staff to determine a library's membership fee.

Proposed Revised PLP Membership Fee Schedule

Formula for Public Libraries: Base Fee plus Amount

Base Fee: \$5,641

CURRENT FORMULA			PROPOSED NEW FORMULA		
PUBLIC LIBRARIES			PUBLIC LIBRARIES		
Operating Expenditures Budget	Amount	Total	Operating Expenditures Budget	Amount	Total
Under \$500,000	\$750 (no base fee)	\$750	Under \$500,000	\$750 (no base fee)	\$750
Up to \$999,999	\$2,000	\$7,641	Up to \$999,999	\$2,000	\$7,641
\$1M - \$1,999,999	\$3,000	\$8,641	\$1M - \$1,999,999	\$3,000	\$8,641
\$2M - \$2,999,999	\$4,000	\$9,641	\$2M - \$2,999,999	\$4,000	\$9,641
\$3M - \$3,999,999	\$5,000	\$10,641	\$3M - \$3,999,999	\$5,000	\$10,641
\$4M - \$4,999,999	\$6,000	\$11,641	\$4M - \$4,999,999	\$6,000	\$11,641
\$5M - \$9,999,999	\$10,000	\$15,641	\$5M - \$5,999,999 <i>(New)</i>	\$10,000	\$15,641
			\$6M - \$6,999,999 <i>(New)</i>	\$11,000	\$16,641
			\$7M - \$7,999,999 <i>(New)</i>	\$12,000	\$17,641
			\$8M - \$8,999,999 <i>(New)</i>	\$13,000	\$18,641
			\$9M - \$9,999,999 <i>(New)</i>	\$14,000	\$19,641
\$10M - \$19,999,999	\$20,000	\$25,641	\$10M - \$14,999,999 <i>(New)</i>	\$20,000	\$25,641
			\$15M - \$19,999,999 <i>(New)</i>	\$22,000	\$27,641
\$20M+	\$25,000	\$30,641	\$20M - \$29,999,999 <i>(New)</i>	\$25,000	\$30,641
			\$30M+ <i>(New)</i>	\$30,000	\$35,641
ACADEMIC LIBRARIES			ACADEMIC LIBRARIES		
Up to \$999,999	\$1,500		Up to \$999,999	\$1,500	
\$1M - \$1,999,999	\$2,000		\$1M - \$1,999,999	\$2,000	
\$2M - \$2,999,999	\$3,000		\$2M - \$2,999,999	\$3,000	
\$3M - \$3,999,999	\$4,000		\$3M - \$3,999,999	\$4,000	
\$4M - \$4,999,999	\$5,000		\$4M - \$4,999,999	\$5,000	

Recommendation

At the January 2020 PLP Executive Committee meeting, a motion passed to approve the revised membership fee schedule, with a recommendation that this be presented to the PLP Administrative Council for approval and adoption. Should this be approved by the Administrative Council, the schedule will be implemented commencing FY 2020/21.

READERS INITIATIVE: CREATING THE EVOCATIVE LIBRARY

Alameda Free Library

BRANCHLET PROGRAM

Hayward Public Library

WOUR WORDS, OUR VOICES: STORIES OF THE LITERACY PROGRAM

Hayward Public Library

CUT IT OUT: LASER CUTTING SERVICE AT THE LOS GATOS LIBRARY

Los Gatos Library

VIRTUAL REALITY GEAR - STEPPING STONE TO A DIGITAL MEDIA LAB

Menlo Park Library

CREATING OPPORTUNITIES FOR LIFELONG LEARNING AT MOUNTAIN VIEW PUBLIC LIBRARY

Mountain View Public Library

RECYCLE A BICYCLE AT YOUR LIBRARY

Oakland Public Library

RETRO TECH REDUX: BRINGING 20TH CENTURY MEDIA INTO THE 21ST CENTURY AT SAN JOSE PUBLIC LIBRARY

San Jose Public Library

SELF-SERVICE AND OUTREACH LAPTOPS

Pacific Grove Public Library

DIGITAL POP-UPS: READ WHILE YOU WAIT, SWIM, RIDE & HEAL

Pleasanton Public Library

LIBRARY BIKE STOP

Redwood City Public Library

GAVILAN COLLEGE TEXTBOOK LENDING PROGRAM

San Benito County Free Library

SECURE CHARGING AT SJPL

San Jose Public Library

DIGITAL ACCESS FOR ALL - HOTSPOT LENDING PROGRAM

Skyline College Library

May 5, 2020

Greg Lucas, California State Librarian
 California State Library
 900 N Street
 PO Box 942837
 Sacramento, CA 94237-0001

RE: CARES Act Funding for Libraries

Dear Greg,

The Pacific Library Partnership (PLP) Executive Committee met recently and I wanted to reach out on their behalf and let you know what we discussed as funding priorities with regard to the Coronavirus Aid, Relief and Economic Security Act (CARES Act).

As you know, PLP is a consortium of eight Bay Area counties with a very diverse membership of libraries that are united at this time with similar needs in dealing with the Corona Virus and the ensuing aftermath of the coming economic downturn. In reality there are many more needs than listed below, but with limited funds from the Institute of Museum and Library Services allocated to California we have done our best to narrow our ideas and priorities down to a manageable few.

Tech Support Funding:

- Technology to better support the learning needs of students working from home under less than conducive circumstances, as well as, adults in need of training for workforce development, filing for unemployment, applying for services, most of whom are on the wrong side of the Digital Divide.
 - **Needs:** WiFi Hotspots, computer webcams , laptops, and other portable devices, noise-cancelling headphones
 - Statewide subscriptions negotiation for WiFi hotspot data to mitigate ongoing data costs. The cost of the device is negligible compared to ongoing carrier service fees which make them cost-prohibitive for many smaller libraries.

eResources Funding:

- Curation and hosting of digital content in centralized location, such as storytimes and programming, that can benefit California libraries without the staff and budgets to create the content themselves.

- Working with schools for access to library digital collections, and funds to purchase additional student eCollections as many schools were already working with thin budgets pre-Covid.
- Statewide subscription to Zoom or a similar video conferencing platform for libraries to be able to provide creative programming in a socially distanced future.

Recovery Centers within Libraries

- Workforce development tools and materials
- Staff/expertise/time to create their own content
- Grants to hire expert employment-related trainers
- Training for staff in EDD applications and process, basic job search, resume, and interview skills

Greg I'm sure none of what I've mentioned here is new information. The State of California and the Pacific Library Partnership appreciates whatever you and your staff are able to assist us with to help get our communities back on their feet. Please let me know if I can answer any questions or assist you in moving forward. You can reach me at mcculley@plsinfo.org.

Sincerely,

Brad McCulley

Brad McCulley
Pacific Library Partnership President
City Librarian -- City of Burlingame

CC: Rebecca Wendt, Deputy State Librarian
Pacific Library Partnership Executive Committee

April 20, 2020

Honorable Mayor Clyde Roberson
City Hall
580 Pacific Street
Monterey, CA 93940

Honorable Monterey Mayor and Council,

These are precarious and unprecedented times we are living in. Everyone is waiting under a pall of anxiety right now and your community is looking to you as the elected Council members for leadership and decisive action that will carry them through this pandemic. As the elected representative of the Pacific Library Partnership, of which Monterey Public Library is a member, it is not my place to say whether the 20% staffing cuts is the correct tack to take for the sake of your City's economic well-being. However, we, the members of this seven county library consortium, would like to respectfully request you reconsider making the majority of those cuts within the Monterey Public Library.

We understand the fiscal logic in cutting a department's budget that has little to no cost recovery but now of all times in our history is when Library services are needed the most. School closings, people in need of jobs and resume help, communities clamoring to be distracted with books, movies, online events, and technology -- now is when the Public Library shines as a beacon in dark times.

Your decision is a difficult one and not enviable but please consider not only the physical health of your community but the mental health and wellbeing as well. The resilience of a community post-disaster relies on a well-rounded approach to fiscal responsibilities.

Thank you for your time and we hope for nothing but the best for the City of Monterey.

Sincerely,

Bradley T. McCulley

Bradley McCulley
PLP President
City Librarian -- City of Burlingame

CC: Dan Albert
Alan Haffa
Ed Smith
Tyller Wulliamson
Bonnie Gawf
Pacific Library Partnership Executive Committee

EDUCATION — BIRTH THRU TEENS



Robotics in Libraries

Palo Alto City Library, California | library.cityofpaloalto.org



Robotics in Libraries demonstrates how a public library can prepare the community for the future, demystifying technology and teaching new skills in an exciting way, while learning and co-creating WITH the community at the same time.

— **Monique le Conge Ziesenhenn**
Assistant City Manager
and Library Director



Palo Alto City Library is encouraging kids and teens to embrace the possibilities of AI and robotics through workshops, toolkits and robot shows. More than 500 families have learned robotics, coding and collaboration in 22 Robo Dojo workshops since the fall of 2018. Another 335 young people and their families have attended 11 Sunday robot shows offered since January 2019.

The library has broadened its reach on emerging technologies by creating a coding workshop toolkit which is available through an open source GitHub repository. PACL also conducted a Skype robotics workshop with Girls Who Code from the Pioneer Library System.

In addition to exposing kids, teens and adults to robotic technologies, the library's program has created great synergy in the community about AI technologies which supports the library's mission to inspire and nurture innovation, discovery and delight.



Co-Branding Library Cards to Increase Memberships

San José Public Library, California | sjpl.org



Our partnership with the San José Sharks has been an exciting one for fans, library staff and the overall community. It has led to more partnerships and has attracted thousands of new library members. Let's go Sharks!

— **Jill Bourne**
Director



Hockey fans in San José have joined the ranks of library fans! A partnership between the San José Public Library and the National Hockey League's San José Sharks to promote the value of the library led to the issuing of 9,000 co-branded library cards – including 5,000 new cards in the first month they were available. Other components of the partnership were social media contests to give away Sharks autographed memorabilia, storytimes featuring Sharks alumni and the team mascot and special author visits with the Sharks radio broadcaster.

The library's work with the Sharks was part of a comprehensive marketing strategy to raise the library's profile in the community, welcome users back who may have drifted away and motivate potential new users to visit the library, learn about its services and get a library card.

The partnership with the Sharks generated three local news stories and national coverage on the NHL website. Posts on the library's Twitter and Facebook pages announcing the collaboration earned 169,786 impressions and 6,417 engagements.



Lending Mindfulness: A Mental Health App

Santa Clara County Library District, California | sccl.org

“We are proud to be the first public library system to loan the mindfulness app Headspace to our patrons. Mindfulness is an important part of our consumer wellness services to help patrons reduce stress and live healthy lives.

— Nancy Howe
County Librarian and Director

”

Making meditation simple and accessible to all is the goal of the Santa Clara County Library District’s partnership with Headspace, a service offering more than 1,000 hours of virtual meditation classes for all ages to help reduce stress, cope with pain and cravings and better manage anxiety. Research has shown favorable outcomes from use of the Headspace resources including reduced stress, improved focus and decreased aggression.

SCCLD is the first library system to partner with Headspace to deliver 24/7 mindfulness services using an app lending model. While Headspace is available to the general public for an annual fee of \$99, the library offers it free to patrons.

The initial response to the app has been enthusiastic. All 580 of the library’s Headspace seats are in use with a growing waitlist. More than 8,400 meditations were completed during the first three months of availability with nearly 85,000 minutes logged. Patrons are using the app an average of 3.6 times per week. The library plans to automate the registration process and then expand the number of user seats.

California State Library, Library Development Services Cooperative System Report, May 7, 2020

For LSTA Grantees

The California State Library is committed to flexibility for grantees who might need to reschedule programs and activities due to public health concerns. We encourage you to make decisions that align with state and local guidance and orders while meeting the needs of your communities.

Current guidance from IMLS includes the following:

- If participants in your grant-funded projects have purchased nonrefundable travel for activities that have been or will be canceled due to the spread of the novel coronavirus (COVID-19), please ensure they are double-checking with airlines on possible changes in policies relating to refunds as, in some instances, these are morphing.
- In situations in which certain meeting-related costs are nonrefundable, IMLS will send communications as information becomes available. IMLS will be benchmarking with other Federal partners on this issue. In the meantime, please continue to follow relevant policies and procedures, including those of your organizations, and apply those practices consistently.
- If you need to change your project plans, IMLS encourages awardees to think flexibly about ways to spend your LSTA funds to meet your goals within the project period. As always, LSTA federal spending regulations apply. If you believe you may not be able to expend all awarded funds due to changes in your plans caused by the novel coronavirus (COVID-19), please contact **your grant monitor** as soon as possible.

The State Library understands that you may need to make changes to your projects. Please reach out to your grant monitor if you need help identifying alternative ways to spend your funds, implementing changes, or with any other questions and concerns. We will continue to update you if IMLS provides any additional guidance. If you have additional questions, please don't hesitate to reach out to Rebecca Wendt as well: rebecca.wendt@library.ca.gov

Career Online High School

Because of a price increase scheduled for June 1, 2020, we suggest that participating libraries applying for additional scholarships and libraries applying to join the COHS program apply by **May 31, 2020**. Applications received by that date will pay the current price of \$1095 for each local match scholarship. The price of a locally-supported scholarship will rise to \$1255 on June 1, 2020. The link for current programs to apply under the May 31 deadline is <https://www.surveymonkey.com/r/cohsMay2020>, and the link for new programs to apply is <https://www.surveymonkey.com/r/COHSNewMay2020>. To date, 1,451 California adults have earned their high school diplomas through their public library's Career Online High School program. The usual quarterly deadlines for libraries to join or request more scholarships are March 10, June 10, September 10, and December 10. Contact: Bev Schwartzberg, beverly.schwartzberg@library.ca.gov

Remote and Distance-friendly Programming Database

The database of remote and distance-friendly programming ideas suggested by California public library staff is now live and can be accessed on the California State Library's page: <https://www.library.ca.gov/services/remote-resources>

We encourage you to search the database for inspiration! Filter results by target audience, program type and title, and library jurisdiction. If you choose, you can also download the whole dataset.

Please continue to share your ideas by using this form:

<https://www.surveymonkey.com/r/OnlineProgrammingResourcesforCALibraries>

Networking Conversations

Networking conversations for California libraries continue, are posted on CLA's calendar as they are scheduled: https://www.cla-net.org/events/event_list.asp, and we encourage you to register to attend.

Upcoming meetings include:

Rural Libraries Networking Conversation #3: May 12 at noon

California Public Library Directors Networking Conversation #4: May 13 at 3:30

Summer @ Your Library Networking Conversation #3: May 14 at 12:00

California Library Literacy Services Networking Conversation #4: May 14 at 2:00

California Lunch at the Library Networking Conversation #3: May 15 at 12:30

ESL Networking Conversation #3: May 22 at 3:00

Responding to COVID: Electronic Resources Collection Funding for California Public Libraries

This project provides support for California public libraries that need to build or supplement their electronic collections to enable their users to access materials while libraries are closed and/or communities are practicing "social distancing." Libraries that do not have a robust e-resource collection budget and are experiencing a high demand for materials were encouraged to apply.

Libraries applied for one of three funding levels: \$1,000; \$3,000; or \$5,000, indicating the appropriate level based on their organization's need. Applications closed March 26, 2020, notifications to libraries were sent April 9, 2020. Funds must be spent by June 30, 2020. We are aware all libraries are experiencing a strain on resources and budgets, and as FY19-20 LSTA funds from other projects affected by library closures come available in this spring, a second round of awards may occur. A list of libraries were posted on the Crisis Collection webpage: <https://www.library.ca.gov/services/to-libraries/crisis-collections/>

Summer @ Your Library

As libraries develop new strategies for engaging patrons in the face of COVID-19 disruptions and closures, the California State Library is preparing to announce a partnership that will make it easier than ever for jurisdictions statewide to run reading programs in your jurisdiction.

A more detailed announcement will be coming soon.

Meals for Children and Families

The "CA Meals for Kids" mobile app has been updated to help students and families find meals during COVID-19-related emergency school closures. See the press release at <https://www.cde.ca.gov/nr/ne/yr20/yr20rel14.asp>.

The “CA Meals for Kids” app helps users to find the locations of California’s Summer and Afterschool Meal Programs. These programs provide no-cost meals to children aged eighteen and under. The app is available for free download through [Apple’s App Store](#), [Google’s Play Store](#), and [Microsoft’s App Store](#) web pages. More information about the app is available on [CDE’s CA Meals for Kids Mobile Application support web page](#). As school districts continue to update the Child Nutrition Information and Payment System, these sites will be populated into the “Meals for Kids” app. For the most up-to-date information, families should still contact their local school or district for free- or reduced-price meal availability in their area.

Grant Funding Available

Libraries may use their mobile library opportunity from the Shared Vision/Bringing the Library to You grant process to apply to participate in a pilot of Bibliotheca’s **Open+** product, but please note this application will be managed by Califa and is due **May 28, 2020**. For Open+ project information, link to archived webinar, and the application, go to <https://califa.org/openplus-grant>.

Library Services and Technology Act (LSTA) federal funds from the Institute of Museum and Library Services will be available to support statewide projects, training, and copycat grants for the 2020-2021 fiscal year. In light of feedback received, we are streamlining the process for federally-funded competitive grants (a small fraction of the LSTA funds given out each year) to better fit needs and expectations. To that end, **there will not be a call for new LSTA competitive grants** via the open, competitive grant process for fiscal year 2020-2021.

Lunch at the Library

If you have any questions about your Lunch at the Library program in light of the spread of the novel coronavirus (COVID-19) please contact project manager Trish Garone: garone@plpinfo.org

We encourage you to look out for our regular Lunch at the Library networking calls to share information with colleagues about helping children and teens access meals this summer.

California Library Literacy Services

In response to the changes we are currently experiencing as a result of the spread of COVID-19, the California Library Literacy Services 2020-2021 application form will not open until the end of May. The application deadline will be adjusted accordingly.

The questions that will be included in the application form, plus guidelines on completing the form, are available from natalie.cole@library.ca.gov, for anyone who would like and is able to begin preparing their application.

Please note, we understand that these are challenging and unusual times and we understand that the information you provide in the narrative and budget sections of your application, when it opens, will likely be more uncertain than usual.

We encourage you to look out for our regular California Library Literacy Services networking calls to share information with colleagues about serving your adult learners and their families at this time.

Adult Services Symposium

The 4th Annual Adult Services Symposium registration originally scheduled for Thursday, March 26, 2020 at the Sacramento Public Library Galleria in downtown Sacramento, is being offered as a series of Zoom webinars. Four sessions (The Art of Gathering in the Time of COVID-19, Podcasts & Poetry in the Time of COVID-19, Mental Health in the Time of COVID-19, and Book Clubs & Book Discussions in the Time of COVID-19) are archived at <https://calbook.org/symposium/2020-symposium/>

Staff News

Jody Thomas is a new library programs consultant as of May 4, 2020. She will be the principal consultant working on the Early Learning with Families (ELF) Initiative, and will work on other projects as well. She joins us from Santa Barbara where she was most recently Senior Librarian for Programming and Adult Services.

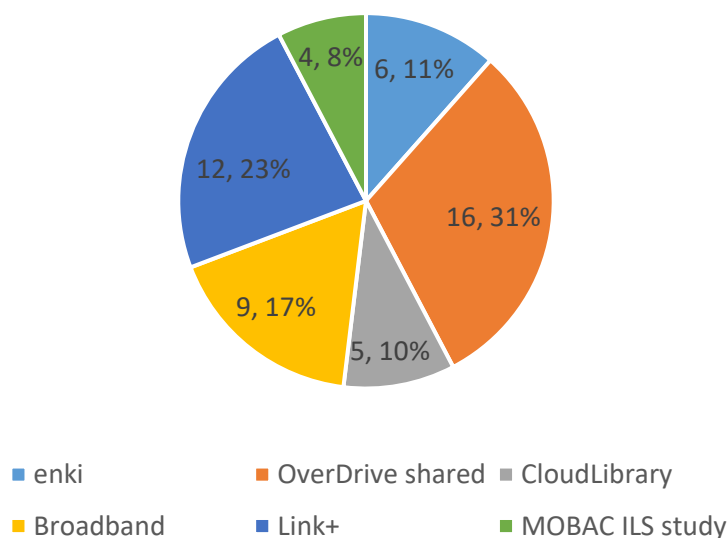
To: PLP Administrative Council
From: Carol Frost
Subject: Review CLSA Priorities for FY 2020/21
Date: May 15, 2020

PLP annually receives California Library Services Act (CLSA) funds that may be used for resource sharing among public libraries. In the last two years, funds have been distributed to libraries to use locally on a menu adopted by the PLP Executive Committee based on a survey of interest. In FY 2020/21, some libraries will not be able to participate in any of the selections next fiscal year, and a new menu of options will need to be developed. Per the law, CLSA funds are to support resource sharing between three or more libraries.

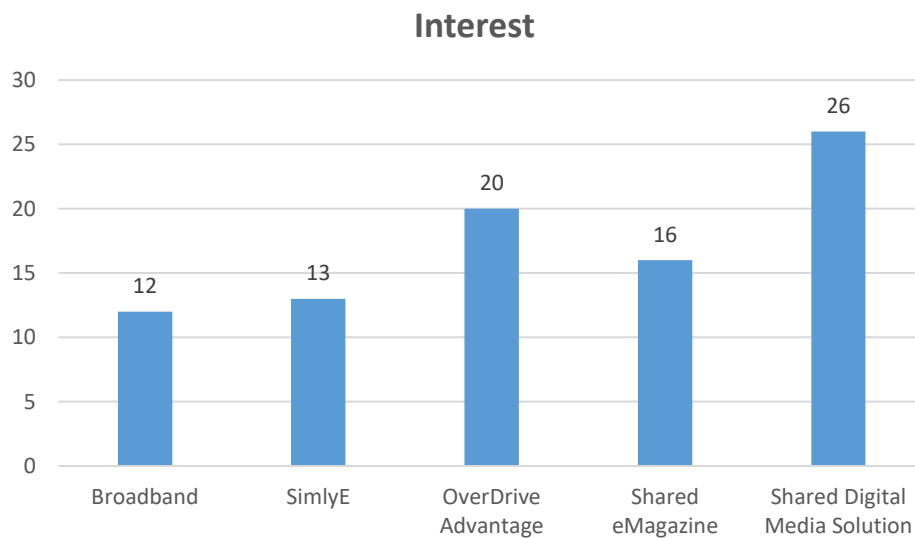
A survey was issued to PLP libraries about CLSA funds and PLP priorities. There were 33 public library responses (some libraries had more than one staff person complete the survey) for the CLSA portion of the survey.

The chart below represents the number of libraries that would be able to use CLSA funds for local resource sharing in FY 2020/21 if the current menu of options was available. It should be noted that the study which some of the MOBAC libraries are currently performing for a shared ILS is not completed, and most likely will not be included in the menu of services next year.

**What libraries can allocate to next FY
using current menu**



We asked libraries about their interest in additional ideas. The chart below represents the interest based on different categories.



Next Steps

The PLP Executive Committee will be reviewing the survey results in greater detail at their next meeting. PLP staff have been in talks with vendors to receive preliminary pricing for shared eContent.

A preliminary revised menu could include Broadband, enki, Link+, Cloud library, OverDrive in a shared environment, SimplyE, and a shared eContent solution.

The Governor is expected to release the May Governor's Revised Budget on May 14. At that time, we will know if CLSA funds are included in the FY 2020/21 budget. If they are not, PLP will need to adjust the budget to support ongoing CLSA costs such as delivery and communication tools. There may be limited or no funds available to distribute to libraries if CLSA funds are not included in the May Revise.



Pacific Library Partnership

To: PLP Administrative Council
From: Brad McCulley
Subject: Review and Discussion PLP Priorities
Date: May 15, 2020

During FY 2015/16, services and activities for the near future were developed, including updated priorities. Below is a summary of the priorities and the updates.

Staff Training and Professional Development:

What we have done: 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:

What we have done: PLP allocated CLSA funds for libraries to join SimplyE. Fourteen libraries have signed up for this app which allows patrons to access all eResources from one app, which is not tied to any one vendor.

Access to Professional Expertise/Consultants:

What we have done: A priority was identified for assistance in selecting and cataloging international languages. A working group was formed to discuss models. Initial sharing has begun between SVLS libraries through the Technical and Collection Services community of interest group. BALIS has discussed hiring a professional trainer to train their newer staff on soft skills. Ultimately, after a year of review, it was deemed too large a task.

Models for Community Engagement:

What we have done: 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:

What we have done: This need was 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 so that it becomes an essential go-to repository.

PLP has also developed programming through LSTA grants, including the **Student Success Initiative** (helping to partner schools with libraries to provide library cards for youth), the **New Literacy Initiative**, and the **Data Privacy Best Practices Training for Libraries**.

SETTING NEW PLP STRATEGIC PRIORITIES

A survey was issued to PLP libraries about CLSA funds and PLP priorities. There were 6 academic library responses and 33 public library responses. Based on the survey, as well as conversations with libraries, the following draft strategic priorities have been developed for FY 2020/21 through FY 2022/23:

1. Staff training and professional development

PLP has a tradition of providing staff training and professional development for its members, knowing the value of building leadership and providing training that is relevant to its diverse membership. This can be accomplished through the following mechanisms:

- a. Continue to offer leadership training. We have done this through the year-long Executive Leadership Cohort and the Library Middle Managers Professional Program. , both ably led by Jane Light. Leadership training can continue to evolve.
- b. We will continue to support the good work of the long-standing Staff Development Committee, that provides an annual fall conference and spring workshops that address staff needs and interests.
- c. PLP can continue to allocate funds to support regional staff development training. Training topics are developed by either local libraries or regional committees. They are relevant to PLP as a whole, and open to all members. This allows PLP to be nimble and support training initiatives from its members.
- d. We are constantly searching for further professional development opportunities.

2. Support Innovation and Technology

Being in the heart of Silicon Valley, our academic and public libraries are well positioned to develop innovative and transformative ideas. In the past few years, PLP has supported this by:

- a. Annually funding the Innovation and Technology Grants. By continuing to make this a priority, libraries are able to engage in risk taking in developing new ideas and service models with the seed money provided by the grant.
- b. Search for new opportunities for shared technology for some or all PLP members.

3. Continue to seek grants that reflect the regional needs of PLP libraries

- a. In the last three years, we have been awarded three LSTA regional grants: the Student Success Initiative, News Literacy, and Data Privacy grants. PLP has a good track record of querying its members and applying for grants that provide training on relevant topics. We will continue to look for collaborative partners for LSTA, CLSA and IMLS and other grants.
- b. Working with the State Library, PLP can continue to be the fiscal and administrative agent for statewide grants. We can lend our expertise to the greater California community in establishing new initiatives.

4. **Maximize the Knowledge and Strength of PLP Individual Libraries**

The staffing and expertise within PLP individual libraries is a strength which can be further tapped to benefit member libraries. We can create opportunities for us to share, including but not limited to:

- a. **Continue and Expand the PLP Shared Cataloging/Acquisitions of International Language Materials.** In 2016, as part of the strategic priorities, PLP formed a working group which made great headway on how PLP libraries can share resources related to international language materials. That included identifying which libraries have staff with specific expertise, which libraries collect in certain languages, selection lists, names of vendors, etc. In 2018, SVLS formed the regional Technical Service Group, which took over this initiative. They have established guidelines for sharing, and are actively sharing selection lists with each other through a Basecamp group. In the PLP survey, 21 libraries expressed interest in accessing these shared lists and participating in this initiative. We can expand this to include all interested PLP academic and public libraries, provide training and expand this resource sharing.
- b. **Consider establishing regional or PLP-wide community of interest groups.** Currently, PLP has only one standing group: the Staff Development and Training Committee. Three of the four regions currently have standing groups. The PLP Executive Committee, along with the four regions of PLP, can review the level of interest at the higher level, as well as regionally, to add additional interest groups.
- c. **Explore Purchasing Shared eResources.** PLP can continue to work with the data from the most recent survey to identify possible eCollections which can be shared among libraries. This may be through the use of CLSA funds or collective funds.

Recommendation

Setting priorities for PLP ensures a healthy cooperative that supports the diverse needs of its members. By choosing priorities that lead us for the next three years, we can ensure PLP members receive the services they need through this established vision.

Pacific Library Partnership (PLP) Strategic Priorities - FY 15/16 and Beyond

The initial strategic plan “Pacific Library Partnership: Meeting the Challenge” was completed in April 2010. With continually changing economic support, new service trends and new PLP leadership, a fresh look at system activities focused on clarifying and identifying strategic priorities was undertaken in FY 2015/16. Although not a complete revision of the strategic plan, existing priorities have been confirmed and new directions have been identified. These priorities are extremely useful in identifying impactful services for member libraries and are informing recommendations to the California Library Services Board, the board that determines the services provided by PLP and other California Library Services Act (CLSA) systems. Other regional library systems have participated in similar planning sessions; and, in light of those results, we are able to identify some statewide priorities as well.

Background

PLP Directors (or their designees) from each member library were invited to participate in one of three workshops hosted by PLP in Los Gatos on October 5th, Millbrae on October 6th, and Oakland on October 7th, 2015. These workshops explored current needs and critical issues of members, as well as aspirations and opportunities for PLP to deliver higher value services as a CLSA System. The workshops were facilitated by Sam McBane Mulford, Ideation Collaborative and Cheryl Gould, Fully Engaged Libraries. Every workshop was facilitated in the same manner with the same agenda:

- Introduction
- Input and Conversations about the value of PLP membership
- Patterns and Themes around needs and aspiration
- Criteria around PLP decision making on investments and actions
- Identification, Conceptualization, and Valuation of Potential Initiatives

Key potential initiatives were identified during the workshops. In order to confirm that these initiatives were representative of system needs, a survey was conducted after the workshops to gather input from other staff at member libraries. 139 survey responses were submitted; 86% of those did not attend a workshop. In San Jose, the link to the survey was widely distributed to staff and generated 91 submittals – almost 66% of the total responses. There was strong alignment with the results of the workshops and the surveys. Service priorities that were identified as high priorities by both workshop and survey participants are:

- Staff Training and Professional Development
- Knowledge Platform/Document Repository
- Data Analytics Platform
- Regional and Local Needs Assessment
- Shared E-resource Search Platform for Convenient Access
- Models for Community Engagement
- Access to Professional Expertise/Consultants
- Future Library Organizational Model

Although these services have not been further prioritized by the PLP Executive Committee or member libraries, we are using these priorities to take advantage of service opportunities as they become apparent. We know that developing some quick wins with visible impact relevant to most if not all

libraries in the system will provide solutions to real challenges for libraries and rapidly confirm the value of the system and its membership.

Given the current level of capacity and support at the system, creating leadership teams of member libraries to further define the goals and scope of the initiatives that were conceptualized by this process will create clarity around the significance of the effort and help determine the cost effectiveness of pursuing an initiative. We believe that collaboration among member libraries will leverage all our assets more effectively and provide value to system members as a whole.

Implementation of Strategic Priorities

The implementation of these exciting concepts will be facilitated by the addition to PLP of a new Assistant Director. The person in this position will be critical in identifying key priorities, both short and long-term, and marshalling the assets for teamwork and success. I would like to thank the PLP Executive Committee for supporting the addition of this new position that will ensure the success of PLP and enhanced services to members. Below are some examples of how these priorities are being realized and will inform our work in 2016/17 and beyond.

Staff Training and Professional Development: PLP is continuing to provide the Leadership Council, engagement for executive managers, and the Library Middle Managers Professional Program, both ably led by Jane Light. We will continue to support the good work of the long-standing Staff Development Committee, that provides an annual fall conference and spring workshops that address staff needs and interests. We are constantly searching for further professional development opportunities and; as Infopeople transitions from a state-wide, state-subsidized continuing education program, we will determine what types of training may be effectively delivered at a regional system level, through Infopeople or other providers.

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 staff are involved in developing and testing this platform. We anticipate using this to collect policies, procedures and best practices from interested systems and to develop our own specific repository for PLP materials.

Data Analytics Platform: PLP, working through Califa, has negotiated a 15-month contract (3/16 – 6/17) at a very reasonable cost for all member libraries with Gale for their Analytics on Demand product. This subscription was funded by PLP system funds and is currently not eligible for CLSA funding. Although some member libraries are using other analytics products, PLP is establishing a member-led community of practice to determine the most effective ways to use this resource. We are also working with Gale to tailor the product for use with regional systems as it has generally been used at a local library level. This product customization will assist PLP members and other regional libraries in California and beyond. We will evaluate the success of this product and determine how continued access might be funded after June 2017.

Regional and Local Needs Assessment: We believe that Analytics on Demand may provide some data to inform regional and local needs assessment. This is a critical area of need for our member libraries and

the system itself; and we will continue to look for opportunities to strengthen our work in this area in 2016/17.

Shared E-resource Search Platform for Convenient Access: This is a critical need for all our member libraries and others in the state and the nation. PLP staff are constantly looking for new products or services to provide seamless access to e-content. We are aware that our development partner Califa is working closely with the New York Public Library on the development and national distribution of “Simply E”, an open source product which provides for seamless searching across all e-content. PLP is closely monitoring this relationship and is in a strategic position to serve as the first California regional deployment of this product.

Models for Community Engagement: The California State Library (CSL) is offering the opportunity for libraries to participate in the Harwood Turning Libraries Outward training in May 2016. Several PLP libraries are participating and we anticipate that we will share their knowledge on the knowledge platform and through programming. Also, PLP, with the Northnet Library System (NLS) as the lead partner, have been awarded an FY 2016/17 CSL Pitch-An-Idea grant for “Community Engagement and Facilitation Skills for NLS and PLP Libraries”. 5-6 PLP libraries will be selected to participate in this training led by Susan Clark, well-known for her work in adult literacy and community engagement, who will tailor for libraries an Institute for Local Government program that she has developed. Again, we will share the information and results from this program with all member libraries.

Access to Professional Expertise/Consultants: This is an area that can be very impactful for member libraries. There are some short-term services that we 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. Staff needs to research this service and determine how best to provide this.
- Develop a cadre of consultants/practitioner who can provide marketing expertise for member libraries to address system and/or local member communication needs.
- Provide a possible temporary assistance pool of library assistants and librarians to fulfill short-term or temporary staffing needs of member libraries. Again, a fairly significant project that must have a business plan to succeed but can be developed with member knowledge and insights.

This priority aligns well with two others that were identified in either the workshops or surveys, but not both. The potential of PLP as a start-up or beta site for the development of complex or expensive activities or services and/or PLP as the host for application development in the digital environment are activities that are well-suited to PLP’s flexibility and entrepreneurship.

Future Library Organizational Model: In the changing world of libraries, how we will deliver service and the most appropriate staff to deliver those services is hard to predict in the 21st century. Although we have not yet developed a clear scope of work for this project, it is of great interest to PLP members and deserves serious consideration, as it is foundational work for the future of our field. Identifying key thought leaders among our members and possible partners and funding for this work is a 2016/17 task. It would be fascinating to consider working with San Jose State University Information School in this effort as, though not a member, their students are involved in many of our libraries.

There are several service priorities that were not identified as critical elements in both the workshops and the surveys yet are areas where we see potential opportunities for PLP. All these priorities are outlined in the findings summary of this planning work which is attached to this document. The concept of a universal card is one that should receive further consideration.

One Card: There is much interest in varieties of this concept – one uniform card for all PLP member libraries, a virtual PLP card that would provide seamless access to all our e-content, a student card that provides either virtual or complete access to library resources possibly based on student school ID to be as convenient to issue as possible. With proposed additional funding for CLSA in the FY 2016/17 budget, the concept of a statewide library card, either real or virtual, is one that is receiving much attention. PLP must monitor all these initiatives carefully and be ready to pilot or participate in regional or statewide initiatives.

PLP as the lead partner, in collaboration with NLS, has been awarded an FY 2016/17 CSL Pitch-An-Idea grant for the “Student Success Initiative”. We will work closely with 6 PLP and 4 NLS libraries to model different methods to develop these student card initiatives and to document best practices to share with all our members and the field. We will contract with a part-time coordinator for this project as well as identify expertise for developing marketing and social media materials to make these impactful programs successful.

Conclusion

There is much potential for success and impactful services for PLP, with strong new leadership and a huge knowledge base in our member libraries. The priorities we have identified will be used to develop the 2016/17 plan of service and will be monitored on an annual basis to develop an action plan for effective service to our members. We will also use these priorities to help inform statewide services or projects that are currently under consideration for funding by the California Library Services Board.

The detailed report of these planning activities can be found at <http://www.plpinfo.org/wp-content/uploads/2011/10/PLP-Strategic-Planning-Workshops-Findings.pdf>.

Summary document prepared May 2016.

Data Privacy Best Practices for Libraries

BECKY YOOSE

LIBRARY DATA PRIVACY CONSULTANT

LDH CONSULTING SERVICES

PACIFIC LIBRARY PARTNERSHIP, MAY 2020



1

This project was supported in whole or in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. The opinions expressed herein do not necessarily reflect the position or policy of the U.S. Institute of Museum and Library Services or the California State Library, and no official endorsement by the U.S. Institute of Museum and Library Services or the California State Library should be inferred.



2

Grant Project Purpose and Deliverables

Patron data privacy and security training and resources for California libraries

On-site and virtual trainings

- Patron data lifecycle
- Privacy operations in libraries
- Vendor privacy management

Toolkit

State-wide community of practice

3

California-specific patron privacy considerations

LIBRARY PRIVACY STATE LAW (GOV CODE SECTION 6267)

Confidentiality of patron use records, where "patron use record" is:

- Any written or electronic record used to identify the patron
- Any written record or electronic transaction that identifies a patron's use of library resources

Grey areas in patron use record definition (ex. security camera footage)

VENDORS AND STATE LAW

Section 6267 and vendor compliance

California Consumer Privacy Act of 2018 (CCPA)

- Vendor compliance to CCPA - two areas of concern:
 - Household information
 - 13-16 year old affirmative consent

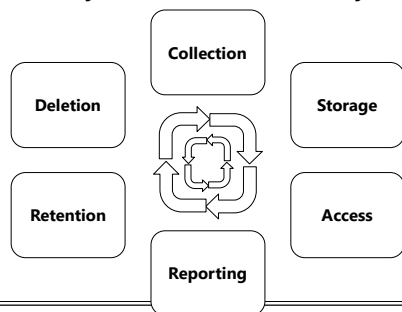
4

Training Topics

WHAT WE COVERED SO FAR...

5

Library Patron Data Lifecycle



6

Data Inventory - Breakdown

COLLECTION

What data are you collecting?
 What patron information is collected? Include both data about the person (name, email, address, ID number, etc.) and data of activity that can be linked to the person (web searches, accessing materials, etc.)
 What business need is being met by data collection?
 How is the data being used?

STORAGE AND RETENTION

Where is the original/raw data being stored?
 What versions of the primary data exist internally? Examples include reports, shared drives, email, export files, etc.
 What formats are the data stored in?
 How often is the data collected and/or updated?
 How long is the data kept, including in backups and logs?

7

Data Inventory - Breakdown

ACCESS

Who has electronic access to the data, including user accounts, logs, and backups?
 Who has physical access to the data or the physical storage that contains the data?

REPORTING

What data is shared with external audiences? How is this data shared?
 What data is shared with internal/org audiences? How is this data shared?

8

Data Inventory - Breakdown

DELETION

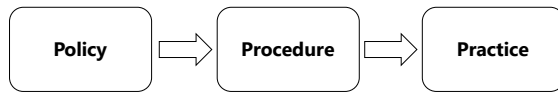
How is the data deleted? Include both electronic and physical formats and mediums.

ADMINISTRATION AND POLICY

Who is responsible for the administration of the system?
 Who decides what data is collected by the system?
 What internal policies and procedures apply to the collection, retention, and reporting/disclosure of data?
 What local, state, or federal laws apply to the collection, retention, and reporting/disclosure of data?

9

Operationalizing Privacy at the Library



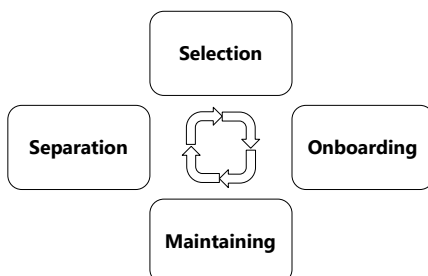
10

Local **practice** is informed by **procedure**,
procedure is informed by **policy**,
policy is informed by

Ethics
Standards
Regulations
Best Practices

11

Vendor Relationship Lifecycle



12

Privacy & Contract Red Flags

"Reasonable" and vague terms	Legal jurisdiction!
Lack of definitions for terms	Lack of transparency
Indemnity/liability clauses	Data ownership
Termination details – data exit	Data reselling or disclosure to other third parties
Lack of information about responses to law enforcement or government data requests	Monitoring patron use (web analytics)
	Using "Aggregated", "Anonymized", "De-identified" without defining methods

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Next Steps

Vendor privacy management series wrap-up on May 20th

Toolkit and community of practice:

- Summer 2020 – work and beta site
- Fall 2020 – launch of toolkit and community of practice forum

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Q&A

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