



## REGULAR MEETING AGENDA

**Date:** 10/19/2020

**Time:** 6:30 p.m.

**Regular Meeting Location:** [Zoom.us/join](https://zoom.us/join) – ID# 971-5664-2294

NOVEL CORONAVIRUS, COVID-19, EMERGENCY ADVISORY NOTICE On March 19, 2020, the Governor ordered a statewide stay-at-home order calling on all individuals living in the State of California to stay at home or at their place of residence to slow the spread of the COVID-19 virus. Additionally, the Governor has temporarily suspended certain requirements of the Brown Act. For the duration of the shelter in place order, the following public meeting protocols will apply.

Teleconference meeting: All members of the Library Commission, city staff, applicants, and members of the public will be participating by teleconference. To promote social distancing while allowing essential governmental functions to continue, the Governor has temporarily waived portions of the open meetings act and rules pertaining to teleconference meetings. This meeting is conducted in compliance with the Governor Executive Order N-25-20 issued March 12, 2020, and supplemental Executive Order N-29-20 issued March 17, 2020.

- How to participate in the meeting
  - Access the meeting real-time online at:  
[Zoom.us/join](https://zoom.us/join) – Regular Meeting ID #971-5664-2294
  - Access the regular meeting real-time via telephone (listen only mode) at:  
(669) 900-6833 Regular Meeting ID #971-5664-2294

Subject to Change: Given the current public health emergency and the rapidly evolving federal, state, county and local orders, the format of this meeting may be altered or the meeting may be canceled. You may check on the status of the meeting by visiting the City's website [www.menlopark.org](http://www.menlopark.org). The instructions for logging on to the Zoom webinar and/or the access code is subject to change. If you have difficulty accessing the Zoom webinar, please check the latest online edition of the posted agenda for updated information ([menlopark.org/agenda](http://menlopark.org/agenda)).

### Regular Meeting ([Zoom.us/join](https://zoom.us/join) – ID# 971-5664-2294)

#### A. Call to Order

#### B. Roll Call

#### C. Regular Business

C1. Approve minutes from the September 21, 2020 Library Commission meeting ([Attachment](#))

C2. Presentation: Services to seniors during the pandemic - ([Staff Report 2020-013-LC](#))

C3. Discussion: Library and Community Services department strategic plan 2020 and beyond - ([Staff Report 2020-015-LC](#))

C4. Review/Update: Library Commission agenda calendar ([Attachment](#))

**D. Informational Items**

D1. Department updates ([Staff Report 2020-017-LC](#))

D2. Update: Request for Proposals – Integrated Library System and Interlibrary Loan System ([Staff Report 2020-016-LC](#))

D3. Update: Menlo Park Community Campus project - ([Staff Report 2020-014-LC](#))

**E. Commissioner Reports**

E1. Individual Commissioner reports

**F. Adjournment**

At every Regular Meeting of the Commission, in addition to the Public Comment period where the public shall have the right to address the Commission on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during the Commission's consideration of the item.

At every Special Meeting of the Commission, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during consideration of the item. For appeal hearings, appellant and applicant shall each have 10 minutes for presentations.

If you challenge any of the items listed on this agenda in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice, or in written correspondence delivered to the City of Menlo Park at, or prior to, the public hearing.

Any writing that is distributed to a majority of the Commission by any person in connection with an agenda item is a public record (subject to any exemption under the Public Records Act) and is available by request by emailing the city clerk at [jaherren@menlopark.org](mailto:jaherren@menlopark.org). Persons with disabilities, who require auxiliary aids or services in attending or participating in Commission meetings, may call the City Clerk's Office at 650-330-6620.

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## REGULAR MEETING MINUTES - DRAFT

Date: 9/21/2020  
Time: 6:30 p.m.  
Menlo Park Library  
800 Alma St., Menlo Park, CA 94025

**Special Meeting Location: Zoom.us/join – ID# 971 5664 2294**

### A. Call to Order

Chair Hadrovic called the meeting to order at 6:32 p.m.

### B. Roll Call

Present: Bunyagidj, Cohen, Erhart, Guha, Hadrovic, Leep (arrived 6:52), Tran  
Absent: None  
Staff: Library Services Director Reinhart (arrived 6:35), Assistant Library Services Director Szegda

### C. Public Comment

None.

### D. Regular Business

D1. Approve minutes from the August 17, 2020 Library Commission meeting

**ACTION:** Motion and second (Cohen/Bunyagidj) to approve the minutes, passed 6-0-1, Commissioner Leep not yet in attendance.

D2. Assign Commission liaisons to other affiliate groups – **continued from August 17, 2020 meeting**

Commissioners continued their discussion concerning assigning informational liaisons to other library affiliate groups.

**ACTION:** Motion and second (Bunyagidj/Guha) to assign the following Library Commissioners as informational liaisons:

Cohen – Friends of the Library

Erhart – Literacy Partners

Hadrovic – Library Foundation, Menlo Park Historical Association

passed unanimously.

D3. Review/Discuss: Menlo Park Community Campus project updates - project previously called Belle Haven Community Center and Library

Assistant Library Director Szegda gave a brief update on the project, referring to the recent City Council staff report.

- Pam Jones commented that the Belle Haven neighborhood will be growing with new residential developments planned, and that planning for the new facility should take into account these new residents.

**NO ACTION TAKEN**

- D4. Review/update: Library Commission agenda calendar

**NO ACTION TAKEN**

**E. Informational Items**

- E1. Receive and file: Library and Community Services department updates

Library Director Reinhart made the presentation.

**F. Individual Commissioner Reports**

Chair Hadrovic gave a brief update on the activities of the Library Foundation.

**G. Adjournment**

Chair Hadrovic adjourned the meeting at 7:45 p.m.

Nick Szegda, Assistant Library Services Director



## STAFF REPORT

### Library Commission

**Meeting Date:** 10/19/2020

**Staff Report Number:** 20-013-LC

**Regular Item:** Services to seniors during the COVID pandemic

### Recommendation

That the Library Commission review and discuss departmental services provided to seniors during the COVID pandemic.

### Policy Issues

This review of the Library and Community Services department's services to seniors falls within the scope of the Library Commission's duties to advise the City Council on matters relating to the operations of the City's libraries.

### Background

The March 16, 2020 local emergency declaration by the City Council directed all City facilities be closed to the public to protect health and safety during the COVID-19 pandemic. City facilities remain closed to the public at this time, and are not projected to reopen during calendar year 2020.

In light of the extended facility closures and the critical importance of providing public services during a time of great community need, especially to seniors who may be increasingly isolated as they shelter in place, the library and community services department has successfully adapted several services normally provided at the Menlo Park Senior Center. These services are aimed at increasing food security, and providing connection and activities for seniors who may not be venturing out. These services are being provided in accordance with public health orders and safety precautions to prevent the spread of COVID-19 and include:

- Meal delivery. The hot lunch program provided at the Senior Center as part of its normal operation was a popular way for seniors to gather together while eating a nutritious lunch. Senior Center staff now deliver meals to 80 seniors three days a week.
- Grocery deliveries through Facebook's Mobile Market program. Through a partnership with Facebook's Mobile Farmer's Market service, 75 boxes of produce are delivered to seniors weekly.
- Second Harvest Food bank distribution. Twice a month, 200 meal and produce boxes are distributed at a drive-through event in the Senior Center parking lot.
- Wellness checks. LCS staff call 120 patrons of the Senior Center weekly to check on their wellness and needs.
- Activity and engagement packets. Distributed along with the meal program, these packets contain lessons, craft projects and activities to keep seniors active and engaged.
- Special events. Senior Center staff have been providing virtual classes and craft projects, loteria and bingo gatherings, and are planning for more special events that can be delivered to seniors in their homes.

More details of the Menlo Park Senior Center's service adaptations can be found in the report included as Attachment A.

## **Analysis**

Collaborative efforts between library and Senior Center staff were already underway before the merger of the Library and Community Services departments in July. Efforts are being made to further integrate library services and the services provided by the Menlo Park Senior Center and include:

- Providing library cards automatically to all of the seniors in the meal delivery program. Library cards are the key to accessing the library's virtual holdings of books, magazines, downloadable audiobooks and streaming video.
- Piggybacking library material requests and the home delivery of library materials to seniors through the thrice weekly meal delivery program. Seniors will select library materials from a form included in their activity packets and receive those materials along with their meal delivery.
- A pilot program to provide internet enabled tablets, Wi-Fi hotspots, and one-on-one training to seniors sheltering in place. An internet connected device and the use of social networking/meeting applications can keep seniors active and connected. LCS staff from the library and the Senior Center have begun a pilot program that provides a Chrome tablet to interested seniors. Staff will be providing one-on-one instruction on the use of the tablet and its associated applications. The focus will be on programs that keep tablet users connected with family and friends, and on learning and entertainment applications that keep them mentally active and engaged.
- Continuation and adaptation of the Books by Mail program. During the early months of the shelter-in-place, the library partnered with Kepler's Books and the Friends of the Library to mail a new copy of requested items on the library's hold shelves directly to the requesting library user's home. Staff are now working to adapt this program to provide library materials by mail directly to users at home – a service that would bring materials to those who are unable to travel to either of the library's curbside service pickup locations.

## **Next Steps**

In addition to the COVID-19 service responses listed above, the Library and Community Services department continues to offer virtual opportunities for seniors to learn, play and connect.

The Library and Community Services Department will continue to adjust library programs and services to meet changing community needs.

### **Prepared by:**

Avideh Samardar, Recreation Coordinator - Menlo Park Senior Center  
Giuliano Costantini, Senior Librarian  
Nick Szegda, Assistant Director of Library Services

### **Reviewed by:**

Sean Reinhart, Director of Library and Community Services

## **Attachments**

A. Report – MP Senior Center Services During COVID-19 Closure



# MP Senior Center Services During Covid-19 Closure

## MEAL DELIVERY

With the closure of MP Senior Center in March, the staff immediately identified the at-risk, vulnerable seniors who attended the Center on a regular basis for programs, but most importantly for meals. A contract was established with Samaritan House for the pre-cooked, packaged meals to be picked up and delivered to those seniors immediately. The initial 15 seniors were scheduled to receive double meals three times a week, along with a wellness call, just prior to delivery. Soon the numbers started to rise as more seniors in the community and beyond were identified, and added to the list. As of October, 80 seniors are being served three times a week with double meals in Belle Haven, and EPA. Additionally, every Friday, 25 meals are delivered to a local Menlo Park church for distribution to homeless seniors living in and around the community.



## FACEBOOK MOBILE MARKET BAGS

As a kind, neighborly gesture, the Center received a large delivery of fresh produce just prior to the closure of all the Facebook kitchens in March. These items translated into numerous bags filled with wonderful fresh produce that were distributed among the seniors in the community not only to those who received meals, but others as well. The result of seeing appreciative seniors encouraged us to reach out to the FB Mobile Market Director and ask for donated bags of produce and food items to be distributed among the seniors on a regular basis. We received the first set of 15 bags that was delivered only to those receiving meals back in March. Soon the number was raised to 30, and as of May 4, we

were delivering 55 bags filled with produce, eggs, milk and other necessities from FB Mobile market to homebound seniors in the community. Currently we deliver 75 boxes to seniors every Monday.

## SECOND HARVEST FOOD BANK GROCERY DISTRIBUTION

On a normal Brown Bag day, when the MP Senior Center was open, somewhere between 150-180 seniors would be served through this program. Due to many unknown factors, we started with 50 boxes of grocery from 2<sup>nd</sup> Harvest at our first drive-through distribution in March, all of which were distributed and gone in a short time to seniors in need of food. The following distributions, due to higher volume and demand from the community, 150 servings of food were given away in the form of two boxes and a bag to seniors and non-seniors. They also received face masks, and information about upcoming food distributions and other community resources. Of the 150 servings, 50 were delivered to the homes of seniors in need who had no means of leaving their home to pick up the food. The remainder 100 were distributed in a drive-through format to those who were registered, or new to the program. As of mid-May, the number of those served through Brown Bag reached 180, and currently 200 servings are distributed twice a month by senior programs.



## WELLNESS CHECKS

With meal distribution, each Monday, Wednesday and Friday, 80 seniors receive wellness calls prior to food delivery. It gives an opportunity to evaluate their needs, and well-being as the delivery is taking place. In addition to those, over 40 other seniors also receive wellness calls each week totaling to over 120 calls put out weekly to check on the wellness and needs of the seniors, mainly in Belle Haven and EPA communities, all of which have been long time patrons of the Center for many years.

# MP Senior Center Services During Covid-19 Closure



## ACTIVITY AND ENGAGEMENT PACKAGES

With the help of the staff and Foothill College Instructors, elaborate activity packages have been created and sent to seniors since early April. These colorful packages have included lessons in art, geography/travel, exercise, acupuncture/meditation, cooking recipes, coloring pages, old photographs, sewing projects with supplies, and much more. These packages are distributed to those registered for the Foothill Classes. While the Foothill

College provides the seniors with some needed materials for the projects such as fabric pieces and yarn, the Senior Center has also added canvases, brushes, watercolors, colored pencils, and glazes for ceramics pieces that continue to be fired in the Senior Center kiln. The effort is to keep the seniors active and engaged while they stay sheltered in place during this pandemic.



Shelter-In-Play Activity Packets are created by the Recreation staff and include more mind challenging activities, such as puzzles, coloring pages, and creative writing pages, as well as photos from years past so they keep the images of friends in review as a mental exercise. Additionally, a two page, elaborate resource guide is also enclosed that can help seniors reach out to various organizations for their needs. The Shelter-In-Play packets are created and distributed twice a month. Currently they are delivered to 50 homebound seniors with an additional 120 that are distributed on the Brown Bag days.

## PROJECT CHEER

Receiving a handwritten letter or card in the mail to warm the heart of an isolated senior is the idea behind MPSC's Project Cheer. With the help of youth volunteers who created hand painted cards, staff who wrote personal notes to seniors, and colorful envelopes that brought everything together via USPS, much smiles were created knowing people care. The project has been well-received by seniors, their families, the staff and volunteers who have found a new way to re-connect with those we served at the Center. To this day, over 200 letters have been delivered or mailed to seniors, some in Spanish, some in English, and all filled with love.



## EMERGENCY SUPPLIES

Through a collaboration with Center For the Independence of the Disabled (CID), the Senior Center staff delivered 35 Emergency Supplies Bags to the most frail, homebound MPSC registered seniors who are considered the most at-risk. These packages included all sorts of essentials plus a small emergency/first aid kit. Packages were distributed on the 3<sup>rd</sup> week of May. A new batch of Emergency Supplies Bags were delivered on September 30<sup>th</sup>, and will be distributed in October as a part of MPSC's Emergency Preparedness awareness to those who did not receive a bag in May.



## SPECIAL EVENTS

As an integral part of our vibrant and active senior programs, Pre-COVID, the MPSC staff hosted two-three special events monthly. These events ranged from cultural events to educational, from dances to music performances. Since the closure, we have turned our focus on the basic needs of the seniors and not as much on the social aspect of their lives. During the Memorial Day Weekend, through a collaboration with Belle Haven Action Plan, a local Belle Haven band offered their talents to play music to the sheltered seniors in Mid Pen Housing apartments on





# MP Senior Center Services During Covid-19 Closure

Willow. This fun event had seniors sitting in their balconies, enjoying the festivities as music played. The MPSC distributed free masks, and activity packets, complete with coloring pencils to the 85 senior residents.

With three important holidays coming up, Day of the Dead, Thanksgiving, and Christmas, and substantial donations from Facebook to offset the cost associated with these events, the staff is actively planning on special events that can be “delivered” rather than presented at the Center. Drive-by entertainment for Day of the Dead along with traditional Mexican sweets, visit from Santa delivering gifts sponsored by Facebook, and special Thanksgiving meals to seniors are among the ideas being planned for the upcoming months.



Revised 10/8/2020 AYS



## STAFF REPORT

### Library Commission

**Meeting Date:** 10/19/2020

**Staff Report Number:** 20-015-LC

**Regular Item:** Library and Community Services department Strategic Plan 2020 and Beyond

### Recommendation

That the Library Commission review and discuss this update on the Library and Community Services department's strategic planning process: Strategic Plan 2020 and Beyond, and provide their feedback.

### Policy Issues

The Menlo Park Library and Community Services departmental strategic plan: Strategic Plan 2020 and Beyond, will set goals and direction for the department's activities through end of 2020 and into future years, in alignment with the City Council's priorities. The Strategic Plan is intended to set a comprehensive roadmap and performance measurements for Library and Community Services facilities, services, programs, resources, and personnel. Important policy considerations associated with the Strategic Plan include:

- Delivering excellent customer service to the Menlo Park community at all times;
- Assuring equitable access to library and community services facilities and resources for all community members;
- Prioritizing goals and tasks in consideration of available resources and community needs;
- Aligning goals and outcomes with City Council priorities and goals;
- Developing a service adaptation (reactivation) plan for department services, facilities, operations, budget, and personnel, in preparation for post-Covid operations;
- Facilitating the success of complex, multi-year projects in addition to essential daily tasks; and,
- Ensuring transparency and accountability to the Menlo Park community.

### Background

As a duly appointed advisory body to the City Council, the Library Commission is charged with advising and making recommendations about Library policies and services.

The Library Commission reviewed and provided valuable input into the Library department's most recent strategic plan and its 2019-2020 Strategic Plan Update<sup>1</sup>.

The former Community Services department created an internal strategic plan at an annual staff retreat, and a considerable amount of thought, community engagement and planning went into the development of the Parks and Recreation Facilities Master Plan<sup>2</sup>.

The process for the creation and implementation of the strategic plan can be broken into six phases:

- Phase 1: Review existing strategic plans, master plans, Council priorities, industry best practices, operational capacity
- Phase 2: Engage all LCS department team members to develop plan framework, major goals, tasks, and metrics

<sup>1</sup> <https://www.menlopark.org/DocumentCenter/View/22375/Library-Strategic-Plan-Update-2019-2020>

<sup>2</sup> <https://www.menlopark.org/DocumentCenter/View/23856/Parks--Recreation-Facilities-Master-Plan---FINAL->

- Phase 3: Collect feedback from commissions, other key stakeholders, and general public
- Phase 4: City Manager and/or Council review, revision, approval
- Phase 5: Implementation
- Phase 6: Evaluation and performance review

### Analysis

The merger of the Library and Community Services departments into a single department requires a new strategic plan that sets a roadmap for the combined department. Strategic plans, to be successful, require input from staff, users, advisory bodies, and community members. Staff have begun this process, beginning with a review of existing plans and the creation of draft strategic directions. The draft strategic directions were further developed by staff teams composed of members from across the department’s divisions. Goals that support the strategic directions have begun to be filled in. The draft strategic directions are:

<b>LCS Strategic Directions DRAFT 2020</b>	
<b>#1 - Deliver excellent customer service</b>	
<b>#2 - Advance the Menlo Park Community Campus (MPCC) project</b>	
<b>#3 - Provide services and programs that respond to community needs</b>	
<b>#4 - Operate an efficient municipal department</b>	
<b>#5 - Staff development</b>	
<b>#6 - Robust, transparent, two-way communication with the community</b>	
<b>#7 - Diversity, equity, and inclusion</b>	
<b>#8 - Reactivation and service adaptation plans</b>	

A draft of the current LCS strategic directions with supporting goals is included as Attachment C.

### Next Steps

Input received from the Library Commission discussion will be incorporated into the planning process. Staff will continue to refine goals and tasks that support the strategic directions, taking care that the tasks follow the SMART acronym – Specific, Measurable, Achievable, Realistic, and Timely. As part of the planning process, staff will prepare a draft Strategic Plan document for Library Commission review and recommendation at an upcoming Commission meeting, potentially in December 2020 or January 2021.

Prepared by:

Nick Szegda, Assistant Director of Library Services

Reviewed by:

Sean Reinhart, Director of Library and Community Services

### **Attachments**

- A. Library Strategic Plan Update 2019-2020. Hyperlink:  
<https://www.menlopark.org/DocumentCenter/View/22375/Library-Strategic-Plan-Update-2019-2020>
- B. Parks and Recreation Facilities Master Plan. Hyperlink:  
<https://www.menlopark.org/DocumentCenter/View/23856/Parks--Recreation-Facilities-Master-Plan---FINAL->
- C. DRAFT Library and Community Services strategic directions and goals, October, 2020

Attachment C: DRAFT Library and Community Services strategic directions and goals, October, 2020

**Strategic Direction #1 - Deliver excellent customer service**

Goal #1.1. Implement a customer satisfaction data collection system and survey tools to assess community sentiment and satisfaction with departmental services, operations and programs

Goal #1.2. Create a customer service training program for all LCS team members. Train and test all team members on customer service expectations and techniques

Goal #1.3. Review and update all Library and Community Services department policies and procedures with the input of LCS team members and advice from the Parks and Recreation and Library Commissions

**Strategic Direction #2 - Advance the Menlo Park Community Campus (MPCC) project**

Goal #2.1. Working with the Council, the community, and Facebook, initiate and complete Phase II (Conceptual Design) of the Menlo Park Community Campus new facility development

Goal #2.2. Develop a plan to provide interim services during MPCC project construction

Goal #2.3. Develop the operational plan for the new facility

Goal #2.4. Support robust community engagement through all phases in the project development

**Strategic Direction #3 - Provide services and programs that respond to community needs**

Goal #3.1. Complete the Library and Community Services Strategic Plan 2020-21

Goal #3.2. Use library and community services statistics, community survey response data, and analyses of best practices to inform decisions about new and current LCS services and programs

Goal #3.3. Target department services, programs, and resources efficiently and where they are most effective

Goal #3.4. Create and complete a COVID-19 transition plan

Goal #3.5. Encourage sustainability, diversity and inclusion in program operations

**Strategic Direction #4 - Operate an efficient municipal department**

Goal #4.1. Operate an efficient municipal department that meets assigned service delivery outcomes within approved operating budget

Goal #4.2. Secure external resources from grants, volunteers and partnerships that are valued greater than the costs to acquire and maintain the external resources

Goal #4.3. Analyze and prioritize identified facility and technology needs, shortcomings and opportunities at current Library and Community Services facilities

Goal #4.4. Advance the recommendations of the Parks and Recreation Facilities Master Plan

Goal #4.5. Sustainability and energy efficiency

**Strategic Direction #5 - Staff development**

Goal #5.1. Complete individual work plans annually for all department team members. Work plans will include goals, tasks, and performance goals as well as individual training and development goals

Goal #5.2. Develop a department wide staff training plan to maximize depth and breadth of organizational knowledge, provide cross-training and development opportunities for career growth

Goal #5.3. Conduct regular employee recognition and team building activities

Goal #5.4. Build a positive LCS department culture

Goal #5.5. Recruitment and retention

Goal #5.6. Internal communications



**Strategic Direction #6: Engage in robust, transparent, two-way communication and outreach with the community**

Goal #6.1. Conduct a comprehensive, data-driven review of the department's webpages, email lists, social media presence, printed materials, and online messaging

Goal #6.2. Develop a LCS strategic communications plan to increase transparency and community engagement, in alignment with the City's overall brand and marketing plan

Goal #6.3. Target communications and outreach resources efficiently and where they are most effective

Goal #6.4. Explore new communication channels/ reinforce/educate about existing channels

Goal #6.5. TIERS system for public engagement

**Strategic Direction #7 - Diversity, equity, and inclusion**

Goal #7.1. Remove barriers to program participation for City residents

Goal #7.2. Provide equitable opportunities and facilities

Goal #7.3. Provide services and programs that are adaptive and inclusive

Goal #7.4. Provide staff and instructor training on equity, diversity, and inclusion

**Strategic Direction #8 - Reactivation and service adaptation plans**

Goal #8.1. Develop a service adaptation (reactivation) plan for department services, facilities, operations, budget, and personnel, in preparation for post-Covid operations

Goal #8.2. Modify services and programs in response to corresponding state tier restrictions

Goal #8.3. Take advantage of efficiencies to adapt to economic impacts of COVID-19

Goal #8.4. Manage gathering spaces

**City of Menlo Park Library Commission  
2020 Tentative Agenda Schedule**

*Meetings are held at the Main Library at 6:30pm on the third Monday of the month unless otherwise specified.*

MEETING DATE	PROPOSED AGENDA TOPICS
January 27, 2020 4 <sup>th</sup> Monday – 1/20 holiday Location: Belle Haven	<ul style="list-style-type: none"> <li>• Discuss – BHCCL project updates</li> <li>• Review/recommend: Library meeting room policy</li> <li>• Review – Library Commission Work Plan</li> </ul>
February 24, 2020 4 <sup>th</sup> Monday – 2/17 holiday Location: Belle Haven	<ul style="list-style-type: none"> <li>• Meeting cancelled</li> </ul>
March 16, 2020 April 20, 2020 May 18, 2020 June 15, 2020	<ul style="list-style-type: none"> <li>• Meetings cancelled due to shelter-in-place orders</li> </ul>
July 20, 2020	<ul style="list-style-type: none"> <li>• Election of Chair and Vice Chair</li> <li>• Discuss – BHCCL project updates</li> <li>• Review/discuss: Subcommittee report on Commission work plan update</li> </ul>
August 17, 2020	<ul style="list-style-type: none"> <li>• Pandemic response report</li> <li>• Library Commission work plan subcommittee report</li> <li>• Assign Committee member liaisons to other affiliate groups</li> </ul>
September 21, 2020	<ul style="list-style-type: none"> <li>• Assign Commission member liaisons to library affiliate groups</li> <li>• Community Center project update</li> </ul>
October 19, 2020	<ul style="list-style-type: none"> <li>• Community Center project update</li> <li>• RFP: Integrated Library System (ILS) and Inter-Library Loan Service</li> <li>• Library and Community Services - Strategic Plan 2020 and Beyond</li> <li>• Services to seniors and the homebound</li> </ul>
November	<ul style="list-style-type: none"> <li>• Diversity, inclusivity and equity policy</li> <li>• City Clerk presentation to Advisory Bodies</li> </ul>
December	<ul style="list-style-type: none"> <li>• No meeting – holiday break</li> </ul>
January 2021	<ul style="list-style-type: none"> <li>•</li> </ul>
February 2021	<ul style="list-style-type: none"> <li>•</li> </ul>
<i>Unscheduled future items</i>	<ul style="list-style-type: none"> <li>• <i>Library Commission semi-annual update to Council</i></li> <li>• <i>Emergency preparedness and safety policy</i></li> <li>• <i>Library department annual report</i></li> <li>• <i>Joint meeting with Parks &amp; Rec Commission to discuss new BH Community Center and Library</i></li> </ul>

Parks and Recreation Commission: Typically meets fourth Wednesday of each month, 7PM

Recurring board meetings of library-related external nonprofit orgs:

Friends of the Library: Typically meets second Monday of each quarter, 1pm.

Library Foundation: Typically meets first Thursday of each month, 6:30pm.

Literacy Partners: Typically meets third Wednesday of each month, 7pm



**To:** Library Commission  
Parks and Recreation Commission

**Date:** 10/19/2020  
**Staff Report Number:** 20-017-LC; 20-xxx-PRC  
**Informational item:** Department updates

## 1. Playgrounds reopening with precautions

The State of California on September 28 issued new guidelines which allow local communities to reopen playgrounds with modifications and precautions at this time if they so choose. The City Council on October 13 approved a proposal to safely reopen City-owned playgrounds with substantial modifications to prevent the spread of COVID-19, and authorized the use of up to \$49,500 for required cleaning, hand washing stations and new signage at the playgrounds. City staff is working to put these elements in place and will open the playgrounds no later than October 29. If the preparations are completed sooner than October 29, they will be opened sooner. Public announcements will be made to alert the community when the playgrounds safely reopen.

- [Read the October 13 City Council staff report](#)

## 2. Virtual Halloween and Día de los Muertos activities

In light of the continued threat of COVID-19 to public health, as well as guidance from public health officials discouraging large gatherings during the holiday season, the LCS department is preparing multiple virtual events for the community to safely celebrate Halloween and Día de los Muertos:

- Storytelling Festival: Linda Yemoto, October 22 at 6:30 p.m. – Linda Yemoto shares some of her favorite nature tales, Asian folktales and ghost stories. Linda's lively performance will feature tales that are at turns spooky, funny, and wise – and all entertaining for the whole family.
- "Shelter-in-Play" Lotería for Kids, October 23 at 6 p.m. – Our events team is excited to host a special, Día de los Muertos game of Lotería, complete with custom, bilingual game cards for kids to print out and color as they play!
- Halloween Hoopla, October 30 at 4 p.m. – Our fun, spooky offerings will culminate in the ultimate Halloween event which includes performances from Jeremy the Juggler and Magical Nathaniel, a costume contest, spooky storytelling, and crafts!

## 3. Online support for job seekers and veterans

The City of Menlo Park has teamed up with California State Library to provide a new online resource to support veterans and job seekers in these challenging times, through JobNow & VetNow. Veterans and job seekers receive free online access to live job coaching, real-time interview practice, full-service resume lab, computer skills training, and more. Users can access this free service by signing in with a Menlo Park Library card.

- [Link to JobNow & VetNow resource page](#)

#### **4. Pickleball update**

Staff is completing the final preparations for starting a Pickleball Pilot Program at the Kelly Park tennis court by the end of October. One tennis court is being restriped and new nets added to accommodate four pickleball courts. The new pickleball court will be open at no charge to the community during the pilot project period. The exact schedule is being finalized and will be announced soon. Staff is also in the process of acquiring sets of pickleball paddles and balls and will make them available for checkout at no charge at the OHCC / Senior Center. Stay tuned for more details and a public announcement soon.

#### **5. Library service updates**

In the month of September, the library curbside pickup service completed 3,199 pickup appointments for Menlo Park library patrons. In addition, the library team processed 23,531 returned items and checked out 12,574 items. As of September 30, the library had 2,613 requested items on the hold shelf ready for patrons to pickup; and 10,333 outstanding holds placed by patrons countywide. Additionally, the library issued 116 new library cards, bringing the total number of Menlo Park library cardholders to approximately 27,800.

Report prepared by:  
Sean Reinhart, Director of Library and Community Services



## STAFF REPORT

### Library Commission

**Meeting Date:** 10/19/2020

**Staff Report Number:** 20-016-LC

**Information Item:** Update: Request for Proposals –Integrated Library System and Interlibrary Loan System

### Recommendation

That the Library Commission review and discuss this update on the Library and Community Services department's request for proposals (RFP) for an integrated library system and interlibrary loan system.

### Policy Issues

As a duly appointed advisory body to the City Council, the Library Commission is charged with advising and making recommendations about Library policies and services.

### Background

Due to severe revenue shortfalls projected in FY 2020-21 as a result of Covid-19 and the accompanying economic depression, the Library and Community Services (LCS) department's proposed budget for fiscal year 2020-21 included substantial and unprecedented reductions in library services to the Menlo Park community, including: a 25% reduction in library operating hours at the Main Library and Belle Haven Branch resulting in the layoff of 31 temporary part-time employees; a 75% reduction in the library book and media acquisition budget; and withdrawal from the Peninsula Library System (PLS) to achieve substantial cost savings and eliminate unnecessary administrative overhead and fees. The City Council on July 14, 2020 voted to withdraw from the Peninsula Library System effective July 1, 2021, and directed staff to issue Requests for Proposals to replace the services currently provided through PLS.

### Analysis

The Menlo Park Library currently contracts with PLS to provide access to a shared integrated library system (ILS) and to interlibrary loan services within San Mateo County. An ILS is the primary database and platform for managing the library's holdings and patron accounts and provides an interface for patrons to access the library's holdings and search for, reserve, borrow, and renew items. The ILS currently is used by PLS is a product of ILS provider Innovative Interfaces, Inc.

The vast majority of public libraries contract their ILS services directly with an ILS provider like Innovative Interfaces, without an intermediary like PLS. PLS charges substantial fees and overhead—in excess of \$250,000 annually to Menlo Park alone—and places multiple restrictions on how the system may be used or modified to suit local needs. In addition to realizing significant cost savings to the City of Menlo Park, transitioning from PLS to a direct relationship with the ILS provider would provide Menlo Park residents more, better, and faster access to books, audiovisual materials, and electronic resources like e-books.

For these reasons, the City Council directed staff to issue a RFP for a new integrated library system direct from an ILS provider. The RFP is set to be released at the end of October in a public bidding process, and outlines several criteria and requirements including:

- A complete, production ready, Integrated Library System with automated and user-friendly user end services
- Capable of supporting an online public access catalog, circulation, acquisition, serials, interlibrary



loans, reporting, cataloging, and administrative modules

- The new system will be provided as Software as a Service (SaaS) and delivered over the internet and configured as described below. As a business decision, the library will also consider open source solutions for an ILS
- Each solution must work in conjunction with the library's automated materials handling system and either be compatible with our Communico mobile solution or provide an alternative app

A successful transition to a new, locally managed ILS will support the library's growing offsite and outreach initiatives and provide a platform that is more flexible and responsive to local needs.

### **Next Steps**

The RFP is set to be released by the end of October and interested parties will have three weeks to submit their proposals. Staff will review proposals at the end of November, with the goal of selecting a provider and submitting a contract to the City Council for their approval in December. Staff will keep the Library Commission updated on the RFP process.

Prepared by:

Giuliano Costantini, Senior Librarian

Nick Szegda, Assistant Director of Library Services

Reviewed by:

Sean Reinhart, Director of Library and Community Services



## STAFF REPORT

**To:** Library Commission  
Parks and Recreation Commission

**Meeting Date:** 10/19/2020

**Staff Report Number:** 20-014-LC; 20-XXX-PRC

**Informational update:** Menlo Park Community Campus project

### Recommendation

That the Commission read and comment on the 10/12 staff report to the Planning Commission (Attachment A) and the 10/13 staff report to City Council (Attachment B).

### Background and Analysis

Commissioners are encouraged to read the staff reports from the 10/12 Planning Commission study session and the 10/13 City Council meeting for current information about the Menlo Park Community Campus project (formerly known as the Belle Haven Community Center and Library project).

### Attachments

- A. October 12, 2020 staff report to the Planning Commission. Hyperlink:  
[https://www.menlopark.org/DocumentCenter/View/26356/G1\\_MPCC-Study-Session?bidId=](https://www.menlopark.org/DocumentCenter/View/26356/G1_MPCC-Study-Session?bidId=)
- B. October 13, 2020 staff report to the City Council. Hyperlink:  
<https://www.menlopark.org/DocumentCenter/View/26389/H1-20201013-CC-MPCC-facility>

Prepared by:  
Nick Szegda, Assistant Director of Library Services

Reviewed by:  
Sean Reinhart, Director of Library and Community Services