



REGULAR MEETING AGENDA

Date: 11/16/2020

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. 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).

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

A. Call to Order

B. Roll Call

C. Public Comment

D. Regular Business

D1. Approve minutes from the October 19, 2020 Library Commission meeting ([Attachment](#))

D2. Presentation: Commission policies and procedures, roles and responsibilities ([City Council policy CC-19-0004](#))

D3. Discussion: Library and Community Services department strategic plan 2020 and beyond - ([Staff Report 2020-018-LC](#))

D4. Review/Update: Library Commission agenda calendar ([Attachment](#))

E. Informational Items

E1. Department updates ([Staff Report 2020-019-LC](#))

E2. Update: Menlo Park Community Campus project - ([Staff Report 2020-020-LC](#))

E3. Update: Request for Proposals –Integrated Library System and Interlibrary Loan System ([Staff Report 2020-021-LC](#))

F. Commissioner Reports

F1. Individual Commissioner reports

G. 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. 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.

Agendas are posted in accordance with Government Code §54954.2(a) or §54956. Members of the public can view electronic agendas and staff reports by accessing the City website at menlopark.org/agenda and can receive email notification of agenda and staff report postings by subscribing to the "Notify Me" service at menlopark.org/notifyme. Agendas and staff reports may also be obtained by contacting City Clerk at 650-330-6620. (Posted: 11/12/2020)



REGULAR MEETING MINUTES – DRAFT

Date: 10/19/2020

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 6:31 p.m.

B. Roll Call

Present: Bunyagidj, Cohen, Erhart, Guha, Hadrovic, Tran

Absent: Leep

Staff: Library Services Director Reinhart, Assistant Library Services Director Szegda

C. Public Comment

None.

D. Regular Business

D1. Approve minutes from the September 21, 2020 Library Commission meeting

ACTION: Motion and second (Bunyagidj/Guha), to approve the September 21, 2020 Library Commission minutes, passed (6-0-1, Leep absent).

D2. Presentation: Services to seniors during the pandemic

Recreation Coordinator Avidah Samardar gave a presentation on the department's services to seniors during the pandemic.

D3. Discussion: Library and Community Services department strategic plan 2020 and beyond
Assistant Director Szegda made a brief presentation on the draft strategic plan.

D4. Review/Update: Library Commission agenda calendar

ACTION: By acclamation, the following items were added to the Commission's agenda calendar:

- November – revisit the departmental strategic plan.
- Delay the diversity policy review until the City Council takes action on a City-wide policy.

passed (6-0-1, Leep absent).

E. Informational Items

E1. Department updates

Library Director Reinhart made the presentation.

E2. Update: Request for Proposals – Integrated Library System and Interlibrary Loan System

Assistant Director Szegda made the presentation.

E3. Update: Menlo Park Community Campus project

Assistant Director Szegda made the presentation.

F. Individual Commissioner Reports

Chair Hadrovic reported on attending the next Menlo Park Historical Association meeting and will report back to the Commission. Chair Hadrovic reported on the plans of the Library Foundation to mail custom face masks to donors as a thank you gift, and is planning a future virtual event for members.

Commissioner Cohen reported on the Friends of the Library board meeting. The Friends are not currently active because of COVID-19 restrictions at the main library, but are exploring other options for using empty retail space for their activities.

G. Adjournment

Chair Hadrovic adjourned the meeting at 7:48 p.m.

Nick Szegda, Assistant Library Services Director

COMMISSIONS/COMMITTEES POLICIES AND PROCEDURES, ROLES AND RESPONSIBILITIES

City Council Procedure #CC-19-0004
 Effective 3/5/2019
 Resolution No. 6477



Purpose
To define policies and procedures and roles and responsibilities for Menlo Park appointed commissions and committees.
Authority
Upon its original adoption, this policy replaced the document known as “Organization of Advisory Commissions of the City of Menlo Park.”
Background
<p>The City of Menlo Park currently has eight active Commissions and Committees. The active advisory bodies are: Complete Streets Commission, Environmental Quality Commission, Finance and Audit Committee, Housing Commission, Library Commission, Parks and Recreation Commission, Planning Commission, and the Sister City Committee. Those not specified in the City Code are established by City Council ordinance or resolution. Most of these advisory bodies are established in accordance with Resolution 2801 and its amendments. Within specific areas of responsibility, each advisory body has a primary role of advising the City Council on policy matters or reviewing specific issues and carrying out assignments as directed by the City Council or prescribed by law.</p> <p>Seven of the eight commissions and committees listed above are advisory in nature. The Planning Commission is both advisory and regulatory and organized according to the City Code (Ch. 2.12) and State statute (Government Code 65100 et seq., 65300-65401).</p> <p>The City has an adopted Anti-Harassment and Non-Discrimination Policy (CC-95-001), and a Travel and Expense Policy (CC-91-002), which are also applicable to all advisory bodies.</p>
Policies and Procedures
<p><u>Relationship to City Council, staff and media</u></p> <ul style="list-style-type: none"> • Upon referral by the City Council, the commission/committee shall study referred matters and return their recommendations and advise to the City Council. With each such referral, the City Council may authorize the City staff to provide certain designated services to aid in the study. • Upon its own initiative, the commission/committee shall identify and raise issues to the City Council’s attention and from time to time explore pertinent matters and make recommendations to the City Council. • At a request of a member of the public, the commission/committee may consider appeals from City actions or inactions in pertinent areas and, if deemed appropriate, report and make recommendations to the City Council. • Each commission/committee is required to develop an annual work plan which will be the foundation for the work performed by the advisory body in support of City Council annual work plan. The plan, once finalized by a majority of the commission/committee, will be formally presented to the City Council for direction and approval no later than September 30 of each year and then reported out on by a representative of the advisory body at a regularly scheduled City Council meeting at least annually, but recommended twice a year. The proposed work plan must align with the City Council’s adopted work plan. When modified, the work plan must be taken to the City Council for approval. The Planning Commission is exempt from this requirement as its functions are governed by the Menlo Park municipal code (Chapter 2.12) and State law (Government Code 65100 et seq., 65300-65401). • Commissions and committees shall not become involved in the administrative or operational matters of City departments. Members may not direct staff to initiate major programs, conduct large studies or establish department policy. City staff assigned to furnish staff services shall be available to provide general staff assistance, such as preparation of agenda/notice materials and minutes, general review of

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department programs and activities, and to perform limited studies, program reviews, and other services of a general staff nature. Commissions/Committees may not establish department work programs or determine department program priorities. The responsibility for setting policy and allocating scarce City resources rests with the City's duly elected representatives, the City Council.

- Additional or other staff support may be provided upon a formal request to the City Council.
- The staff liaison shall act as the commission/committee's lead representative to the media concerning matters before the commission/committee. Commission/Committee members should refer all media inquiries to their respective liaisons for response. Personal opinions and comments may be expressed so long as the commission/committee member clarifies that his or her statements do not represent the position of the City Council.
- Commission/Committee members will have mandatory training every two years regarding the Brown Act and parliamentary procedures, anti-harassment training, ethics training, and other training required by the City Council or State Law. The commission/committee members may have the opportunity for additional training, such as training for chair and vice chair. Failure to comply with the mandatory training will be reported to the City Council and may result in replacement of the member by the City Council.
- Requests from commission/committee member(s) determined by the staff liaison to take one hour or more of staff time to complete, must be directed by the City Council.

Role of City Council commission/committee liaison

City Councilmembers are assigned to serve in a liaison capacity with one or more city commission/committee. The purpose of the liaison assignment is to facilitate communication between the City Council and the advisory body. The liaison also helps to increase the City Council's familiarity with the membership, programs and issues of the advisory body. In fulfilling their liaison assignment, City Councilmembers may elect to attend commission/committee meetings periodically to observe the activities of the advisory body or simply maintain communication with the commission/committee chair on a regular basis.

City Councilmembers should be sensitive to the fact that they are not participating members of the commission/committee, but are there rather to create a linkage between the City Council and commission/committee. In interacting with commissions/committee, City Councilmembers are to reflect the views of the City Council as a body. Being a commission/committee liaison bestows no special right with respect to commission/committee business.

Typically, assignments to commission/committee liaison positions are made at the beginning of a City Council term in December. The Mayor will ask City Councilmembers which liaison assignments they desire and will submit recommendations to the full City Council regarding the various committees, boards, and commissions which City Councilmembers will represent as a liaison. In the rare instance where more than one City Councilmember wishes to be the appointed liaison to a particular commission, a vote of the City Council will be taken to confirm appointments.

City Staff Liaison

The City has designated staff to act as a liaison between the commission/committee and the City Council. The City shall provide staff services to the commission/committee which will include:

- Developing a rapport with the Chair and commission/committee members
- Providing a schedule of meetings to the City Clerk's Office and commission/committee members, arranging meeting locations, maintaining the minutes and other public records of the meeting, and preparing and distributing appropriate information related to the meeting agenda.
- Advising the commission/committee on directions and priorities of the City Council.
- Informing the commission/committee of events, activities, policies, programs, etc. occurring within the scope of the commission/committee's function.

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- Ensuring the City Clerk is informed of all vacancies, expired terms, changes in offices, or any other changes to the commission/committee.
- Providing information to the appropriate appointed official including reports, actions, and recommendations of the committee/commission and notifying them of noncompliance by the commission/committee or chair with City policies.
- Ensuring that agenda items approved by the commission/committee are brought forth in a timely manner taking into consideration staff capacity, City Council priorities, the commission/committee work plan, and other practical matters such as the expense to conduct research or prepare studies, provided appropriate public notification, and otherwise properly prepare the item for commission/committee consideration.
- Take action minutes; upon agreement of the commission, this task may be performed by one of the members (staff is still responsible for the accuracy and formatting of the minutes)
- Maintain a minute book with signed minutes

Recommendations, requests and reports

As needed, near the beginning of City Council meetings, there will be an item called "Commission/Committee Reports." At this time, commissions/committees may present recommendations or status reports and may request direction and support from the City Council. Such requests shall be communicated to the staff liaison in advance, including any written materials, so that they may be listed on the agenda and distributed with the agenda packet. The materials being provided to the City Council must be approved by a majority of the commission/committee at a commission/committee meeting before submittal to the City Council. The City Council will receive such reports and recommendations and, after suitable study and discussion, respond or give direction.

City Council referrals

The City Clerk shall transmit to the designated staff liaison all referrals and requests from the City Council for advice and recommendations. The commissions/committees shall expeditiously consider and act on all referrals and requests made by the City Council and shall submit reports and recommendations to the City Council on these assignments.

Public appearance of commission/committee members

When a commission/committee member appears in a non-official, non-representative capacity before the public, for example, at a City Council meeting, the member shall indicate that he or she is speaking only as an individual. This also applies when interacting with the media and on social media. If the commission/committee member appears as the representative of an applicant or a member of the public, the Political Reform Act may govern this appearance. In addition, in certain circumstances, due process considerations might apply to make a commission/committee member's appearance inappropriate. Conversely, when a member who is present at a City Council meeting is asked to address the City Council on a matter, the member should represent the viewpoint of the particular commission/committee as a whole (not a personal opinion).

Disbanding of advisory body

Upon recommendation by the Chair or appropriate staff, any standing or special advisory body, established by the City Council and whose members were appointed by the City Council, may be declared disbanded due to lack of business, by majority vote of the City Council.

Meetings and officers

1. *Agendas/notices/minutes*

- All meetings shall be open and public and shall conduct business through published agendas, public notices and minutes and follow all of the Brown Act provisions governing public meetings. Special, canceled and adjourned meetings may be called when needed, subject to the Brown Act provisions.

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- Support staff for each commission/committee shall be responsible for properly noticing and posting all regular, special, canceled and adjourned meetings. Copies of all meeting agendas, notices and minutes shall be provided to the City Council, City Manager, City Attorney, City Clerk and other appropriate staff, as requested.
 - Original agendas and minutes shall be filed and maintained by support staff in accordance with the City's adopted records retention schedule.
 - The official record of the commissions/committees will be preserved by preparation of action minutes.
2. *Conduct and parliamentary procedures*
- Unless otherwise specified by State law or City regulations, conduct of all meetings shall generally follow Robert's Rules of Order.
 - A majority of commission/committee members shall constitute a quorum and a quorum must be seated before official action is taken.
 - The chair of each commission/committee shall preside at all meetings and the vice chair shall assume the duties of the chair when the chair is absent.
 - The role of the commission/committee chair (according to Roberts Rules of Order): To open the session at the time at which the assembly is to meet, by taking the chair and calling the members to order; to announce the business before the assembly in the order in which it is to be acted upon; to recognize members entitled to the floor; to state and put to vote all questions which are regularly moved, or necessarily arise in the course of the proceedings, and to announce the result of the vote; to protect the assembly from annoyance from evidently frivolous or dilatory motions by refusing to recognize them; to assist in the expediting of business in every compatible with the rights of the members, as by allowing brief remarks when undebatable motions are pending, if s/he thinks it advisable; to restrain the members when engaged in debate, within the rules of order, to enforce on all occasions the observance of order and decorum among the members, deciding all questions of order (subject to an appeal to the assembly by any two members) unless when in doubt he prefers to submit the question for the decision of the assembly; to inform the assembly when necessary, or when referred to for the purpose, on a point of order to practice pertinent to pending business; to authenticate by his/her signature, when necessary, all the acts, orders, and proceedings of the assembly declaring it will and in all things obeying its commands.
3. *Lack of a quorum*
- When a lack of a quorum exists at the start time of a meeting, those present will wait 15 minutes for additional members to arrive. If after 15 minutes a quorum is still not present, the meeting will be adjourned by the staff liaison due to lack of a quorum. Once the meeting is adjourned it cannot be reconvened.
 - The public is not allowed to address those commissioners present during the 15 minutes the commission/committee is waiting for additional members to arrive.
 - Staff can make announcements to the members during this time but must follow up with an email to all members of the body conveying the same information.
 - All other items shall not be discussed with the members present as it is best to make the report when there is a quorum present.
4. *Meeting locations and dates*
- Meetings shall be held in designated City facilities, as noticed.
 - All commissions/committees with the exception of the Planning Commission, Finance and Audit Committee and Sister City Committee shall conduct regular meetings once a month. Special meetings may also be scheduled as required by the commission/committee. The Planning Commission shall hold regular meetings twice a month. The Finance and Audit Committee and Sister City Committee shall hold quarterly meetings.
 - Monthly regular meetings shall have a fixed date and time established by the commission/committee. Changes to the established regular dates and times are subject to the approval of the City Council. An exception to this rule would include any changes necessitated to fill

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a temporary need in order for the commission/committee to conduct its meeting in a most efficient and effective way as long as proper and adequate notification is provided to the City Council and made available to the public.

The schedule of Commission/Committee meetings is as follows:

- Complete Streets Commission – Every second Wednesday at 7 p.m.
- Environmental Quality Commission – Every third Wednesday at 6:00 p.m.
- Finance and Audit Committee – Third Wednesday of every quarter at 5:30 p.m.,
- Housing Commission – Every first Wednesday at 6:30 p.m.
- Library Commission – Every third Monday at 6:30 p.m.
- Parks and Recreation Commission – Every fourth Wednesday at 6:30 p.m.
- Planning Commission – Twice a month at 7 p.m.
- Sister City Committee – Quarterly; Date and time to be determined

Each commission/committee may establish other operational policies subject to the approval of the City Council. Any changes to the established policies and procedures shall be subject to the approval of the City Council.

5. *Off-premises meeting participation*

While technology allows commission/committee members to participate in meetings from a location other than the meeting location (referred to as “off-premises”), off-premises participation is discouraged given the logistics required to ensure compliance with the Brown Act and experience with technological failures disrupting the meeting. In the event that a commission/committee member believes that his or her participation is essential to a meeting, the following shall apply:

- Any commission/committee member intending to participate from an off-premise location shall inform the staff liaison at least two weeks in advance of the meeting.
- The off-premise location must be identified in the notice and agenda of the meeting.
- Agendas must be posted at the off-premise location.
- The off-premise location must be accessible to the public and be ADA compliant.
- The commission/committee member participating at a duly noticed off-premises location does not count toward the quorum necessary to convene a meeting of the commission/committee.
- For any one meeting, no more than one commission/committee member may participate from an off-premise location.
- All votes must be by roll call.

6. *Selection of chair and vice chair*

- The chair and vice chair shall be selected in May of each year by a majority of the members and shall serve for one year or until their successors are selected.
- Each commission/committee shall annually rotate its chair and vice chair.

G. Memberships

Appointments/Oaths

- The City Council is the appointing body for all commissions/committees. All members serve at the pleasure of the City Council for designated terms.
- All appointments and reappointments shall be made at a regularly scheduled City Council meeting, and require an affirmative vote of not less than a majority of the City Council present.
- Before taking office, all members must complete an Oath of Allegiance required by Article XX, §3, of the Constitution of the State of California. All oaths are administered by the City Clerk or his/her designee.
- Appointments made during the middle of the term are for the unexpired portion of that term.

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Application and selection process

- The application process begins when a vacancy occurs due to term expiration, resignation, removal or death of a member.
- The application period will normally run for a period of four weeks from the date the vacancy occurs. If there is more than one concurrent vacancy in a Commission, the application period may be extended. Applications are available from the City Clerk's office and on the City's website.
- The City Clerk shall notify members whose terms are about to expire whether or not they would be eligible for reappointment. If reappointment is sought, an updated application will be required.
- Applicants are required to complete and return the application form for each commission/committee they desire to serve on, along with any additional information they would like to transmit, by the established deadline. Applications sent by email are accepted; however, the form submitted must be signed.
- After the deadline of receipt of applications, the City Clerk shall schedule the matter at the next available regular City Council meeting. All applications received will be submitted and made a part of the City Council agenda packet for their review and consideration. If there are no applications received by the deadline, the City Clerk will extend the application period for an indefinite period of time until sufficient applications are received.
- Upon review of the applications received, the City Council reserves the right to schedule or waive interviews, or to extend the application process in the event insufficient applications are received. In either case, the City Clerk will provide notification to the applicants of the decision of the City Council.
- If an interview is requested, the date and time will be designated by the City Council. Interviews are open to the public.
- The selection/appointment process by the City Council shall be conducted open to the public. Nominations will be made and a vote will be called for each nomination. Applicants receiving the highest number of affirmative votes from a majority of the City Council present shall be appointed.
- Following a City Council appointment, the City Clerk shall notify successful and unsuccessful applicants accordingly, in writing. Appointees will receive copies of the City's Non-Discrimination and Sexual Harassment policies, and disclosure statements for those members who are required to file under State law as designated in the City's Conflict of Interest Code. Copies of the notification will also be distributed to support staff and the commission/committee chair.
- An orientation will be scheduled by the City Clerk following an appointment (but before taking office) and a copy of this policy document will be provided at that time.

Attendance

- An Attendance Policy (CC-91-001), shall apply to all advisory bodies. Provisions of this policy are listed below.
- A compilation of attendance will be submitted to the City Council at least annually listing absences for all commissions/committee members.
- Absences, which result in attendance at less than two-thirds of their meetings during the calendar year, will be reported to the City Council and may result in replacement of the member by the City Council.
- Any member who feels that unique circumstances have led to numerous absences can appeal directly to the City Council for a waiver of this policy or to obtain a leave of absence.
- While it is expected that members be present at all meetings, the chair and staff liaison should be notified if a member knows in advance that he/she will be absent.
- When reviewing commissioners for reappointment, overall attendance at full commission meetings will be given significant consideration.

Compensation

- Members shall serve without compensation (unless specifically provided) for their services, provided, however, members shall receive reimbursement for necessary travel expenses and other expenses

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incurred on official duty when such expenditures have been authorized by the City Council (See Policy CC-91-002).

Conflict of interest and disclosure requirements

- A Conflict of Interest Code has been updated and adopted by the City Council and the Community Development Agency pursuant to Government Code §87300 et seq. Copies of this Code are filed with the City Clerk. Pursuant to the adopted Conflict of Interest Code, members serving on the Planning Commission are required to file a Statement of Economic Interest with the City Clerk to disclose personal interest in investments, real property and income. This is done within 30 days of appointment and annually thereafter. A statement is also required within 30 days after leaving office.
- If a public official has a conflict of interest, the Political Reform Act may require the official to disqualify himself or herself from making or participating in a governmental decision, or using his or her official position to influence a governmental decision. Questions in this regard may be directed to the City Attorney.

Qualifications, compositions, number

- In most cases, members shall be residents of the City of Menlo Park and at least 18 years of age.
- Current members of any other City commission/committee are disqualified for membership, unless the regulations for that advisory body permit concurrent membership. Commission/Committee members are strongly advised to serve out the entirety of the term of their current appointment before seeking appointment on another commission/committee.
- Commission/Committee members shall be permitted to retain membership while seeking any elective office. However, members shall not use the meetings, functions or activities of such bodies for purposes of campaigning for elective office.
- There shall be seven (7) members on each commission/committee with the exception of:
 - Finance and Audit Committee – five (5) members
 - Housing Commission – seven (7) members
 - Complete Streets Commission – nine (9) members
 - Library Commission – eleven (11) members

Reappointments, resignations, removals

- Incumbents seeking a reappointment are required to complete and file an application with the City Clerk by the application deadline. No person shall be reappointed to a commission/committee who has served on that same body for two consecutive terms; unless a period of one year has lapsed since the returning member last served on that commission/committee (the one year period is flexible subject to City Council's discretion).
- Resignations must be submitted in writing to the City Clerk, who will distribute copies to City Council and appropriate staff.
- The City Council may remove a member by a majority vote of the City Council without cause, notice or hearing.

Term of office

- Unless specified otherwise, the term of office for all commission/committee shall be four (4) years unless a resignation or a removal has taken place.
- If a person is appointed to fill an unexpired term and serves less than two years, that time will not be considered a full term. However, if a person is appointed to fill an unexpired term and serves two years or more, that time will be considered a full term.
- Terms are staggered to be overlapping four-year terms, so that all terms do not expire in any one year.
- If a member resigns before the end of his/her term, a replacement serves out the remainder of that term.

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Vacancies

- Vacancies are created due to term expirations, resignations, removals or death.
- Vacancies are listed on the City Council agenda and posted by the City Clerk in the City Council Chambers bulletin board and on the city website.
- Whenever an unscheduled vacancy occurs in any commission/committee, a special vacancy notice shall be posted within 20 days after the vacancy occurs. Appointment shall not be made for at least 10 working days after posting of the notice (Government Code 54974).
- On or before December 31 of each year, an appointment list of all regular advisory commissions/committees of the City Council shall be prepared by the City Clerk and posted in the City Council Chambers bulletin board and on the City's website. This list is also available to the public. (Government Code 54972, Maddy Act).

Roles and Responsibilities

Complete Streets Commission

The Complete Streets Commission is charged primarily with advising the City Council on multi-modal transportation issues according to the goals and policies of the City's general plan. This includes strategies to encourage safe travel, improve accessibility, and maintaining a functional and efficient transportation network for all modes and persons traveling within and around the City. The Complete Streets Commission's responsibilities would include:

- Coordination of multi-modal (motor vehicle, bicycle, transit and pedestrian) transportation facilities
- Advising City Council on ways to encourage vehicle, multi-modal, pedestrian and bicycle safety and accessibility for the City supporting the goals of the General Plan
- Coordination on providing a citywide safe routes to school plan
- Coordination with regional transportation systems
- Establishing parking restrictions and requirements according to Municipal Code sections 11.24.026 through 11.24.028

Environmental Quality Commission

The Environmental Quality Commission is charged primarily with advising the City Council on matters involving environmental protection, improvement and sustainability. Specific focus areas include:

- Preserving heritage trees
- Using best practices to maintain city trees
- Preserving and expanding the urban canopy
- Making determinations on appeals of heritage tree removal permits
- Administering annual Environmental Quality Awards program
- Organizing annual Arbor Day Event; typically a tree planting event
- Advising on programs and policies related to protection of natural areas, recycling and waste reduction, environmentally sustainable practices, air and water pollution prevention, climate protection, and water and energy conservation.

Finance and Audit Committee

The Finance and Audit Committee is charged primarily to support delivery of timely, clear and comprehensive reporting of the City's fiscal status to the community at large. Specific focus areas include:

- Review the process for periodic financial reporting to the City Council and the public, as needed
- Review financial audit and annual financial report with the City's external auditors
- Review of the resolution of prior year audit findings
- Review of the auditor selection process and scope, as needed

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Housing Commission

The Housing Commission is charged primarily with advising the City Council on housing matters including housing supply and housing related problems. Specific focus areas include:

- Community attitudes about housing (range, distribution, racial, social-economic problems)
- Programs for evaluating, maintaining, and upgrading the distribution and quality of housing stock in the City
- Planning, implementing and evaluating City programs under the Housing and Community Development Act of 1974
- Members serve with staff on a loan review committee for housing rehabilitation programs and a first time homebuyer loan program
- Review and recommend to the City Council regarding the Below Market Rate (BMR) program
- Initiate, review and recommend on housing policies and programs for the City
- Review and recommend on housing related impacts for environmental impact reports
- Review and recommend on State and regional housing issues
- Review and recommend on the Housing Element of the General Plan
- The five most senior members of the Housing Commission also serve as the members of the Relocation Appeals Board (City Resolution 4290, adopted June 25, 1991).

Library Commission

The Library Commission is charged primarily with advising the City Council on matters related to the maintenance and operation of the City's libraries and library systems. Specific focus areas include:

- The scope and degree of library activities
- Maintenance and protection of City libraries
- Evaluation and improvement of library service
- Acquisition of library materials
- Coordination with other library systems and long range planning
- Literacy and ESL programs

Parks and Recreation Commission

The Parks and Recreation Commission is charged primarily with advising the City Council on matters related to City programs and facilities dedicated to recreation. Specific focus areas include:

- Those programs and facilities established primarily for the participation of and/or use by residents of the City, including adequacy and maintenance of such facilities as parks and playgrounds, recreation buildings, facilities and equipment
- Adequacy, operation and staffing of recreation programs
- Modification of existing programs and facilities to meet developing community needs
- Long range planning and regional coordination concerning park and recreational facilities

Planning Commission

The Planning Commission is organized according to State Statute.

- The Planning Commission reviews development proposals on public and private lands for compliance with the General Plan and Zoning Ordinance.
- The Commission reviews all development proposals requiring a use permit, architectural control, variance, minor subdivision and environmental review associated with these projects. The Commission is the final decision-making body for these applications, unless appealed to the City Council.
- The Commission serves as a recommending body to the City Council for major subdivisions, rezoning's, conditional development permits, Zoning Ordinance amendments, General Plan amendments and the environmental reviews and Below Market Rate (BMR) Housing Agreements associated with those projects.
- The Commission works on special projects as assigned by the City Council.

COMMISSIONS/COMMITTEES POLICIES AND PROCEDURES, ROLES AND RESPONSIBILITIES

City Council Policy #CC-19-0004

Effective 3/5/2019

Resolution No. 6477

Sister City Committee

The Sister City Committee is primary charged with promoting goodwill, respect and cooperation by facilitating cultural, educational and economic exchanges

- Develop a mission statement and program plan consisting of projects, exhibits, contacts and exchanges of all types to foster and promote the objectives of the mission statement
- Implement the approved program plan upon request of the City Council
- Keep the community informed concerning the Sister City program
- Advise the City Council on matters pertaining to any sister city affairs
- Perform other duties as may be assigned to the committee by the City Council

Special Advisory Bodies

The City Council has the authority to create standing committees, task forces or subcommittees for the City, and from time to time, the City Council may appoint members to these groups. The number of persons and the individual appointee serving on each group may be changed at any time by the City Council. There are no designated terms for members of these groups; members are appointed by and serve at the pleasure of the City Council.

Any requests of city commissions or committees to create such ad hoc advisory bodies shall be submitted in writing to the City Clerk for City Council consideration and approval.

Procedure history

Action	Date	Notes
Procedure adoption	1991	Resolution No. 3261
Procedure adoption	2001	
Procedure adoption	2011	
Procedure adoption	2013	Resolution No. 6169
Procedure adoption	2017	Resolution No. 6377



STAFF REPORT

Library Commission

Meeting Date: 11/06/2020

Staff Report Number: 20-018-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 Update¹.

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 Plan².

The Library Commission reviewed an initial draft of the strategic plan at their October 19, 2020 meeting.

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

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

² <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

LCS staff have continued to develop the supporting goals, tasks, and performance measures during strategic team meetings over the past two months. Incorporating feedback from advisory bodies and the public, finalizing plan elements, and consideration of the department's capacity to achieve the markers set forth by this ambitious draft plan by adjusting due dates are the work that lies ahead.

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 final Strategic Plan document for Library Commission review and recommendation at an upcoming Commission meeting, potentially in 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, November, 2020

Attachment C: DRAFT Library and Community Services strategic Plan, November, 2020

Library and Community Services 2020-21
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 department services, operations, and programs.

Task	Description	Start	End	Performance goal
1.1.a	Deploy survey tools to collect data about community satisfaction with Library and Community Services operations, services and programs	Jan 2021	August 2021	Implement survey tools by Jan 2021.
1.1.b	Analyze customer satisfaction data and identify potential service enhancements.	Apr 2021	ongoing	Achieve 90% or higher rating on customer satisfaction surveys.
1.1.c	Implement service enhancements in response to data indicators, in coordination with strategic plan team 3.	Sep 2021	April 2022	Enhancements implemented – report out to advisory bodies
1.1.d	Have a suggestion box at every service point. Respond to every suggestion received within a week and publish responses monthly.	Jan 2021	ongoing	Respond promptly and completely to all comments received through departmental suggestion box within one week.
1.1.e	Create survey implementation team composed of members from across department divisions	Mar 2021	ongoing	Survey team created

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

Task	Description	Start	End	Performance goal
1.2.a	Develop and implement customer service procedures and training modules for LCS staff.	Jan 2021	Sept 2021	Deploy customer service procedures and training modules by Sept 2021
1.2.b	Department team members achieve proficiency with the customer service techniques and training contained in the customer service procedures modules.	Jan 2021	Jul 2021	Team members collectively achieve average 90% or higher score on customer service module proficiency tests.
1.2.c	Create a customer service training team to make sure training modules are created and implemented, and to assist with other tasks in this goal	Jan 2021	Jul 2021	Team formed

1.2.d.	Create an annual staff in-service training conference focused on customer service including internal customer service	Apr 2021	Oct 2021	Staff training conference held by October 1, 2021
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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 Commission and the Library Commission.

Task	Description	Start	End	Performance goal
1.3.a.	Update procedures manuals for functional teams within Library and Community Services Department. Create virtual home for all policies and procedures	Jan 2021	Jan 2022	Update policy and procedures manual by Jan 2022
1.3.b.	Update and compile a comprehensive emergency and safety procedures manual.	Jan 2021	Sept 2022	Update manual and achieve recommendation of advisory bodies.
1.3.c.	Compile customer service policies from across department. Update policies and combine where possible	Jan 2021	Jan 2022	Update policy and achieve recommendation of advisory bodies.
1.3.d.	Create team to compile existing procedures department wide, update, and create online portal	Jan 2021	Jun 2021	Team created by January 2021

Goal #1.4. Create self-service and automation options that provide ease of use for customers and increased efficiencies for staff

Task	Description	Start	End	Performance goal
1.4.a	Survey current self-service and automation options available across department. Review industry best practices. Find potential upgrade options and report out to advisory bodies	Jan 2021	Dec 2021	Assessment completed and report delivered to advisory bodies.
1.4.b	In cooperation with the facility design team, develop a self-service and automation plan for the new Menlo Park Community Campus building that provides fast, convenient, easy to use options for customer self service	Jan 2021	Jun 2023	.Plan developed

Library and Community Services 2020-21
Strategic Direction #2:
Menlo Park Community Campus Project

Goal #2.1. Goal #2.1. Working with the Council, the community, and Facebook, initiate and complete remaining design phases of the Menlo Park Community Campus new facility development project

Task	Description	Start	End	Performance goal
2.1.a.	Participate in project design team meetings and provide building layout input from operational perspective	Aug 2020	Dec 2020	Conceptual design complete and approved by Planning Commission and City Council
2.1.b.	Working with project consultants, participate in design team for interior furnishings. Focus on furnishings that are welcoming, easy to maintain, and appropriate for seniors, teens and families.	Jan 2021	June 2021	Develop potential financing mechanisms and present options and recommendations for Council action.
2.1.c.	Develop a program for the inclusion of thoughtful, inclusive public art elements in the new building that is community specific and solicits community participation	June 2022	Feb 2023	Public art program developed
2.1.d.	In coordination with the Library Foundation, develop a system for recognizing donor contributions to the new MPCC	June 2022	Feb 2023	Donor recognition system in place
2.1.e.	Working with the design team, design staff work areas for ease and efficiency of use	Jan 2021	June 2021	Staff areas designed

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

Task	Description	Start	End	Performance goal
2.2.a.	Plan for and install modular facilities at Kelly Park for after school youth program. Make sure students have safe access to reach modular buildings	Sep 2020	Jun 2021	Modular facilities installed
2.2.b.	Provide for hot meals, senior enrichment classes, and a senior lounge area on the Burgess Campus	Sep 2020	Jun 2021	Senior services at Burgess in place by Jun 2021
2.2.c.	Work with PW-Transportation to provide convenient, frequent transportation for neighborhood residents from Belle Haven to Burgess campus	Sep 2020	Jun 2021	Transportation in place by Jun 2021
2.2.d.	Explore options for holding recreation classes in Belle Haven neighborhood and at the Burgess Campus.	Sep 2020	Jun 2021 and ongoing	Plan for recreation classes in place by June 2021
2.2.e.	Provide branch library services during the construction of the MPCC; work with the Ravenswood School District to plan for a smooth transition back to a school facility once construction is completed	Mar 2021	Jul 2023	Transition plan for services completed by construction end

2.2.f.	Coordinate with Public Works and PD to identify opportunities to use the Neighborhood Services Center to provide some transitional services to the community	Sep 2020	Jun 2021 and ongoing	Transitional service plan for Neighborhood Services Center in place
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Goal #2.3. Develop an operational plan for the new facility that meets resident needs and provides equitable access for all.

Task	Description	Start	End	Performance goal
2.3.a.	Create a staffing model for the new facility that provides program coverage and scheduling flexibility	Jun 2021	Jan 2023	Complete staffing model and present to City Manager
2.3.b.	Plan for new facility hours of operation to meet resident needs	Jun 2021	Jan 2023	Facility open hours plan complete
2.3.c.	In coordination with the project design team and with the City's Environmental Services team, plan for operations that conserve energy and reduce waste	Jun 2021	Jan 2023	Energy conservation and waste reduction plans complete
2.3.d.	In cooperation with the facility design team, develop a self-service and automation plan for the new facility that provides fast, convenient, easy to use options for customer self service	Jun 2021	Jan 2023	Self-service and automation plan in place
2.3.e.	Develop a plan for major operations for the new facility that includes library services, senior services, and recreation services	Jun 2021	Jan 2023	Major operations plan in place

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

Task	Description	Start	End	Performance goal
2.4.a.	Adopt the best practice public engagement model developed by the Institute for Local Government "TIERS" for all major project communication efforts	Jan 2020	Jul 2023	
2.4.b.	Translate staff reports and major project documents into Spanish. Provide Spanish language translation services at public outreach meetings.	Aug 2020	Jan 2021	
2.4.c.	Support robust community engagement during the development of the operational plan for the new facility	Jun 2021	Jan 2023	
2.4.d.	Gather information on the effectiveness of interim services by administering a user survey	Jun 2021	Jan 2023	

Library and Community Services 2020-21 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

Task	Description	Start	End	Performance goal
3.1.a.	Engage the input and suggestions of LCS team members in development of the Strategic Plan Update	Aug 2020	Dec 2020	Every LCS team member engaged in planning process
3.1.b.	Engage the input and suggestions of the Parks and Recreation Commission, the Library Commission and general public in development of the Strategic Plan	Nov 2020	Jan 2021	LCS Strategic Plan recommended by both the Parks & Rec Commission and the Library Commission
3.1.c.	Conduct an annual review of performance and progress toward Strategic Plan goals	Oct 2021	Jan 2022	Complete next annual review by Jan 2022
3.1.d.	Integrate strategic plan goals into individual team work plans	Feb 2021	Aug 2021	All individual work plans tie directly to strategic plan goals

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.

Task	Description	Start	End	Performance goal
3.2.a.	Develop tools to collect quantitative and qualitative feedback from service users and program attendees, in coordination with survey team from strategic direction 1.			Develop and implement tools by XX
3.2.b.	Use feedback to modify program offerings to suit community needs		ongoing	Adjust class offerings annually
3.2.c.	In coordination with marketing and communications team, report out relevant statistics and data to advisory bodies, budget stories page, and for publication online and in print.		ongoing	Update departmental stories page on budget document annually

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

Task	Description	Start	End	Performance goal
3.3.a.	Develop a plan to enhance technology services to seniors			

3.3.b.	Under Council direction, create a Youth Advisory Committee (YAC) to provide input on youth related programs and services.	Nov 2020	May 2021	Work with YAC to create a work plan for 2021-22 year
3.3.c.	Create a Books By Mail program to serve seniors and the homebound	Sep 2020	Dec 2020	Books By mail program established
3.4.d.	Issue a request for proposals for City aquatics program			
3.4.e.	Plan for and complete the library's transition out of the Peninsula Library System	Aug 2020	Jun 2021	New ILS and ILL system in place
3.4.f.	Create a pilot program for pickle ball play on City tennis courts; re-evaluate pilot program after 6 months	Nov 2020	Apr 2021	
3.4.g.	Evaluate food distribution programs; explore new avenues to increase food security for vulnerable community members			
3.4.h.	Create a demonstration garden at the main library that will serve both children in the MCC program and Seniors during MPCC construction	Jan 2021	June 2021	Garden and supporting programming in place by beginning of transitional service period
3.4.i.	In coordination with staff from strategic team 7, identify opportunities to eliminate or reduce barriers to recreation program participation and facility use			
3.4.j.	Enhance library services for participants in the child care program	Oct 2020	Feb 2021	Supervisor exchange program in place and work goals set for participants
3.4.k.	Continue to develop virtual programming for Library and Community Services events	Apr 2020	ongoing	75% of virtual program attendees rate program as good or better
3.4.l.	Create a pilot program for virtual afterschool tutoring for grade-school aged children	Oct 2020	Feb 2021	Tutors trained and tutoring pilot started

Library and Community Services 2020-21
Strategic Direction #4:
Operations, systems and facilities - efficiency

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

Task	Description	Start	End	Performance goal
4.1.a.	Deliver 100% of the department's established service delivery outcomes within established FY 2020-21 operational budget.	Jun 2020	Jul 2021	100%

4.1.b.	Analyze departmental staffing needs and organizational structure and develop staffing proposals to address projected service demand changes - in coordination with reactivation planning staff from team 8	Jan 2021	Jun 2021	Staffing plan for 2021 – 22 approved by City Manager
4.1.c	Complete a fee study that analyzes the current fee structure and costs for classes and rentals with the goal of creating a consistent fee structure for classes and rental costs across all LCS facilities	Oct 2020	Apr 2021	Propose any fee changes for Council adoption for 2021/22 FY.
4.1.d.	Cross train staff across functional areas to increase staff skills and flexibility	Jan 2021	Jul 2021	25% of staff trained in one other functional area of the department
4.1.e.	Analyze department needs for seasonal staff – work with HR to streamline hiring and onboarding and rehiring processes	Apr 2021	Oct 2021	
4.1.f.	In coordination with reactivation planning staff on team 8, complete a study of open hours for facilities.	Nov 2020	Feb 2021	Facility open hours study approved by City Manager

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.

Task	Description	Start	End	Performance goal
4.2.a.	Increase total amount of grant funding to support LCS services.	Jul 2020	Jun 2021	Total grant funding secured is equivalent to or greater than 5% of department annual general fund operating budget.
4.2.b	Engage volunteerism in support of library and community services public services.	Jul 2020	Jun 2021	Total annual volunteer hours served is equivalent to or greater than 5% of total annual staff hours worked.
4.2.c.	Continue to work with local state university programs to provide internship opportunities	Jan 2021	Jul 2021	
4.2.d.	Support the creation of a nonprofit group to support parks and recreation facilities and services			

Goal #4.3. Analyze and prioritize identified facility and technology needs, shortcomings and opportunities at current Library and Community Services facilities. Working with City IT and Public Works departments, develop plans to address critical needs, resolve shortcomings and leverage opportunities to make needed facility and technology improvements.

Task	Description	Start	End	Performance goal
4.3.a.	Form a facilities and technology working group with members from across the department to further initiatives in this goal			

4.3.b.	Advance the recommendations of the Parks and Recreation Facilities Master Plan			
4.3.c.	Working with City IT and the IT Master Plan, improve WiFi coverage in City parks and facilities			
4.3.d.	Identify opportunities for self-service and automation systems to improve efficiency and free up staff resources to focus on services and programs			
4.3.e.	Implement a department-wide scheduling system that is easy to use for schedulers and line staff and improves schedule efficiency and flexibility	Oct 2020	Dec 2020	
4.3.f.	Release RFP for new cloud based library ILS; engage new vendor, migrate library data to new system and launch new ILS by July 1, 2021	Oct 2020	Jul 2021	ILS launched
4.3.g.	Investigate a unified and integrated calendaring system for LCS programs and events			
4.3.h.	Working with City Finance department, investigate customer payment systems that improve ease of payments, financial reconciliation, and integration with existing systems			
4.3.i.	Investigate improvements to customer registration system (currently EGov) for LCS programs and events			
4.3.j.	Improve departmental capabilities for videoconferencing. Focus on internal uses to improve intra-team communication, and on external uses for virtual program creation and distribution			

Goal# 4.4. Sustainability and energy efficiency

Task	Description	Start	End	Performance goal
4.5.a.	Working with the City's Sustainability department and following the strategy recommendations of the Community Zero Waste Plan, reduce waste generation by staff by 5%	Jan 2021	Dec 2021	Reduce departmental waste generation by 5%
4.5.b.	Find opportunities to reduce energy consumption at LCS facilities	Jan 2021	Dec 2021	

4.5.c.	Replace water fountains at LCS facilities with bottle filling stations	Oct 2020	Jul 2021	Bottle filling stations installed at LCS recreation facilities
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Library and Community Services 2020-21 Strategic Direction #5: **Staff development, engagement, and communication**

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 professional development goals.

Task	Description	Start	End	Performance goal
5.1.a.	Complete individual work plans for all department team members.	Aug 2020	Jan 2021	100% of department team members complete individual employee work plans by 9/30/19.
5.1.b.	Identify individual employee training needs and coordinate training sessions to fill the needs. Make sure training outcome is shared and applied	Jan 2021	ongoing	As part of work plan development, identify training needs and schedule trainings for all employees by May 2021
5.1.c.	Identify individual employee professional development goals and develop action plans to help each employee achieve their professional goals. Encourage certifications and educational requirements when required for position.	Jan 2021	ongoing	As part of work plan development, create professional development action plans for each employee by 2021
5.1.d.	Complete an annual employee evaluation for every employee	Jan 2021	ongoing	100% of departmental employees receive an annual evaluation

Goal #5.2. 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.

Task	Description	Start	End	Performance goal
5.2.a.	Create a training team and task them with developing a training plan for the department. Training plan should include team or small group trainings, and require post-training report-outs to larger team or at departmental meetings. First round of training topics to be developed based on responses from October 2020 departmental survey.	Jan 2021	ongoing	Training team created. 3 team trainings per division per year; group trainings provided at each annual staff retreat meeting
5.2.b.	Develop and implement an operations cross-training strategy to enhance staff capacity, teamwork and flexibility.	Apr 2021	Dec 2021	Cross training plan developed

5.2.c.	Develop depart-wide understanding of position requirements so that training support can be provided	Mar 2021	Dec 2021	Technical and training requirements for each departmental position available to all employees
5.2.d.	Develop two all staff retreats per year for training and team building activities			Two retreats per year
5.2.e.	Provide technology training based on the results of the departmental survey from Oct 2020 (Monday.com; Box.com; Deputy.com; Zoom; WorkPlace)	Nov 2020	Apr 2021	Tech training events held
5.2.f.	Pilot supervisor talent exchange to increase staff knowledge of division functions and encourage collaboration	Nov 2020	Feb 2021	Work plans for project completed and executed

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

Task	Description	Start	End	Performance goal
5.3.a.	Hold two annual staff retreats for team building, information sharing, and professional development	Mar 2021	ongoing	Two events per year
5.3.b.	Form an Employee Recognition Committee to carry out tasks in this goal	Aug 2020	ongoing	ERC formed, meets at least monthly
5.3.c.	Continue to solicit submissions for monthly formal recognition event - Cheers from Peers	Sep 2020	ongoing	Monthly recognition event held
5.3.d.	Provide opportunities for staff recognition through virtual boards, physical recognition boards onsite, and through brief shout-outs at all-hands meetings	Aug 2020	ongoing	Virtual board created and maintained
5.3.e.	Provide informal opportunities for team members to connect and share experiences	Oct 2020	ongoing	At least two smaller team building events held each year

Goal #5.4. Build a positive LCS department culture

Task	Description	Start	End	Performance goal
5.4.a.	Act on the three priority items listed for improvement on the departmental survey. Conduct an update to the survey in 6 months, and conduct another survey in 12 months	Oct 2020	Oct 2021	5% positive change year over year in employee departmental survey results
5.4.b.	Working with City HR, conduct trainings related to employee safety. Examples – staying healthy during COVID, dealing with difficult customers, active shooter training, finding work/life balance	Jan 2021	Jan 2022	2 safety training held per year

5.4.c.	Foster a culture that embraces change and growth through regular one-on-one check in meetings between employees and supervisors	Jan 2021	Jan 2022	Monthly one-on-one meetings between employees and direct supervisors
5.4.d.	Address concerns raised in City employee survey results: work life balance, hours in the day to complete work, balancing remote vs. on site work (also team 8 goal/task)	Jan 2021	Jan 2022	5% positive change year over year in employee City survey results

Goal #5.5. Recruitment and retention

Task	Description	Start	End	Performance goal
5.5.a.	Develop a department wide staff development and succession plan to maintain continuity of organizational knowledge, minimize operational disruptions, sustain employee retention levels, and provide opportunities for career growth.	Jan 2021	Jan 2022	Plan developed and recommended by advisory bodies
5.5.b.	Increase internship opportunities for early career professionals and students to provide opportunities for employment	Jan 2021	Jan 2022	Increase internship opportunities year over year by 10%
5.5.c.	Establish connections with outside organizations (like community college work study programs) to increase ease of hiring seasonal or part time employees	Jan 2021	Jan 2022	Establish connections with at least 2 outside organizations
5.5.d.	Improve volunteer recruitment, coordination and management to provide support for departmental operations and pathways to employment for volunteers	Jan 2021	Jan 2022	Match volunteer measure from goal
5.5.e.	Find ways to celebrate long serving employees through recognition events	Nov 2020	ongoing	

Goal #5.6. Improve internal communication

Task	Description	Start	End	Performance goal
5.6.a.	Act on results of departmental survey to improve internal communication	Nov 2020	Ongoing	10% positive change year over year in employee survey results
5.6.b.	Train staff about current programs, communication channels and methods so they can better educate customers	Dec 2020	ongoing	Ongoing.
5.6.c.	Through ongoing dialogue with team members, determine the best communication method(s) to reach specific staff groups (teachers, part time staff, seasonal staff, permanent staff, facility or division specific communications)	Nov 2020	ongoing	10% positive change year over year in employee survey results

5.6.d.	Keep departmental messages consistent across teams and across platforms. Designate an official communication channel for the department and make sure staff have access to and are trained in the use of the channel	Dec 2020	ongoing	10% positive change year over year in employee survey results
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Library and Community Services 2020-21
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 onsite messaging. Identify strengths, shortcomings, and opportunities to improve the effectiveness and transparency of communications

Task	Description	Start	End	Performance goal
6.1.a.	Establish a communications team to publicize the department’s value, strengthen brand awareness and loyalty, and support LCS strategic goals	Dec 2020	ongoing	Communications team established
6.1.b.	Develop and implement a coordinated social media messaging strategy driven by user analytics. Use Sprout tools to measure effectiveness of social media messages	Feb 2021	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.
6.1.c.	Create a departmental review team to update web site in light of departmental merger and COVID service adaptations	Dec 2020	Feb 2021	Website review completed and adjustments made
6.1.d.	Provide easy channels for customer feedback online and in person. Respond to all customer feedback promptly.	Aug 2020	ongoing	Respond to all customer feedback within 7 days. Report out monthly to advisory bodies.
6.1.e.	Evaluate current department print publications (seasonal activity guide, library bi-monthly newsletter) to assess impact and relevance in post-COVID operations	Jan 2021	July 2021	Achieve 90% or greater customer satisfaction with departmental communications on department customer satisfaction surveys.

Goal #6.2. Develop a LCS strategic communications plan to increase transparency and community engagement. Focus messaging efforts to achieve identifiable and measurable outcomes in alignment with Strategic Plan goals and the City's overall brand and marketing plan.

Task	Description	Start	End	Performance goal
6.2.a.	Task Department Communications team with plan development	Mar 2021	Jul 2021	Plan creation initiated
6.2.b.	Coordinate strategic communications plan across departmental teams, with other City departments and external partners to align messaging and reach a broader audience.	Nov 2020	ongoing	LCS representatives attend City Communications and Branding team meetings 80%
6.2.c.	In coordination with City communications team, develop a system for identifying, targeting, and focusing departmental messaging. Test message content and methods to increase the effectiveness and reach of department communications	Jun 2021	Dec 2021	System for testing messaging developed
6.2.d.	Provide input to City's IT Master Plan, including specific departmental technology needs, using information gained through goal #4.3.	Jun 2021	Dec 2021	Departmental plan shared with City IT

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

Task	Description	Start	End	Performance goal
6.3.a.	Produce a weekly department e-newsletter for citywide distribution.	Jul 2020	ongoing	Weekly e-newsletter produced >45 times per year
6.3.b.	Develop guidelines for message tone and length that are specific to each communication channel	Mar 2021	Jul 2021	Messaging guidelines developed
6.3.c.	Translate critical departmental communications. Have staff available to assist in translating during customer interactions. Encourage staff education in Spanish language/ASL	Oct 2020	ongoing	Form a staff Spanish translation group. Develop a list of staff who have language skills and are available to assist in translating
6.3.d.	Make department communications increasingly accessible to all by improving web accessibility of department pages for those who use web readers. Consider developing messages for those who are hearing impaired/sight impaired	Apr 2021	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.
6.3.e.	Use data from post event surveys to identify most effective forms of communication	Nov 2020	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.

6.3.f.	Restart production of departmental activity guide	Feb 2021	ongoing	Activity guide produced quarterly
6.3.g.	Adjust marketing and messaging to “new normal” of COVID/work from home period	Jun 2020	Jul 2021	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.

Goal #6.4. Explore new communications channels for reaching the community and reinforce and educate the community about existing channels

Task	Description	Start	End	Performance goal
6.4.a.	Recruit ambassadors from department affiliate groups and advisory bodies to distribute department messages on hyperlocal social media channels (NextDoor, Facebook Neighborhoods)	Jan 2021	ongoing	4 messages per quarter placed on hyperlocal channels
6.4.b.	Take advantage of the Niche Academy platform for training staff and the community	Feb 2021	ongoing	4 promotional pieces created and 3 staff training modules created per year
6.4.c.	Develop internal production capacity to produce “behind the scenes” videos for social media channels/ training for staff	Jan 2021	ongoing	4 training or promotional videos produced per year
6.4.d.	Increase the use of live broadcasting of events/services (Zoom webinar syncs to FB live, Instagram live) to give the community the opportunity to see the department in action. Use archived recordings to enrich social media channels	Jan 2021	ongoing	4 live streams produced per year
6.4.e.	Increase the number of local media mentions by sending press releases and calendar items to local media outlets.	Jan 2021	ongoing	12 local media mentions and one feature article written in local media per year.

Goal #6.5. TIERS system for public engagement

Task	Description	Start	End	Performance goal
6.6.a.	Adopt the best practice public engagement model developed by the Institute for Local Government “TIERS” for all major departmental communication efforts	Jan 2021	ongoing	Use TIERS checklists at https://www.ca-ilg.org/sites/main/files/file-attachments/ilg_tiers_public_engagement_framework_learning_lab_overview.pdf?1540339799

Library and Community Services 2020-21

Strategic Direction #7:

Commit to incorporating diversity, equity, and inclusion in Library and Community Services programming

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

Task	Description	Start	End	Performance goal
7.1.a.	Assess current fee structure and cost recovery model to identify barriers to program participation (different instructor pay rates at different facilities)	Jan 2021	Apr 2021	Bring completed fee study to City Council and implement any fee changes for 2021/2022 budget
7.1.b.	Explore a scholarship program or other methods to increase accessibility at programs throughout the City - for example: sliding scales, - honor system for payment - suggested donation program - establish nonprofit to underwrite program costs	Jan 2021	Apr 2021	Evaluation of scholarship program developed and submitted as part of fee structure proposal
7.1.c.	Improve the accessibility of LCS marketing and activity guide by providing materials in other languages, and making online communications web reader friendly	Jan 2021	Jan 2022	See strategic direction 6.3.b.
7.1.d.	Explore eliminating library overdue fees and develop a "honorback" lending system/LFL model to encourage library borrowing by all City residents	Dec 2021	Apr 2022	Begin process after PLS transition
7.1.e.	Reduce barriers to signing up for a library card for the unhoused and homebound customers	Dec 2020	May 2021	Review policies and have any changes recommended by the Library Commission by May 2021

Goal #7.2. Provide equitable opportunities and facilities

Task	Description	Start	End	Performance goal
7.2.a.	In coordination with the City's Administrative services department, establish an equity based budgeting process for the department's programs and services	Jan 2021	July 2021	Budget adjustments completed
7.2.b.	Align resources so that facility hours of operation and services offered are equitable for all residents	Feb 2021	ongoing	User survey results show 90% positive response with hours of operation and services offered

7.2.c.	Assess instructor compensation to ensure same quality of instruction at all City facilities			
7.2.d.	Evaluate services for the unhoused and identify opportunities to increase and improve services			
7.2.e.	Review policies related to public use of facilities to ensure that we are practicing them through the lens of equity diversity and inclusion			
7.2.f.	Coordinate with Public Works to review physical accessibility of all LCS facilities	Oct 2020	July 2021	ADA review of all LCS facilities completed
7.2.g.	Consider furnishings at LCS facilities for seniors and the differently abled – Assess footing/traction/tripping hazards, bathroom fixtures and door handles, drinking fountains/ font sizes of signs/ furniture heights and other factors			
7.2.h.	Assess the availability of adaptive technology for hearing at facilities (including audio loop systems, portable radio/assistive technology). Assess the availability of adaptive technology for those with low vision.			

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

Task	Description	Start	End	Performance goal
7.3.a.	Develop policy and criteria to allow aides to assist participants in child care programs			Policy developed and recommended by advisory body
7.3.b.	Continue to provide virtual programming and virtual access to live programs as a way to increase program accessibility	Nov 2020	ongoing	
7.3.c.	Build better partnerships with community organizations – like Samaritan House, Mateo Lodge, and organizations that assist the unhoused or those who need health care. Provide the ability for customers to make appointments and then meet with helper organizations on site.	Dec 2020	ongoing	Space provided for helper organizations at LCS facilities

Goal #7.4. Provide staff and instructor training on equity, diversity, and inclusivity –as well as adaptive learning training for instructors

Task	Description	Start	End	Performance goal
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7.4.a.	Participate in institutional bias reform program - follow training adopted as part of City Council priority and implement results	Tbd	tbd	All LCS team members participate in institutional bias training
7.4.b.	Offer training for staff so that they may better serve the unhoused	Jan 2021	ongoing	2 trainings focused on better serving the unhoused per year
7.4.c.	Offer instructor training in adaptive learning techniques	Jan 2021	ongoing	2 trainings focused on adaptive learning techniques per year
7.4.d.	Respond to staff departmental survey results on diversity equity and inclusion	Nov 2020	Apr 2021	Staff responses improve by 10%

Library and Community Services 2020-21 **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. Modify existing services and programs to conform to state tier restrictions

Task	Description	Start	End	Performance goal
8.1.a.	Modify and prepare department facilities, operations and personnel for improved resiliency in a post-Covid environment	Nov 2020	July 2021	Modifications completed
8.1.b.	Coordinate planning with State and local guidelines for phased reopening tiers	Nov 2020	July 2021	
8.1.c.	Working with the Public Works department, create a facility cleaning schedule appropriate to each level of re-opening	Nov 2020	July 2021	Facility cleaning plan developed
8.1.d.	Working with Public Works, define new capacity sizes for re-opened facilities and determine which activities can be allowed at each re-opening tier	Nov 2020	July 2021	Capacity size and allowable activities plan created
8.1.e.	Develop a staffing plan that provides for adequate staff at reopened facilities. Consider service levels, the availability of remote work, staff and customer health, safety and security.	Nov 2020	July 2021	Staffing plan developed that maximizes service delivery within budgetary restrictions.
8.1.f.	Re-configure public service points to provide for social distancing and to protect staff health. Explore cashless payments, using sneeze guards, and improving facility ventilation.	June 2020	ongoing	Safety plan for re-opened facilities developed
8.1.g.	Evaluate programs and services to align them with allowable activities at each phase of reopening. Adapt programs and services offered to meet changing customer needs.	June 2020	ongoing	Services evaluated and adapted to changing conditions

8.1.h.	Plan to continue successful programs piloted during the shelter-in-place period	June 2020	ongoing	
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Goal #8.2. Take advantage of efficiencies to adapt to the economic impacts of COVID

Task	Description	Start	End	Performance goal
8.2.a.	Use automation technology to increase or maintain services. Take advantage of any efficiencies from department consolidation	Jul 2020	ongoing	

Goal #8.3. Manage gathering spaces

Task	Description	Start	End	Performance goal
8.3.a.	Adapt services for vulnerable user groups – enact meal service changes for seniors and story time changes for children	Apr 2020	ongoing	Service adapted
8.3.b.	Working with Public Works, adapt staff work, break and meal areas	Jun 2020	ongoing	Staff areas adapted
8.3.c.	Adapt larger congregate events and programs to align with State and local guidelines on masking, social distancing, and food and drink service.	Jun 2020	ongoing	Large event adaptations in place
8.3.d.	Adapt requirements for special event permits to align with local guidelines	Jan 2021	Jun 2021	Special event permit changes recommended by advisory body

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

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: 11/16/2020

Staff Report Number: 20-019-LC; 20-xxx-PRC

Informational item: Department updates

1. Holiday closures

The City of Menlo Park observes the following holidays:

- Thursday, November 26 – Thanksgiving Day
- Friday, November 27 – Day after Thanksgiving
- Thursday, December 24 – Christmas Eve
- Friday, December 25 – Christmas Day
- Friday, January 1 – New Year’s Day

City facilities and services will be closed on all the above dates. For information about specific facility closures, visit: menlopark.org/calendar

2. COVID-19 closure update

Unfortunately, the COVID-19 pandemic is entering its ninth month with cases spiking substantially nationwide – including in California and parts of the Bay Area. As winter approaches, infections will almost certainly increase with the onset of cold weather, flu season, and more people spending more time indoors together. In addition, “pandemic fatigue,” economic strain, the expiration of financial stimulus, and political polarization continue to complicate our collective ability to end the virus and prevent unnecessary illness and death. While recent news about progress toward a vaccine is heartening, it is expected to take several months until a vaccine is fully developed and deployed widely enough to contain the virus. For these reasons, the COVID-19 pandemic’s impacts to the functioning of society will continue to be severe, extensive, and persistent for some time yet.

From the outset of the pandemic, the city’s primary goal has been to protect the health and safety of city employees, their families, and the community from illness and death caused by COVID-19. For this reason, and in light of the ongoing risks presented by uncontained community spread of the virus, the city anticipates that all currently closed municipal facilities will remain closed until at least spring 2021, and possibly as late as summer 2021.

Facilities that are expected to remain closed to public access through spring 2021 include: Arrillaga Family Recreation Center, Arrillaga Family Gymnasium, Arrillaga Gymnastics Center, Main Library, Belle Haven Branch Library, Onetta Harris Community Center, and Menlo Park Senior Center. Some department services have been successfully adapted to COVID-19 limitations and are expected to continue to operate as such, including: childcare, library curbside pickup, senior nutrition program and wellness checks, outdoor recreation and aquatics, and virtual classes and events. Other services are expected to remain suspended due to the elevated risk of community spread associated with those activities, in accordance with state and local health guidelines and stay-at-home orders, including: indoor gymnastics and fitness, indoor library use, congregate meal service, indoor facility rentals, contact and team sports, and in-person community events.

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



STAFF REPORT

To: Library Commission
Parks and Recreation Commission

Meeting Date: 11/16/2020

Staff Report Number: 20-020-LC; 20-XXX-PRC

Informational update: Menlo Park Community Campus project

Recommendation

That the Commission read and comment on the 11/10 staff report to the City Council (Attachment A).

Background and Analysis

Commissioners are encouraged to read the staff report from the 11/10 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. November 10, 2020 staff report to the City Council. Hyperlink:

<https://www.menlopark.org/DocumentCenter/View/26653/J1-20201110-CC-MPCC-update>

Prepared by:
Nick Szegda, Assistant Director of Library Services

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



STAFF REPORT

Library Commission

Meeting Date: 11/16/2020

Staff Report Number: 20-021-LC

Information Item: Update: Request for Proposals Released – 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 (ILS) 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 includes substantial and unprecedented reductions in 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 additional cost savings, and eliminate unnecessary administrative overhead.

The Menlo Park Library currently contracts with PLS to provide access to an integrated library system (ILS) and to interlibrary loan services.

Library and Community Services staff presented an initial report on the RFP to the Library Commission at their October 19, 2020 meeting.¹

Analysis

The LCS department issued a RFP on November 9, 2020, for an integrated library system and interlibrary loan system in preparation for the library's withdrawal from the Peninsula Library System. A link to the RFP is included as Attachment A. In addition to releasing the RFP on the City's public bid site, notice of the RFP release was sent directly to the following companies and organizations who provide ILS, interlibrary loan, and discovery service software and services:

- Peninsula Library Automated Network (PLAN – Sierra ILS and Bibliocommons discovery service)
- Mobius Open Source Solutions (Evergreen ILS - open source software)
- LibLime (KOHA ILS - open source software)
- Equinox Open library initiative (Evergreen and Koha)
- The Library Corporation (TLC – CARL X, CARL Connect, and Library Solution ILS)
- BiblioCommons (Bibliocore discovery service)
- SirsiDynix (BLUEcloud, Symphony, and Horizon ILS)

¹ https://www.menlopark.org/DocumentCenter/View/26448/Staff-report_LC_20_016_RFP-ILS

- Innovative Interfaces Inc. (Sierra ILS and Encore discovery service)

Next Steps

The deadline for RFP submission is December 3, 2020. Staff will review proposals in December, with the goal of selecting a provider and submitting a contract to the City Council for their approval in mid-January 2021. Staff will keep the Library Commission updated on the RFP process.

Prepared by:

Nick Szegda, Assistant Director of Library Services

Reviewed by:

Sean Reinhart, Director of Library and Community Services

Attachments

- A. Request for Proposals – Integrated Library System and Discovery Service. Hyperlink:
<https://www.menlopark.org/DocumentCenter/View/26664/RFP---Integrated-Library-Services?bidId=154>