

Metropolitan Cooperative Library System

**PATRIOT ACT AWARENESS FORUM
South Pasadena Public Library**

**9:30 a.m. – 11:30 a.m.
December 3, 2002**

AGENDA

Welcome and Introduction


Mary Minow, Legal Consultant and Librarian

John Sedor, FBI Agent, Los Angeles Office

**Norm Reeder, Library Services Manager and Automation Coordinator,
Torrance Public Library**


Rachel Maclachlan, Director of Security, San Francisco Public Library

Questions and Discussion




Patron Privacy in an Electronic World

Norm Reeder
Library Services Manager
Torrance Public Library




What type of info do you collect?




Where is it?

- Paper
- Electronic




Automation System

- Logs
 - Raw—How long to keep?
 - Extracted—How long to keep?
- Patron Database
 - Patron notes fields?
- Book circulation history
 - Last patron to checkout?
 - SIRSI, DYNIX, Horizon, Endeavor, Gaylord
 - Not available in DRA
- Shut in modules
 - List of books shut in user has checked out in past




On-line catalog

- Personalization features
 - My favorites
 - Subjects
 - Authors




Sign up sheets

- Do you keep?
- How long?




Secure menu systems

- Are there logs?
- How long to keep?




Web server logs

- How long to you keep logs?
 - If used for statistics
 - Monthly
 - Yearly?




E-Mail

- How long to you keep staff e-mail on server?
- How long do staff keep e-mail?
- How long do staff keep "sent" e-mail?




Software

- Electronic Privacy Information Center
 - Practical Privacy Tools
www.epic.org/privacy/tools.html
- Google's directory of Internet privacy Tools and Services:
<http://directory.google.com/Top/Computers/Security/Internet/Privacy/>



Things to do

- Look at system documentation
- Check City policies (Retention etc.)
 - City Attorney
 - City Clerk
- Prepare your staff with how to react



Questions?

Is Your Patron a Patriot? Library Privacy and Security Post-September 11th

Library Records Post-Patriot Act - Court Orders ISP(S)*

Court Order	Type of Info	Legal Standard (Criminal)	Legal Standard (Foreign Intelligence Surveillance Act FISA)	Notes
Intercept (wiretap)	Real time content (e.g. all internet use in library)	Probable cause of serious crime	Probable cause target is foreign agent and a significant purpose is to gather intelligence	
Search Warrant	Past Content - any tangible thing	Probable cause of crime	Probable cause target is foreign agent	
Pen-Trap Order	Real time transaction info (i.e. email headers, URLs)	Relevant to ongoing criminal investigation	Concerns foreign intelligence	
Subpoena if signed by a judge	Varies	Administrative subpoenas are given authority by federal and state statutes		
SECTION 215	Past content -any tangible thing		Foreign intelligence activities-formal pleading to FISA Court	

*Handy mnemonic for Intercepts, Search warrants, Pen-trap orders, and (S)ubpoenas
Chart by Mary Minow, LibraryLaw.com

The USA PATRIOT Act and Patron Privacy on Library Internet Terminals

By Mary Minow

Mary Minow is a library law consultant with librarylaw.com. She is currently writing a book on library law for the American Library Association with Tomas Lipinski. This librarylaw.com column is not intended to replace legal advice. For a particular fact situation, consult an attorney.

Published February 15, 2002

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Within hours after the September 11 attacks, the FBI began serving search warrants to major Internet Service Providers to get information about suspected electronic communications.² Within a week, police and FBI agents received tips that some suspects used libraries in Hollywood Beach and Delray Beach, Florida. FBI agents have since requested computer sign-in lists from other libraries. President Bush signed the USA PATRIOT Act into law on October 26, 2001. This law is expected to greatly increase the number of requests for sign-in lists at libraries.

What is the USA PATRIOT Act?

The USA PATRIOT Act stands for the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001. The legislation is broad and changes immigration laws, tightens controls on money laundering, and greatly expands the legal use of electronic surveillance.

The Act greatly expands the use of "roving wiretaps." This means that a wiretap order targeted to a person is no longer confined to a particular computer or telephone. Instead, it may "rove" wherever the target goes, which may include library computers. The new law allows a court to issue an order that is valid anywhere in the U.S. This greatly increases a library's exposure to court orders. Further, the use of pen/trap orders is now "technology neutral" and applies to the Internet as well as telephones. Whereas incoming and outgoing phone numbers have long been available upon the mere showing that they are relevant to an ongoing investigation, now email headers and URLs visited are available under the same low standard. Civil liberties advocates argued that such information is not analogous to phone numbers, but far more revealing (including, for example, the keywords used in Google searches such as <http://www.google.com/search?hl=en&q=mary+minow>).

Much of the Act expands the Foreign Intelligence Surveillance Act (FISA), in which the standards for courts to approve surveillance of foreign intelligence gathering are far less demanding than those required for approval of a criminal wiretap, which requires a showing of probable cause.

Librarians can get a good sense of the legal requirements by reading the guidance just issued to federal agents by the Department of Justice.³

What does the USA PATRIOT Act mean for libraries?

The upshot is that there will be a great many more surveillance orders, everywhere in the country, and in turn there will be more requests for library records, including Internet use records. Think of law enforcement as needing to enter two doors to apprehend a suspect.

Door One leads to the computer server. Law enforcement can find electronic tracks through email or Internet history logs. They may have intercepted messages through surveillance or other means. This leads to a particular computer terminal, date and time.

Door Two leads to the individual. This person could be someone using the Internet in a library, particularly someone who wishes to remain anonymous. The FBI (or others) will want to see a library record of who was using the library's terminal(s) at a particular date and time. If the library keeps sign-up records, law enforcement will want to see those records.

Will the FBI (or other law enforcement) ask to put surveillance technology on library computers?

In many cases, the surveillance technology will be placed elsewhere, and lead law enforcement directly to Door Two. However, it is possible that the FBI will approach the library and ask to place software (such as the controversial DCS1000 (also known as Carnivore) on library servers.⁴ Libraries should be sure to insist on a court order before complying. Note that libraries that share servers with cities or others may not be directly approached.

Should a library cooperate with the FBI (or other law enforcement) in giving library Internet sign up lists?

Yes, but advisedly with a court order. This is where the library's individual policies and procedures will become increasingly important. Does the library require sign-ups? If there are no sign-up lists, the inquiry essentially halts. Does the library allow first names only, or made-up names? Does it require identification? Library cards with addresses? Does it keep sign-up records, and if so, for how long? Does it use an automated system that ties library card numbers (tied to registration information) to Internet use? Is such information electronically disengaged after use and electronically shredded? Is it backed up on computer tapes? How long are backup tapes kept?

Search warrants are court orders, signed by a magistrate or a judge. Libraries are explicitly barred under Calif. Gov't. Code §6267 from disclosing patron registration or circulation records, excepting staff administrative use, written consent by the patron, or an order from the appropriate superior court.⁵

Whether or not the law protects Internet use records from disclosure without a court order (this includes search warrants) is not entirely clear. Many libraries consider these records as an extension of registration/circulation records, in that personally identifying information linking patron names with content is involved. Additionally, another section of the law known as the "personal privacy" exemption, provides that certain types of information may be kept confidential by a public agency where the disclosure would constitute an unwarranted invasion of personal privacy.⁶ Finally, library policies that protect such records, if well drafted, might protect Internet use records. For an argument that the state law should be updated to reflect the use of Internet in California libraries, see my article in California Libraries April 4, 1999.⁷

Should my library use sign-ups for Internet terminals? If we use sign-up records, are they subject to the California Public Records Act, making us at risk if we destroy them?

Libraries generally decide on whether and how to use sign-up procedures based on the supply and demand of Internet terminals. Sometimes libraries want identification to afford a measure of accountability i.e. prevent hacking. Libraries should be aware, however, that the sign-up procedure has considerable privacy implications. If records are kept, it is best if precise information can be extracted (e.g., user at Terminal #2 on November 13, 2001 at 1 p.m.) without giving out other patron's data.

Under the California Public Records Act, the library is not required to create or maintain Internet use records, any more than numerous other temporary records libraries may keep, such as reference query logs. Once records are created and kept, however, they are subject to court orders, and possibly to open records requests. (Remember that it's possible these records have the same privacy safeguards as circulation and registration records described above.)

Although libraries are not required to create or maintain such records, it is definitely not advisable to destroy the records after a law enforcement or public request for disclosure. In a case in New Hampshire, a father requested a school's computer internet logs (in this case, the electronic records of sites visited). He was concerned that the school library's acceptable use policy was inadequate. When the school did not turn over the logs, the father sued under the state's Right-To-Know law. The county superior court ordered the school to turn over the logs, with the user names and passwords omitted. In January 2001, however, the Court found that the school had intentionally deleted the logs after the father filed suit. It found the school to be in contempt of court, and ordered

it to produce the remaining records and pay the father his costs and attorney's fees.⁸

In addition, local ordinances may apply. Check with the library's attorney.

I read that the USA PATRIOT Act allows federal agents to get court orders for the production of "business records." Does that include library records?

The Act states that the FBI may apply for an order requiring the "production of any tangible things (including books, records, papers, documents and other items) for an investigation to protect against international terrorism or clandestine intelligence activities, provided that such investigation of a United States person is not conducted solely upon the basis of activities protected by the first amendment..."⁹

This provision is designed to get ISP records of user billing information. Library patrons who are merely accessing information on Internet terminals should have strong First Amendment arguments. Nevertheless, it's not clear whether they would win. Senator Russ Feingold tried to get an amendment to clarify that the Act would not preempt existing federal and state privacy laws, by maintaining existing criteria for records, such as library records. This amendment failed. Also, it should be noted that this "business records" provision is an amendment of the FISA law, which means that court proceedings are not open and are sealed.

I read that a research librarian tipped off the police in Florida. Can I do that, or must I wait for them to come to me?

If you recognize a picture in the newspaper as one of your patrons, that is not divulging a library record. If, on the other hand, you recognize a suspect's names from library records, you should definitely check in with your attorney before deciding whether to call the police.

In Broward County, Florida, the library was issued an order by a federal grand jury to collect library records when a patron fitting the description of Mohamed Atta, an alleged terrorist leader, was seen using computers with Internet access.¹⁰ The order was given with specific instructions not to release information to anyone other than federal authorities.¹¹

Recall that the vast majority of library patrons are not terrorists, and libraries should make all efforts to protect patron privacy.

Wasn't there an FBI program years ago that sent FBI agents into libraries asking for reading habits of suspicious looking people?

Yes. The FBI Library Awareness Program was a program that ran for about 25 years, in which FBI agents tried to enlist the assistance of librarians in monitoring the reading habits of "suspicious" individuals. Such individuals were variously defined as people with Eastern European or Russian-sounding names or accents, or coming from countries hostile to the U.S.¹² During the Library Awareness Program, some FBI agents wrongly claimed that they were not subject to statutes protecting library records.¹³ The efforts were largely unsuccessful, due to the tremendous outrage and resistance from those in the library profession.

The most important lesson that libraries learned was the importance of training the "friendly front desk clerk" and even volunteers not to hand over the information, but to refer all inquiries, even by badged FBI agents, to the library director.

How is the library community responding to the anti-terrorism legislation?

The American Library Association joined with the Association of Research Libraries and the Association of American Law Libraries in issuing a statement on the proposed anti-terrorism measures. It says that libraries do not monitor information sought or read by library users. To the extent that libraries "capture" usage information of computer logs, libraries comply with court orders for law enforcement.

The statement is also concerned that the legislation, which makes it easier to access business

records, may in some cases apply to library circulation records. It recommends that legislators keep high standard for court order regarding release of library records.¹⁴

Where should libraries go to get guidance on FBI search warrants?

The Freedom to Read Foundation is making some legal assistance available to librarians. Librarians are advised to call the ALA Office for Intellectual Freedom and request legal advice from Jenner & Block without disclosing the existence of a warrant. For more details, see the ALA's recently issued Alert: USA PATRIOT Act.¹⁵

Footnotes

1. This "bottom line" is dedicated to Thad Phillips, who said, "Mary, I know you're smart, but when I read your articles, I just want to get to the bottom line."
2. "FBI turns to Internet for terrorism clues," <http://www.cnn.com/2001/TECH/internet/09/13/fbi.isps/> (visited November 15, 2001).
3. See United States. Department of Justice. Computer Crime and Intellectual Property Section. Field Guidance on New Authorities that Relate to Computer Crime and Electronic Evidence Enacted in the USA Patriot Act of 2001, <http://www.usdoj.gov/criminal/cybercrime/PatriotAct.htm> (visited November 13, 2001).
4. For more on current software/hardware surveillance technology, see Jack Karp, Chewing on Carnivore, TechTV, October 16, 2001 (visited November 13, 2001).
5. See Calif. Gov't. Code §6254 and §6267 (2001). The library may not disclose these records except to a) staff within the scope of administrative duties, b) with written consent from the patron, or c) by order of the appropriate superior court. Although California law refers to the "appropriate superior court," the USA PATRIOT Act still requires court orders, but allows courts in any jurisdiction to issue orders. Federal law will supercede state law in this case (unless the Act is later found unconstitutional).
6. Calif. Gov't. Code, § 6254(c) (2001).
7. See Mary Minow, "Library patron internet records and freedom of information laws," California Libraries, April 4, 1999, pp. 8-9, reprinted at <http://www.librarylaw.com/publicrecords.html> (visited October 3, 2001).
8. James M. Knight v. School Administrative Unit #16 Docket No. 00-E-307, Rockingham, SS. Superior Court, New Hampshire. See "Exeter Internet Ruling, Complete Ruling," Portsmouth Herald, January 8, 2001 at http://www.seacoastonline.com/news/1_8special.htm (visited November 15, 2001).
9. USA PATRIOT Act H.R. 3162, Title II, Section 215, amending the Foreign Intelligence Surveillance Act (FISA), Title V, Section 501(a)(1) <http://leahy.senate.gov/press/200110/USA.pdf> (visited November 13, 2001)
10. Florida Statute 257.261 The Florida Statute is very similar to the Calif. Gov't Code §6254 and §6267.
11. John Holland, Paula McMahon, Fred Schulte and Jonathon King, "Library computers targeted in terrorism investigation," Sun-Sentinel, September 18, 2001 at <http://www.sun-sentinel.com/news/southflorida/sfl-culprits918.story> (visited October 3, 2001).
12. See Herbert N. Foerstel, Surveillance in the Stacks: The FBI's Library Awareness Program, (Greenwood Press 1991); Ulrika Ekman Ault, "Note: The FBI's Library Awareness Program: Is Big Brother Reading Over Your Shoulder?" 65 N.Y.U.L. Rev. 1532 (December, 1990);

13. Senator Simon, Academic Libraries Must Oppose Federal Surveillance of Their Users, 100th Cong. 2nd Sess., 134 Cong Rec. S 4806 (1988)(republishing an article by Gerald R. Shields, Chronicle of Higher Education) cited in Mark Paley, The Library Awareness Program: The FBI in the Bookshelves at <http://hometown.aol.com/paleymark/library.htm> (visited October 1, 2001).

14. Library Community Statement on Proposed Anti-Terrorism Measures and Library Community Letter to Congress on Anti-Terrorism Legislation (pdf file) at <http://www.ala.org/washoff/> (visited October 4, 2001).

15. American Library Association. Office for Intellectual Freedom Alert: USA Patriot Act <http://www.ala.org/alaorg/oif/usapatriotact.html> (Editor's noted (SP), this link changed after publication, and has been corrected).

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Privacy and Library Records Update: USA Patriot Act from Infopeople webcast August 15, 2002

Law and Guidelines

Patriot Act

http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=107_cong_public_laws&docid=f:publ056.107 and
http://www.eff.org/Privacy/Surveillance/Terrorism_militias/20011025_hr3162_usa_patriot_bill.html

United States. Department of Justice.

Attorney General's Guidelines. General Crimes, Racketeering and Terrorism Investigations, FBI Undercover Operations, Confidential Informants, Lawful Warrantless Monitoring of Verbal Communications May 30, 2002 <http://www.usdoj.gov/olp/index.html#agguide>

Computer Crime and Intellectual Property Section (CCIPS) Federal Statutes Related to Searching and Seizing Computers - Redline Showing Changes Resulting from 2001 USA PATRIOT Act 79 pp.
http://www.usdoj.gov/criminal/cybercrime/usapatriot_redline.htm Shows redlining of law

Computer Crime and Intellectual Property Section (CCIPS) Field Guidance on New Authorities That Relate to Computer Crime and Electronic Evidence Enacted in the USA Patriot Act of 2001 15 pp.
<http://www.usdoj.gov/criminal/cybercrime/PatriotAct.htm>

Computer Crime and Intellectual Property Section (CCIPS) The Patriot Act A National Perspective - PowerPoint March 28, 2002 <http://www.azinfragard.org/patriot.htm>

Computer Crime and Intellectual Property Section (CCIPS) Searching and Seizing Computers and Obtaining Electronic Evidence in Criminal Investigations January 2001 192 pp
<http://www.cybercrime.gov/searchmanual.htm> has sample language for Network Banners, 18 U.S.C. §2703(d) orders, Preservation request letters, Pen register/Trap and Trace orders, Subpoena language, and Search warrants in APPENDICES <http://www.cybercrime.gov/searchmanual.htm#VI>

Analysis

Association of Research Libraries Draft Memo from Wiley Rein & Fielding, The Search & Seizure of Electronic Information: The Law Before and After the USA Patriot Act 6 pp.
<http://www.arl.org/info/frn/other/matrix.pdf> See also ARL's page of links for research libraries and anti-Terrorism legislation <http://www.arl.org/info/frn/other/ATL.html>

Bradley J. Bennett, Smith Meets the Patriot: The Digitization of the Pen Register Statutes and the Question of "Content," Cyberspace Law Seminar (April 2002) Law student paper focusing on the technical and constitutional aspects of Carnivore. Has screen shots of Carnivore software in its appendix
<http://www.uiowa.edu/~cyberlaw/cls02/bbennet1.html>

Susan W. Brenner and Barbara A. Frederiksen, Computer Searches and Seizures: Some Unresolved Issues, 8 Mich. Telecomm. Tech. L. Rev. 39 (2002) 40 pp. Focuses on Off-Site versus On-Site Computer Search Procedures by the Department of Justice. Discusses application of "plain view" doctrine to computers. <http://www.mttl.org/voleight/Brenner.pdf>

Steven A. Osher, Privacy, Computers and the PATRIOT Act: The Fourth Amendment Isn't Dead, but No One Will Insure It, 54 Fl. L. Rev 3 (July 2002) 22 pp.
<http://www.flr.law.ufl.edu/pdf/july2002/osher.pdf>

California Library Confidentiality Statute

California Government Code 6254, 6255, 6267 (California Public Records Act - Protection of Library Registration and Circulation Records) <http://www.library.ca.gov/laws/e2002.html#226>

American Library Association

The American Library Association advocates certain "best practices" for libraries, including collecting only information that is absolutely necessary and purging records regularly.

Libraries and the Patriot Legislation ALA's page full of links - including links to Department of Justice Sample Network Banner Language, Sample Preservation Request Letters, Sample Pen Register/Trap and Trace Orders, Sample Subpoena Language, and Sample Letter for Provider Monitoring
<http://www.ala.org/washoff/patriot.html>

Privacy: An Interpretation of the Library Bill of Rights Adopted June 19, 2002 Says users have the right to be informed about library procedures governing retention of personally identifiable information, notes that collection of information should be done only when necessary for the fulfillment of the mission of the library, and speaks out against profiling. <http://www.ala.org/alaorg/oif/privacyinterpretation.html>

Questions and Answers on Privacy and Confidentiality May 20, 2002
<http://www.ala.org/alaorg/oif/privacyqanda.html>

The USA Patriot Act in the Library Resolution Reaffirming the Principles of Intellectual Freedom in the Aftermath of Terrorists Attacks April 2002 <http://www.ala.org/alaorg/oif/usapatriotlibrary.html>

Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff April 2002 Practical advice for before, during and after
<http://www.ala.org/alaorg/oif/guidelineslibrary.html>

Guidelines for Librarians on the USA Patriot Act: What to do Before, During and after a "Knock at the Door?" January 19, 2002 <http://www.ala.org/washoff/patstep.pdf>

Policy Concerning Confidentiality of Personally Identifiable Information about Library Users. 1991
http://www.ala.org/alaorg/oif/pol_user.html

Policy on Confidentiality of Library Records. 1986
http://www.ala.org/alaorg/oif/pol_conf.html

International Coalition of Library Consortia (ICOLC)

Privacy Guidelines for Electronic Resources Vendors July 2002

Recognizes that information about the behavior, interests and habits of online database users is sometimes gathered without the knowledge or permission of the patron. Establishes six guidelines for vendors that respect privacy of users to ensure that personal information will not be disclosed without permission or as required by law. <http://www.library.yale.edu/consortia/2002privacyguidelines.html>

Universities and Colleges

David Lombard Harrison, Division of Legal Affairs. University of North Carolina. Higher Education Issues after the USA Patriot Act, May 2002 24 pp. Explains the PATRIOT Act's impact on relevant laws, particularly surveillance methods from wiretaps, to pen/trap devices to Carnivore/Magic Lantern devices. Practical policy suggestions. http://www.nacua.org/documents/PatriotAct_Outline.pdf

Bruce Joseph and Amy Worlton, Wiley, Rein & Fielding. Effects of the USA Patriot Act on University Network Service Providers, n.d. 6 pp. <http://www.aau.edu/intellect/Wiley.pdf>

Tracy Mitrano, Ph.D., J.D. Cornell University. Office of Information Technologies. IT Policy Advisor. USA Patriot Act. Very useful site with PowerPoint presentations, Cornell's Patriot Act policy, Q & A with specifics on crafting internal procedures to respond to Patriot Act. <http://www.cit.cornell.edu/oit/PatriotAct/>

Includes Mitrano's Taking the Mystique Out of the USA-Patriot Act: Information, Process and Protocol, May 2002 <http://www.cit.cornell.edu/oit/PatriotAct/article.html>

Nicole Rivard, USA Patriot Act: How to be Response Ready, University Business, May 2002 10 pp. First steps in getting procedures in place. <http://www.universitybusiness.com/story.asp?txtFilename=archives/May2002/patriot.htm>

Public Libraries

All Things Considered. Library Searches August 10, 2002 <http://www.npr.org/ramfiles/atc/20020810.atc.02.ram>

AP (Boston Herald). FBI Visits Libraries to Monitor Reading Habits of Those it Suspects of Terrorism Ties. June 25, 2002 http://www2.bostonherald.com/news/national/ap_fbi06252002.htm

Christopher Dreher, He Knows What You've Been Checking Out Salon (reprinted at Buzzle.com) March 6, 2002 <http://www.buzzle.com/editorials/3-6-2002-12592.asp>

Leigh Estabrook, University of Illinois, Public Libraries' Responses to September 11, 2001 Survey - 85 of 1000+ libraries reported authorities had requested information about their patrons in three-four months following attacks <http://alexia.lis.uiuc.edu/~leighe/02PLA.ppt>

Mary Minow, The USA PATRIOT Act and Patron Privacy on Library Internet Terminals, LLRX.com, February 15, 2002 <http://www.llrx.com/features/usapatriotact.htm>

See also [LibraryLaw.com](http://www.librarylaw.com)

Privacy And Library Records Update: USA Patriot Act

August 15, 2002. This material has been created by Mary Minow and provided through the Infopeople Project [<http://www.infopeople.org>], supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. Any use of this material should credit the author and funding source.

ALA American Library Association

What to do about Laws and Government Actions That infringe on Civil Liberties and Privacy

Make Yourself Heard! Make It Count! TIP SHEET

The USA PATRIOT Act (PL 107-56) raises many questions for librarians about its impact on state and local privacy laws. In addition, the Attorney General has issued revised guidelines expanding the FBI's investigative powers, which allow for very broad surveillance of library users and their activities.

All of these measures have profound implications for libraries, user policies, and privacy:

- What constitutes a business record?
- How broadly are "computer trespassers" defined?
- What is the new relationship between domestic criminal investigations and foreign intelligence?
- What do librarians do if law enforcement "knocks at the door?"
- How do we answer if the FBI gets a secret order for library records from a special court created by the Foreign Intelligence Surveillance Act (FISA)?
- How does a community learn to what extent libraries have been served with court orders that require secrecy?

What Can We Do?

ALA and others make it easier to understand the laws.

www.ala.org/espym

Link to USA Patriot Act pages for

- Information about how to respond if law enforcement "knocks at the door"
- ALA Washington Office's matrix that shows changes made by the USA Patriot Act to a number of laws
- ALA Resolution on Patriot Act regarding electronic surveillance and privacy

www.ala.org/oif

Link to Office of Intellectual Freedom pages for

- Information about the USA Patriot Act prepared by the ALA Office for Intellectual Freedom (and reviewed by counsel)
- ALA resolution reaffirming the principles of intellectual freedom in the aftermath of the terrorist attacks
- Privacy: an Interpretation of the Library Bill of Rights

www.ftrf.org

Link to Freedom to Read Foundation pages for

- Information from the Freedom to Read Foundation, which is particularly interested in how the government is using its expanded surveillance powers in libraries and bookstores

Do More!

1. Keep informed and up to date
2. Educate library boards and staff, communities, the media and local governments.
 - a. Write newspaper articles, guest editorials and letters to the editor
 - b. Make presentations to local and civic organizations
 - c. Keep government officials up to date
3. Gather information about impact on local communities by compiling binders or web site links concerning effects of laws and governmental actions that infringe on civil liberties and privacy
4. Organize a publicity campaign
 - a. Prepare brochures and handouts to explain local and national impacts
 - b. Take out ads in your association's newsletters and journals and the local newspapers
5. Organize town meetings
6. Cooperate with other interested organizations like the ACLU, AAUW, League of Women Voters, Common Cause, church and civic groups, and local bar associations in discussions about how to counter the sections of the laws that infringe on civil liberties
7. Make information available to those, such as library boards and organizations, local governmental bodies and others, who want to pass resolutions opposing these laws (or parts of them) and related matters
8. Form or join coalitions
9. Contact legislators at the federal, state and local levels to persuade lawmakers to amend and change laws that infringe on civil liberties
 - a. Attend National Library Legislative Day sponsored by ALA and DCLA
 - b. Attend your state legislative day
 - c. Establish a personal relationship with your federal, state and local legislators and staff.
 - d. Write letters and include resolutions passed by your professional organization
10. Require accountability from law enforcement agencies
 - a. Ask local law enforcement officials to speak to local organizations, town meetings and participate in programs at your library
 - b. Keep abreast of local law enforcement activities concerning civil liberties and privacy.
11. Encourage libraries to join court challenges
 - a. Investigate appropriateness of joining other groups' initiated court challenges
 - b. Keep informed about court cases such as the denial of Freedom of Information Act requests for information about surveillance of library users

Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff

**Resolution Reaffirming the Principles of Intellectual Freedom in
the Aftermath of Terrorist Attacks**
Adopted by the ALA Council on Wednesday, January 23, 2002.

FBI in Your Library

Increased visits to libraries by law enforcement agents, including FBI agents and officers of state, county, and municipal police departments, are raising considerable concern among the public and the library community. These visits are not only a result of the increased surveillance and investigation prompted by the events of September 11, 2001 and the subsequent passage of the USA Patriot Act, but also as a result of law enforcement officers investigating computer crimes, including e-mail threats and possible violations of the laws addressing online obscenity and child pornography.

These guidelines, developed to assist libraries and library staff in dealing with law enforcement inquiries, rely upon the ALA's **Policy on the Confidentiality of Library Records**, its **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**, and the **Code of Ethics**.

Fundamental Principles

Librarians' professional ethics require that personally identifiable information about library users be kept confidential. This principle is reflected in Article III of the *Code of Ethics*, which states that "[librarians] protect each library user's right to privacy and confidentiality with respect to information sought or received, and resources consulted, borrowed, acquired, or transmitted."¹

Currently, 48 states and the District of Columbia have laws protecting the confidentiality of library records, and the Attorneys General of the remaining two states, Hawaii and Kentucky, have ruled that library records are confidential and may not be disclosed under the laws governing open records. Confidential library records should not be

released or made available in any format to a federal agent, law enforcement officer, or other person unless a court order in proper form has been entered by a court of competent jurisdiction after a showing of good cause by the law enforcement agency or person seeking the records.

General Guidelines

Confidentiality of library records is a basic principle of librarianship. As a matter of policy or procedure, the library administrator should ensure that:

- The library staff and governing board are familiar with the ALA **Policy on the Confidentiality of Library Records**, the **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**, and **other ALA documents on users' privacy and confidentiality**.
- The library staff and governing board are familiar with their **state's library confidentiality statute or attorney general's opinion**.
- The library adopts a **policy on users' privacy and confidentiality**, which includes procedures for the staff and board to follow if the library is served with a court order for records or if law enforcement agents conduct inquiries in the library.
- The library staff is familiar with the library's policy on confidentiality and its procedures for handling court orders and law enforcement inquiries.

Library Procedures Affect Confidentiality

Law enforcement visits aside, be aware that library operating procedures have an impact on confidentiality. The following recommendations are suggestions to bring library procedures into compliance with most state confidentiality statutes, ALA policies on confidentiality and its *Code of Ethics*:

- Avoid creating unnecessary records. Only record a user's personally identifiable information when necessary for the efficient operation of the library.
- Avoid retaining records that are not needed for efficient operation of the library. Check with your local governing body to learn if there are laws or policies addressing record retention and in conformity with these laws or policies, develop policies on the length of time necessary to retain a record. Assure that all kinds and types of records are covered by the policy, including data-related logs, digital records, and system backups.
- Be aware of library practices and procedures that place information

on public view; e.g., the use of postcards for overdue notices or requested materials, staff terminals placed so that the screens can be read by the public, sign-in sheets to use computers or other devices, and the provision of titles of reserve requests or interlibrary loans provided over the telephone to users' family members or answering machines.

Recommended Procedures for Law Enforcement Visits

Before any visit:

- Designate the person or persons who will be responsible for handling law enforcement requests. In most circumstances, it should be the library director, and, if available, the library's legal counsel.
- Train all library staff, including volunteers, on the library's procedure for handling law enforcement requests. They should understand that it is lawful to refer the agent or officer to an administrator in charge of the library, and that they do not need to respond immediately to any request.
- Review the library's confidentiality policy and state confidentiality law with library counsel.
- A court order may require the removal of a computer workstation or other computer storage device from the library. Have plans in place to address service interruptions and any necessary backups for equipment and software.

During the visit:

- Staff should immediately ask for identification if they are approached by an agent or officer, and then immediately refer the agent or officer to the library director or other designated officer of the institution.
- The director or officer should meet with the agent with library counsel or another colleague in attendance.
- If the agent or officer does not have a court order compelling the production of records, the director or officer should explain the library's confidentiality policy and the state's confidentiality law, and inform the agent or officer that users' records are not available except when a proper court order in good form has been presented to the library.
- Without a court order, neither the FBI nor local law enforcement has authority to compel cooperation with an investigation or require answers to questions, other than the name and address of the person speaking to the agent or officer. If the agent or officer persists, or makes an appeal to patriotism, the director or officer

should explain that, as good citizens, the library staff will not respond to informal requests for confidential information, in conformity with professional ethics, **First Amendment** freedoms, and state law.

- If the agent or officer presents a court order, the library director or officer should immediately refer the court order to the library's legal counsel for review.

If the court order is in the form of a subpoena:

- Counsel should examine the subpoena for any legal defect, including the manner in which it was served on the library, the breadth of its request, its form, or an insufficient showing of good cause made to a court. If a defect exists, counsel will advise on the best method to resist the subpoena.¹
- Through legal counsel, insist that any defect be cured before records are released and that the subpoena is strictly limited to require release of specifically identified records or documents.
- Require that the agent, officer, or party requesting the information submit a new subpoena in good form and without defects.
- Review the information that may be produced in response to the subpoena before releasing the information. Follow the subpoena strictly and do not provide any information that is not specifically requested in it.
- If disclosure is required, ask the court to enter a protective order (drafted by the library's counsel) keeping the information confidential and limiting its use to the particular case. Ask that access be restricted to those persons working directly on the case.

If the court order is in the form of a search warrant:

- A search warrant is executable immediately, unlike a subpoena. The agent or officer may begin a search of library records as soon as the library director or officer is served with the court's order.
- Ask to have library counsel present before the search begins in order to allow library counsel an opportunity to examine the search warrant and to assure that the search conforms to the terms of the search warrant.
- Cooperate with the search to ensure that only the records identified in the warrant are produced and that no other users' records are viewed or scanned.

If the court order is a search warrant issued under the Foreign Intelligence Surveillance Act (FISA) (USA Patriot Act amendment):

- The recommendations for a regular search warrant still apply.

However, a search warrant issued by a FISA court also contains a "gag order." That means that no person or institution served with the warrant can disclose that the warrant has been served or that records have been produced pursuant to the warrant.

- The library and its staff must comply with this order. No information can be disclosed to any other party, including the patron whose records are the subject of the search warrant.
- The gag order does not change a library's right to legal representation during the search. The library can still seek legal advice concerning the warrant and request that the library's legal counsel be present during the actual search and execution of the warrant.
- If the library does not have legal counsel and wishes legal advice, the library can still obtain assistance from Jenner & Block, the Freedom to Read Foundation's legal counsel. Simply call the Office for Intellectual Freedom (1-800-545-2433, ext. 4223) and inform the staff that you need legal advice. OIF staff will assure that an attorney from Jenner & Block returns your call. You do not have to and should not inform OIF staff of the existence of the warrant.

After the visit:

- Review the court order with library counsel to ensure that the library complies with any remaining requirements, including restrictions on sharing information with others.
- Review library policies and staff response and make any necessary revisions in light of experience.
- Be prepared to communicate with the news media. Develop a public information statement detailing the principles upholding library confidentiality that includes an explanation of the chilling effect on First Amendment rights caused by public access to users' personally identifiable information.
- If possible, notify the ALA about your experience by calling the Office for Intellectual Freedom at 800-545-2433, extension 4223.

See also:

Privacy: An Interpretation of the Library Bill of Rights

Policy on the Confidentiality of Library Records

Policy Concerning Confidentiality of Personally Identifiable Information about Library Users

American Library Association Code of Ethics

¹Usually, the library can file a motion to quash the subpoena or a motion for a protective order. Normally, a hearing is held where the court will decide if good cause exists for the subpoena or if it is defective, and then decide whether the library must comply with the subpoena. Consult with counsel on all issues, including the payment of costs if the library is the unsuccessful party.

**American Library Association
Office for Intellectual Freedom
April 2002**

Links to non-ALA sites have been provided because these sites may have information of interest. Neither the American Library Association nor the Office for Intellectual Freedom necessarily endorses the views expressed or the facts presented on these sites; and furthermore, ALA and OIF do not endorse any commercial products that may be advertised or available on these sites.

Related Files

[Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff](#) (PDF File)
[Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff](#) (.doc)
[Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff](#) (.rtf)

Related Links

[Terrorism Information Awareness](#)
[The USA Patriot Act in the Library](#)
[USA Patriot Act](#)
[USA Patriot Act Resolutions of State Library Associations](#)
[Resolution on the USA Patriot Act and Related Measures That Infringe on the Rights of Library Users](#)
[Adobe Reader](#)

PUBLIC RECORDS ACT
(Protection of Library Circulation and Registration Records)
(Government Code Title 1, Division 7, Chapter 3.5)

Sec. 6254. Library records exempt from disclosure requirements.

Except as provided in Sections 6254.7 and 6254.13, nothing in this chapter shall be construed to require disclosure of records that are any of the following:

(j) Library circulation records kept for the purpose of identifying the borrower of items available in libraries, and library and museum materials made or acquired and presented solely for reference or exhibition purposes. The exemption in this subdivision shall not apply to records of fines imposed on the borrowers.

Sec. 6254.20.

Nothing in this chapter shall be construed to require the disclosure of records that relate to electronically collected personal information, as defined by Section 11015.5, received, collected, or compiled by a state agency.

Sec. 6254.21. Elected, appointed officials information.

(a) No state or local agency shall post the home address or telephone number of any elected or appointed official on the Internet without first obtaining the written permission of that individual.

(b) No person shall knowingly post the home address or telephone number of any elected or appointed official, or of the official's residing spouse or child on the Internet knowing that person is an elected or appointed official and intending to cause imminent great bodily harm that is likely to occur or threatening to cause imminent great bodily harm to that individual. A violation of this subdivision is a misdemeanor. A violation of this subdivision that leads to the bodily injury of the official, or his or her residing spouse or child, is a misdemeanor or a felony.

(c) For purposes of this section "elected or appointed official" includes, but is not limited to, all of the following:

- (1) State constitutional officers.
- (2) Members of the Legislature.
- (3) Judges and court commissioners.
- (4) District attorneys.
- (5) Public defenders.
- (6) Members of a city council.
- (7) Members of a board of supervisors.
- (8) Appointees of the Governor.
- (9) Appointees of the Legislature.
- (10) Mayors.
- (11) City attorneys.

(12) Police chiefs and sheriffs.

(13) A public safety official as defined in Section 6254.24

(d) Nothing in this section is intended to preclude punishment instead under Sections 69, 76, or 422 of the Penal Code, or any other provision of law.

Sec. 6254.5. Disclosure as waiver of exemption.

Notwithstanding any other provisions of the law, whenever a state or local agency discloses a public record which is otherwise exempt from this chapter, to any member of the public, this disclosure shall constitute a waiver of the exemptions specified in Sections 6254, 6254.7, or other similar provisions of law. For purposes of this section, "agency" includes a member, agent, officer, or employee of the agency acting within the scope of his or her membership, agency, office, or employment.

This section, however, shall not apply to disclosures:

(a) Made pursuant to the Information Practices Act (commencing with Section 1798 of the Civil Code) or discovery proceedings.

(b) Made through other legal proceedings or as otherwise required by law.

(c) Within the scope of disclosure of a statute which limits disclosure of specified writings to certain purposes.

(d) Not required by law, and prohibited by formal action of an elected legislative body of the local agency which retains the writings.

(e) Made to any governmental agency which agrees to treat the disclosed material as confidential. Only persons authorized in writing by the person in charge of the agency shall be permitted to obtain the information. Any information obtained by the agency shall only be used for purposes which are consistent with existing law.

(f) Of records relating to a financial institution or an affiliate thereof, if the disclosures are made to the financial institution or affiliate by a state agency responsible for the regulation or supervision of the financial institution or affiliate.

(g) Of records relating to any person that is subject to the jurisdiction of the Department of Corporations, if the disclosures are made to the person that is the subject of the records for the purpose of corrective action by that person, or if a corporation, to, an officer, director, or other key personnel of the corporation for the purpose of corrective action, or to any other person to the extent necessary to obtain information from that person for the purpose of an investigation by the Department of Corporations.

(g) Made by the Commissioner of Financial Institutions under Sections 1909, 8009, and 18396 of the Financial Code.

(h) Of records relating to any person that is subject to the jurisdiction of the Department of Managed Health Care, if the disclosures are made to the person that is the subject of the records for the purpose of corrective action by that person, or if a corporation, to any officer, director, or other key personnel of the corporation for the purpose of corrective action, or to any other person to the extent necessary to obtain information from that person for the purpose of an investigation by the Department of Managed Health Care.

Sec. 6255. Basis for withholding records from inspection.

(a) The agency shall justify withholding any record by demonstrating that the record in question is exempt under express provisions of this chapter or that on the facts of the particular case the public interest served by not disclosing the record clearly outweighs the public interest served by disclosure of the record.

(d) A response to a written request for inspection or copies of public records that includes a determination that the request is denied, in whole or in part, shall be in writing.

Sec. 6267. Registration and circulation records of libraries supported by public funds.

All registration and circulation records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term "registration records" includes any information which a library requires a patron to provide in order to become eligible to borrow books and other materials, and the term "circulation records" includes any information which identifies the patrons borrowing particular books and other material.

This section shall not apply to statistical reports of registration and circulation nor to records of fines collected by the library.

Placentia Library District

POLICY HANDBOOK

POLICY TITLE: Privacy
POLICY NUMBER: 1060

1060.1 Placentia Library District will comply with all California and Federal laws regarding the confidentiality of Library records and investigative access to those records, including but not limited to the California Public Records Act, Government Code Title 1, Division 7, Chapter 3.5 and The Patriot Act.

1060.2 The Library Director is responsible for ensuring that staff is aware of the requirements of the confidentiality of Library records and the procedures for processing investigative access to those records.

1060.3 Certain provisions of The Patriot Act affect the confidentiality of public library records. Under specific circumstances the Act makes it possible for investigative agents to get surveillance orders and to access Library and Internet use records. These activities require an order signed by a judge. The Act also provides that any staff involved in this process may not disclose to anyone that an order has been received and a search done.

1060.4 The Library Director, or in the absence of the Library Director, the Manager of Public Services or the Manager of Technical Services, will personally process any requests for access to public records. The authenticity of all such requests will be verified by an attorney selected by the District.

1060.5 Placentia Library District will take the following steps to minimize potential infringement upon Library patron privacy:

1060.5.1 Internet site usage histories are to be purged from the system and each computer every day.

1060.5.2 Any written sign-up sheets or applications for Internet access are to be destroyed by shredding at the end of each workday after the statistical information has been recorded.

1060.5.3 Internet sign-in software may not keep usage records by patron name. Patrons must have the option of signing-in in for Internet usage anonymously.

1060.5.4 Borrowers who return items by the due date have no information about the titles or dates of books previously checked-out in their borrower's record.

1060.5.4.1 Delinquency records, including the title and dates borrowed and returned, for each item returned after the due date are kept indefinitely. Information about items checked-out and never returned is also kept indefinitely.

1060.5.4.2 It is possible to look up any item's barcode number (not the borrower's record) to find out the name of the last borrower who checked-out that specific item. This information is deleted from the system as soon as the item has been checked-out by someone else.

1060.6 ← Placentia Library District requires the highest level of authority prescribed by law before permitting access to any of its records. In most cases this is an order signed by a judge.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Elizabeth D. Minter, Library Director *Edm*

SUBJECT: Travel/training authorizations for California Special Districts Association (CSDA) Annual Conference, CSDA Governance Academy, and the State of the City Breakfast

DATE: August 28, 2003

BACKGROUND

1. The Annual Conference of the California Special Districts Association (CSDA) will be held in Lake Tahoe from September 16 to 18 (Attachment A). The Conference is preceded by a one-day Special District Governance Academy seminar on September 15 (Attachment B).

The Travel Estimate for the CSDA Conference and Seminar is Attachment C. Round trip driving is approximately 1,100 miles and could be substituted for air and car rental combined, whichever is less expensive. No rooms are available at the Conference Hotel so I am checking for a nearby hotel.

Expenses for the CSDA Conference will be paid from the General Fund.

2. The Placentia Chamber of Commerce's 3rd Annual State of the City Breakfast and fundraiser will be held on Thursday, September 25 at 7:15 A.M. Alta Vista Country Club. Tickets are \$25 per person with a table of 8 for \$175.

RECOMMENDATION

Determine who will attend and authorize travel expenses.





CSDA'S ANNUAL CONFERENCE

CSDA invites administrative staff and governing officials of special districts to take advantage of this opportunity to hear recognized experts in the field. Attend CSDA's conference and learn the latest news and trends, update and expand your knowledge and skills, and renew valuable contacts with colleagues from throughout California.

This year's conference theme is "**Focused Services for Californians**." CSDA recognizes that what distinguishes special districts from any other form of government is that each district performs a focused service for its community, whether that be sanitation, cemetery, mosquito and vector control, or parks and recreation. Districts were created to fill a void in the areas they serve and it's up to you, as accountable administrators and governing officials, to provide those focused services to the best of your abilities. This means staying involved and informed.

CSDA exists in order to help you in these efforts, and this year's conference is no exception. Not only will we continue to provide the informative and invaluable workshops you've come to depend upon, such as Brown Act and Conflict of Interest updates, but this year we're bringing in a new level of training: **service specific**.

CSDA understands that while you require information on general administration and governance issues, you also need to stay informed on issues specifically relating to your fire protection district or your water agency, for example. That's why this year we're making it easier on you, and providing both.

Staying involved **legislatively** is of the utmost importance to all special district representatives, especially in this trying budgetary time. To fulfill our goal of keeping you updated and engaged, CSDA's Legislative Advocate, Ralph Heim, will again open the conference proceedings, and CSDA Executive Director, Catherine Smith, will supply an update on the progress of the Leave Our Community Assets Local (LOCAL) Coalition.

In addition, workshops will also be available to **specific job functions**, including the financial functions of a district. Bring your Chief Financial Officer to hear the CSDA Finance Corporation's team of experts on issues such as issue fees, developing a financing procedure, and special assessments and taxes to fund infrastructure and services.



Your Human Resources personnel will find a wealth of knowledge in our workshops on finding and keeping great employees, avoiding costly mistakes in compliance with the FLSA, board/staff communications, and much more.

For your Safety Officers, the Special District Risk Management Authority will present topics to assist your district with risk management issues such as workers' compensation and general liability. If your district is a member of SDRMA, attendance at these workshops counts toward CIP credits, which help to lower your premium.

In addition to providing services for our members, CSDA also strives to recognize the accomplishments of those we serve. In 2002, we debuted a new segment entitled *Districts Making a Difference*. Many districts gave brief presentations on innovative programs their districts were conducting. This is an ideal way for the districts to learn from each other and to take creative solutions or ideas back to their own districts for implementation.

CSDA's Awards Program celebrates the ingenuity, creativity and diversity of our member districts. The program includes awards for innovative program, exceptional public outreach, and safety programs—categories that reflect your district's efforts to improve programs and build relationships with your communities.

If you feel your district is worthy of praise, please submit your application for the Awards Program by **July 31, 2003** to the CSDA office, 1215 K Street, Suite 930, Sacramento, CA 95814. For further information on categories and criteria, visit our website at www.csda.net.

As a pre-conference treat, this year we will be offering two courses from CSDA's Special District Governance Academy: *Governance Foundations* and the *Board's Role in Human Resources*. The courses will be offered concurrently on Monday, September 15, 2003. Be among the first to show your dedication to your district and constituents with this one-of-a-kind educational opportunity! Check out CSDA's website, www.csda.net, for more details on the Academy.

In short, this year's conference will quite literally have something for everyone. Help CSDA celebrate your efforts for providing Focused Services for Californians. We look forward to seeing you there!

"There were too many great sessions to choose from! My fellow directors and I had to split up which sessions we needed to attend and then share notes at the end of the day!"

Conference Agenda - Course Tracks

Finance Track

- Using Fees, Special Assessments and Taxes to Fund Your Infrastructure and Service Needs
- Step-by-Step: Acquiring Financing for Your District
- Debt Policy and Debt Capacity: Allocating Scarce Financial Resources Among Unlimited Projects
- Developing and Implementing a Coherent Reserves Strategy

Monday
Tuesday
Wednesday
Wednesday

10:00am - 11:30am
1:00pm - 4:45pm

Governance Track

- How to Develop and Keep Good Leaders in Your District
- Effective Teamwork

Monday
Wednesday

10:00am - 1:00pm
1:00pm - 4:45pm

Risk Management Track

- Workers' Compensation: Presumptive Injuries
- Liability Update: What Were Those Jurors Thinking!
- Fraud Detection & Prevention - Part I
- Fraud Detection & Prevention - Part II

Monday
Wednesday
Wednesday
Wednesday

10:00am - 1:00pm
1:00pm - 4:45pm
10:00am - 11:30am
1:00pm - 4:45pm

Service Track

- PARK
California State Parks Local Assistance Grant Programs - Proposition 40 and More
- WATER
Water System Regulations
Technical, Managerial and Financial Capacity
- WASTEWATER
The New Era of Water Quality Regulation:
Are you Prepared?
- FIRE PROTECTION
Succession Planning for Fire Agencies

Tuesday
Wednesday
Wednesday
Wednesday
Wednesday

10:00am - 11:00am
10:00am - 11:30am
1:00pm - 4:45pm
10:00am - 11:30am
1:00pm - 4:45pm

Human Resources Track

- Finding and Keeping Great Employees
- Avoiding costly Mistakes in Compliance with the FLSA
- The Public Employment Relations Board (PERB) and Local Government: The First Two Years
- 8 Simple Rules for Laying Off Employees: How NOT to Make a Bad Situation Worse
- Effective Teamwork

Monday
Wednesday
Thursday
Friday
Wednesday

10:00am - 11:30am
10:00am - 11:30am
10:00am - 11:30am
10:00am - 11:30am
1:00pm - 4:45pm

Outreach Track

- How to Win a Special Tax Election
- Media Training and Message Development for Your District: What do you say?

Monday
Monday

10:00am - 11:30am
10:00am - 11:30am

Legal Track

- Avoiding Costly Mistakes in Compliance with the FLSA
- The Ralph M. Brown Act: In Several Acts (a drama)
- The Public Employment Relations Board (PERB) and Local Government: The First Two Years
- Records Retention: What to Save and When to Toss
- Avoiding Conflict of Interest Pitfalls

Wednesday
Wednesday
Wednesday
Wednesday
Monday

10:00am - 11:30am
10:00am - 11:30am
10:00am - 11:30am
10:00am - 11:30am
1:00pm - 4:45pm



Tuesday - September 16, 2003

8:30am - 10:30am | Local Chapter Round Table Meeting

Governance Track

9:00am | Registration Opens

9:30am | Exhibitor Showcase Opens

11:30am | Opening Luncheon

12:30pm - 2:15pm | Ralph Helm - Legislative Review 2003

Risk Management Track

2:15pm - 2:30pm | Break

2:30pm - 4:00pm | Breakouts

Finance Track

4:00pm - 5:30pm | Exhibitor Showcase and Reception

Service Track - Parks & Recreation



Wednesday - September 17, 2003

7:15am - 8:00am | Continental Breakfast

8:00am - 9:45am | Breakouts

Outreach Track

How to Win a Special Tax Election

The Novato Fire District returned to its voters in March 2003 to have a special tax updated and to add an inflationary clause. This program outlines the process that was used by the organization including how to determine your audience, techniques and tips and the overall management of a special tax campaign. The District won the election with 71.3% voter approval.

Presented by: Jeff Meston, Novato Fire District

Risk Management Track

Liability Update: What Were Those Jurors Thinking!

This session will include a discussion of recent jury verdicts in the State of California. How does SDRMA claims personnel evaluate a case? The big question: compromise or trial? What's the difference between a mandatory settlement conference, mediation and arbitration? What are the duties of a member in the event of a lawsuit?

Presented by: Dennis Timoney, SDRMA

Service Track - Water

Water System Regulations

What methods are approved for Arsenic removal? How about nitrates? Where do you stand on Distribution certification for your operators? What does your system need to do in order to comply with new security regulations? What is coming down the pike that you ought to know about now so you can plan on how to stay in compliance? Find out the answer to these questions and many more by attending this session!

Presented by: Department of Health Services

Finance Track

Step-by-Step: Acquiring Financing for Your District

Build an understanding of all the players involved in the process of obtaining financing for your district. Through practical applications and examples, you will learn the necessary steps to get you through the borrowing process.

Presented by: CSDA Finance Corporation Team

Human Resources Track

Finding and Keeping Great Employees

Having difficulty finding the right person, or maybe even finding a dependable person for that job opening? Good recruiting and retention practices can be the cornerstone to solid district operations. Find out how your district may be able to improve.

Presented by: Brent Ives, BHI Consulting

10:00am - 11:30am | Breakouts

Outreach Track

Media Training and Message Development for Your District: What do you say?

The phone rings and it's a reporter calling. What do you say? How do you convey a message that will resonate well with your target audiences and portray your special district in a positive light? CSDA's Public Relations Consultant, NCG Porter/Novelli, will present a comprehensive media training session that will provide useful tips on how to respond to media inquiries and frame the right messages for television, print and radio. Steve Swatt, a veteran political correspondent and broadcast analyst, will conduct this session.

Presented by: Steve Swatt, NCG Porter/Novelli

Legal/Human Resources Track

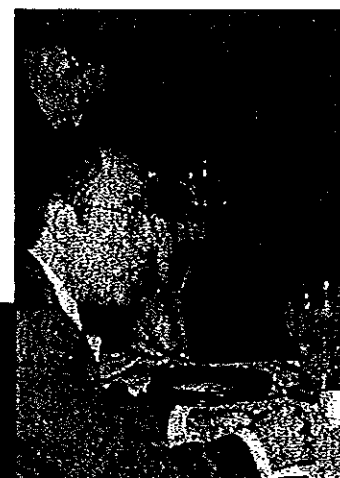
Avoiding Costly Mistakes in Compliance with the FLSA

This session will help you make sense of the hundreds of Federal Labor Standards Act (FLSA) regulations, so you can ensure your agency is in compliance with the law. Violations of the FLSA are usually inadvertent, but they can be very costly. Common violations often arise in alternate work schedules, determining regular pay rates, and accurately calculating hours worked. Learn what's happening in the latest case law and how to avoid the common pitfalls of the FLSA.

Presented by: Liebert Cassidy Whitmore

continued on next page

2002 breakout sessions



10:00am – 11:30am | Breakouts (continued)

Risk Management Track

Fraud Detection & Prevention – Part I

A “must attend” for management and Board members who desire to be proactive in minimizing workplace fraud. You’ll learn: keys to fraud prevention; description and characteristics of fraud; important distinction between fraud and errors; how to protect your financial statements from fraud; and more! You’ll also walk away with policies you can put in place NOW to help relieve your district of liability!

Presented by: Marcia Fritz, CPA, Marcia Fritz & Co.

Service Track - Wastewater

The New Era of Water Quality Regulation: Are You Prepared?

Water quality remains a front burner issue for many California special districts. Implementing new wastewater and storm water permit requirements represents significant challenges, as well as opportunities for districts to demonstrate their commitment to both clean water and fiscal responsibility. What do you need to know in order to guide your agency’s policies and programs to implement these new requirements? Come find out.

Presented by: Roberta L. Larson, Somach, Simmons & Dunn

Finance Track

Debt Policy and Debt Capacity: Allocating Scarce Financial Resources Among Unlimited Projects

An examination of policy and affordability considerations surrounding the utilization of debt.

Presented by: Saul Rosenbaum, Prager, Sealy & Co., LLC

11:30am – 1:00pm | Participants on their own for lunch.

1:00pm – 2:45pm | Breakouts

Legal Track

The Ralph M. Brown Act: In Several Acts (a drama)

Back by popular demand! Join in a humorous and instructional mock board meeting that will offer attendees a complete overview of the Ralph M. Brown Act. Come laugh and learn!

Presented by: Michael F. Dean, Meyers/Nave

Legal/Human Resources Track

The Public Employment Relations Board (PERB) and Local Government: The First Two Years

A practical update on labor relations since PERB assumed jurisdiction in 2001. This program will discuss SB 739 and the changes in the law, PERB’s jurisdiction, unfair practice charges under the MMBA, and how local agencies can prepare for unfair practice litigation.

Presented by: Steve Simas, Kuykendall Simas, LLP

Service Track - Fire Protection

Succession Planning for Fire Agencies

Succession Planning for Fire Agencies will be a presentation outlining how an in-house succession planning program can build depth with a fire agency.

Presented by: Jeff Meston, Novato Fire District

Risk Management Track

Fraud Detection & Prevention – Part II

This workshop is a follow-up of Part I, and goes into depth about how to protect your district from being vulnerable—namely, how to conduct business ethically. Understand the difference between “ethics” and “justice”; learn to set an “ethical tone” in your workplace; put ethics into an understandable practice in your district.

Presented by: Rohn Walker & Greg Andrews, Businessman’s Consulting Association in association with Marcia Fritz & Co.

Legal Track

Records Retention: What to Save and When to Toss

This presentation will give attendees an overview of records management programs and retention schedules. Participants will learn steps and tips for developing a records retention schedule based on sound records management principles.

Presented by: Terri Bianco, TBEnterprises, Inc.

“The session on Conflict of Interest could have lasted all day. There was an excellent review of new statutes and historical issues.”

3:00pm - 4:45pm | Breakouts

Governance/Human Resources Track

Effective Teamwork

This presentation is designed for both staff and board, demonstrating the role of teambuilding and its impact or value to organizational success. This workshop will stimulate your understanding on the role and utilization of teams, point out common organizational pitfalls that undermine effective teamwork and show what it takes to develop and maintain effective teamwork.

Presented by: Chuck Beesley

Legal Track

Avoiding Conflict of Interest Pitfalls

Conflict of interest laws require a lot more than just filling out disclosure forms and following the nepotism rules. Conflict of interest laws are enacted to assure that the public's interests never take a backseat to private considerations. Increasingly, governing board members and agency employees become entangled in decisions and transactions that violate one or more of these complex laws. This workshop will explain the most significant of these laws, and will provide practical, concrete examples of pitfalls to avoid. Topics that will be discussed include:

- Spousal conflicts
- Property transaction conflicts
- The many "phases" of conflicts
- Fatal conflicts
- Abstention options
- The Rule of Necessity

Presented by: Liebert Cassidy Whitmore

Human Resources Track

8 Simple Rules for Laying Off Employees: How NOT to Make a Bad Situation Worse

During this period of budget cuts and economic uncertainty, employee layoffs and terminations are unavoidable. However, it is all too easy to make a bad situation worse by failing to abide by the myriad of laws applicable to special districts. Public sector employment law is unique in its origins and development. It both parallels private sector employment law and diverges from it in many ways. This presentation will provide practical advice for special districts on conducting employee layoffs and terminations and avoiding some of the more common mistakes.

Presented by: Michael S. Fauver, Hatch & Parent, A Law Corporation

Finance Track

Developing and Implementing a Coherent Reserves Strategy

This session will provide special district governing officials and administrators with the tools to produce a comprehensive reserves strategy for their district.

Presented by: Tim Schaefer, Fieldman, Rolapp & Associates

Service Track - Water

Technical, Managerial and Financial (TMF) Capacity

TMF Capacity has been a buzzword for about 5 years now, but what does it really mean to your system and to you as a water system manager, supervisor or board member? This session is designed to help you understand why the Department of Health Services and Environmental Protection Agency developed this term, and how this process helps you assess and improve your system, including giving you new and different perspectives of your system.

Presented by: Department of Health Services

Awards Banquet and Entertainment

Do you believe in magic?



You will after attending this year's Awards Banquet! Bosco The Magician will be our emcee for the evening's festivities. Bosco holds a series of awards, including fourth place in the world for close-up performers by the IBM (International Brotherhood of Magicians).

Sit back and relax as he regales you with slight of hand, delights you with mystique and amazes everyone by reducing the State budget deficit to only \$38 million...Okay he won't do that last bit, but the rest is a sure thing!

Watch as Bosco turns ordinary special districts into award winners! This year's banquet will once again feature CSDA members being recognized for their ingenuity, creativity and proactive leadership. See your peers and neighbors receive their just desserts—and then see them disappear!*

There is a small additional charge to attend the banquet (\$20 for conference attendees, \$50 for guests). We hope to see you all there!

**The desserts will disappear, not the award recipients.*

Thursday - September 18, 2003

7:30 am - 8:30 am

CSDA Board Meeting

8:30 am

Annual Breakfast

9:00 am - 9:30 am

Districts Making a Difference

This time is reserved for districts to share some of the exciting and innovative programs implemented in their district. If your district is interested in participating in this, please contact CSDA Education & Meetings Coordinator Karen Diliberti at 877.924.CSDA.

9:30 am - 10:00 am

Finding and Tracking Legislation on the World Wide Web: How to use CSDA's website to become an effective advocate for your district

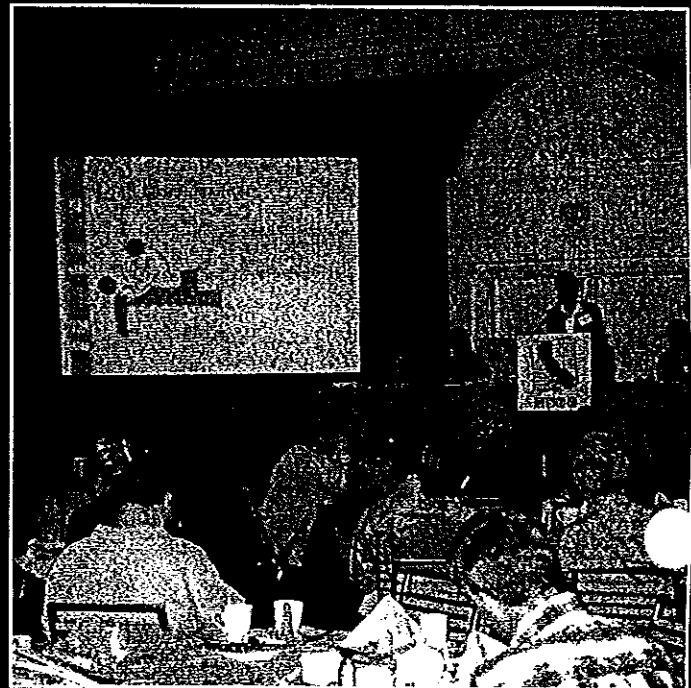
10:00 am - 11:00 am

LAFCO Panel

11:00 am

Adjourn

See you next year in Palm Springs!



"Excellent simulation of what actually happens in general board meetings. This session gave board members and manager/staff a closer look at themselves from the other side of the aisle."

"Great refresher! I feel recharged and ready to go!"



General Conference Information

How to Register

Register immediately for CSDA's 2003 Annual Conference by completing the registration form. Please return the form on or before August 29, 2003 to receive the early-bird rate. All conference pre-registrations must be received by September 8, 2003. Registration after September 8 will be subject to space availability. Send your registration form and payment to 1215 K Street, Suite 930, Sacramento, CA 95814 or fax to 916.442.7889.

Hotel Accommodations

The 2003 Conference will be held at The Resort at Squaw Creek on the North Shore of Lake Tahoe. The hotel has set aside a block of rooms for CSDA that are available on a first-come, first-served basis at a special rate of \$159 single/double occupancy. Simply call The Resort at Squaw Creek at 800.327.3353 and identify yourself as a CSDA conference attendee. The deadline for hotel reservations is August 16, 2003. Self-parking is at no charge; valet parking is \$20 per night.

Cancellation Policy

Cancellations must be made **IN WRITING** and received by CSDA (via fax or mail) no later than September 8, 2003. All cancellations received by September 8 will be refunded less a \$25 processing fee. There will be **NO** refunds for cancellations made after September 8, 2003. **NO EXCEPTIONS.**

Substitution Policy

If you are unable to attend the conference, you may substitute someone else from your district by notifying the CSDA office in writing. This can be mailed to 1215 K Street, Suite 930, Sacramento, CA 95814 or faxed at 916.442.7889.

Guests

Guests may join you for all meal functions provided a separate meal pass is purchased in advance. Your guest will be given a separate set of meal tickets and a name badge for all functions.

Exhibitors, Sponsors and Prizes

CSDA is once again proud to offer exhibit and sponsorship opportunities. For more information, please call the CSDA office toll-free at 877.924.CSDA. CSDA is also seeking donations for door prizes.

Southwest Airlines Discount

Southwest Airlines offers up to 10% off most fares for air travel to and from CSDA's Annual Conference. To qualify, call Southwest Airlines Group Meetings Reservations at 1.800.433.5368 and reference the assigned ID Code of W0175.

Tentative Conference Agenda - July 2003

Conference program subject to change without notice.

BEST VALUE! - FULL REGISTRATION

BEFORE AUGUST 29, 2003

- CSDA Members: \$ 275.00
- Non-members: \$ 375.00

AFTER AUGUST 29, 2003

- CSDA Members: \$ 325.00
- Non-members: \$ 425.00

Full registration includes admittance to almost the entire program, including your choice of sessions from the strategic workshops offered and all conference materials, as well as all refreshment breaks, opening lunch, evening reception and breakfast buffet. The only thing not included is the Awards Banquet.

ONE DAY REGISTRATION | AWARDS BANQUET | GUEST MEAL PASSES

TUESDAY REGISTRATION

- Before August 29, 2003
- CSDA Members: \$ 115.00
 - Non-members: \$ 140.00
- After August 29, 2003
- CSDA Members: \$ 150.00
 - Non-members: \$ 175.00

WEDNESDAY REGISTRATION

- Before August 29, 2003
- CSDA Members: \$ 150.00
 - Non-members: \$ 175.00
- After August 29, 2003
- CSDA Members: \$ 185.00
 - Non-members: \$ 210.00

AWARDS BANQUET

Awards Banquet with registration only \$20.00!

CSDA's Awards Program celebrates the integrity, creativity, and diversity of our member districts. The program includes awards for innovative programs, exceptional public outreach and safety programs — categories that reflect your district's efforts to improve programs and build relationships with your communities.

THURSDAY REGISTRATION

- Before August 29, 2003
- CSDA Members: \$ 115.00
 - Non-members: \$ 140.00
- After August 29, 2003
- CSDA Members: \$ 150.00
 - Non-members: \$ 175.00

GUEST MEAL PASSES

- All Meal Pass:** \$ 155.00
- Opening Lunch (Tues.): \$ 40.00
- Evening Reception (Tues.): \$ 25.00
- Awards Banquet (Wed.): \$ 50.00
- Breakfast Buffet (Thurs.): \$ 40.00

(guests will be given separate meal tickets)

CALCULATE REGISTRATION COST:

Registration \$ _____

Awards Banquet \$ _____

Guest Meal Pass \$ _____

Total \$ _____



PLEASE MAIL/FAX THIS FORM TO:

California Special Districts Association
1215 K Street, Suite 930
Sacramento, CA 95814
Fax: 916.442.7889 • Toll-free: 877.924.CSDA

Total Amount Enclosed: \$ _____

Name/Title: _____

District/Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ Email: _____

Guest Name (if applicable): _____

Method of Payment: Check Visa Mastercard Please Invoice

Print Acct. Name: _____ Account #: _____ Expiration Date: _____

Name on Credit Card: _____ Signature: _____

Special needs: Wheelchair Access Visually Impaired Hearing Impaired

Vegetarian Other: _____

CSDA'S ANNUAL CONFERENCE

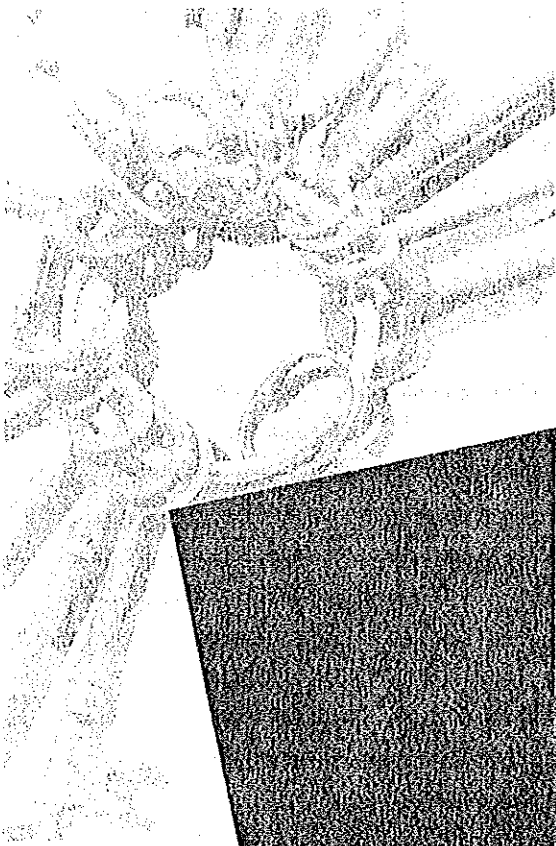
FOCUSED SERVICES ■ FOR CALIFORNIANS

CSDA's Special

District Governance

Academy is a CSDA

Alliance Program!



CSDA ALLIANCE
Serving Special Districts

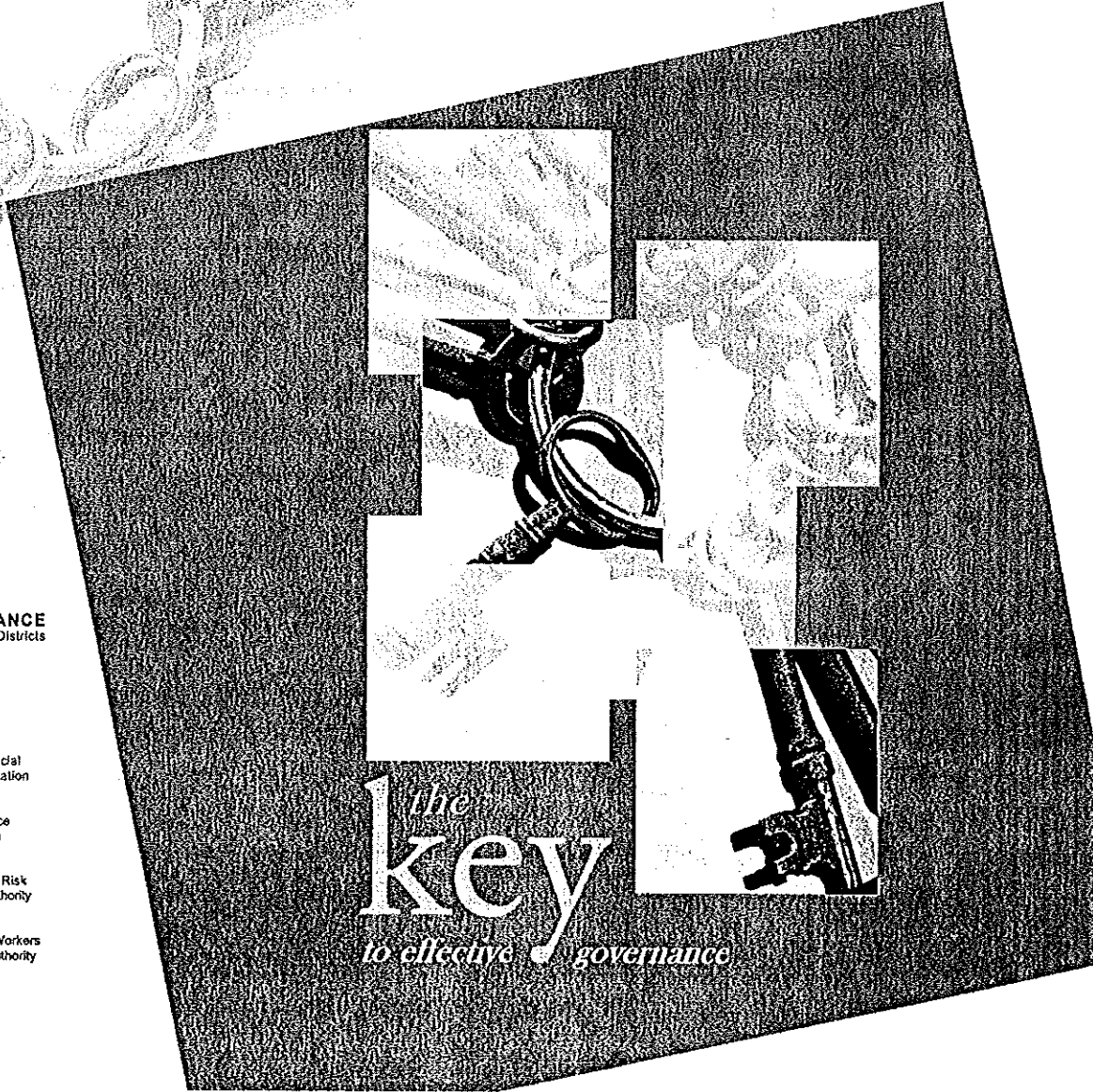


California Special
Districts Association

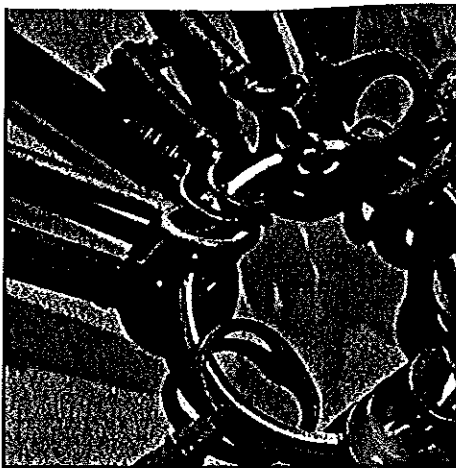
CSDA Finance
Corporation

Special District Risk
Management Authority

Special Districts Workers
Compensation Authority



the
key
to effective governance

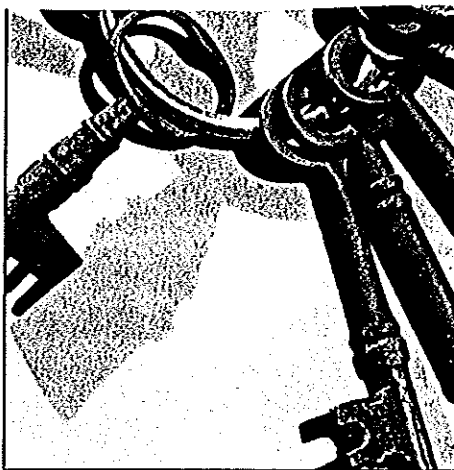


Citizen governance

is the backbone of American democracy. The basic assumption of our governance system is that ordinary citizens who are elected or appointed to public boards reflect the beliefs, values and needs of the community. Equally important is that they bring those values to the board table and together, as a unified board, they will set a direction that is responsive to the needs and values of the community.

CSDA's Special District Governance Academy is a curriculum-based set of courses designed specifically for special district directors and trustees. The Academy represents the core set of knowledge created and accepted by the special district community, and encompasses everything directors need to know about Governance Foundations, Setting Direction and Community Leadership, the Board's Role in Finance and Fiscal Accountability and the Board's Role in Human Resources. Although the information that you will obtain from these courses will always be applicable, they will also provide invaluable skills to *today's* directors to deal with *today's* challenges, such as the threat of budget cuts.

Although the information that you will obtain from these courses will be applicable, they will also provide invaluable skills to today's directors to deal with today's challenges, such as the threat of budget cuts.



CSDA's Special District Governance Academy is a groundbreaking continuing education program that recognizes the necessity for the board and general manager to work closely toward a common goal. Program participants attend four sessions, which define the roles and responsibilities of special district governance teams.

General managers are encouraged to enroll in the program as a member of the governance team.

- The program consists of 20 hours of instruction and participation.
- In order to receive the best value from this education, we recommend you complete the entire Academy.
- Individual module registrations are permitted, however we strongly recommend your taking the Governance Foundations module as the prerequisite to the other three modules.
- Program participants who complete the entire program receive a certificate of completion award from CSDA.

WOULD YOU LIKE TO BRING THE ACADEMY TO YOUR AREA?

With a minimum enrollment of 20 people, CSDA will be happy to bring the Academy to you. This will allow CSDA to provide the classes based on your schedule, at your location, and at the participants' pace. This is an excellent opportunity to team up with other districts in your area or even your local chapter of CSDA, to customize your own schedule for completing the Academy. For more information, contact Karen Diliberti at 877.924.CSDA or Karen@csla.net.

CSDA SPECIAL DISTRICT GOVERNANCE ACADEMY COURSES

- Governance Foundations
- Setting Direction/Community Leadership
- Board's Role in Finance and Fiscal Accountability
- Board's Role in Human Resources

This is the recommended order to take the courses in the Academy. **It is strongly recommended that the Governance Foundations module be the first course taken.**



CALIFORNIA SPECIAL DISTRICTS ASSOCIATION
**SPECIAL DISTRICT
GOVERNANCE ACADEMY**



CSDA'S SPECIAL DISTRICT GOVERNANCE ACADEMY BECOMES PLATFORM OF SDLF RECOGNITION PROGRAM

CSDA's Special District Governance Academy certificate of completion is the first step to realizing the *Recognition in Special District Governance* developed by the Special District Leadership Foundation (SDLF). In addition to the Academy, a candidate must also complete 10 hours of elective coursework by one of the Foundation's sponsoring organizations;

- Association of California Water Agencies (ACWA)
- California Association of Public Cemeteries (CAPC)
- California Association of Recreation and Park Districts (CARPD)
- California Association of Sanitation Agencies (CASA)
- California Rural Water Association (CRWA)
- California Special Districts Association (CSDA)
- Mosquito and Vector Control Association of California (MVCAC).

The recognition is designed so that the Academy covers the essentials of good governance, and the electives cover service-specific knowledge. **Districts that are members of one of the sponsoring organizations will receive a significant discount on the price of the Academy.** For further information on SDLF, please contact SDLF Administrator Melissa Soria at 916.442.7887 or msoria@csda.net.

Districts that are members of one of the sponsoring organizations will receive a significant discount on the price of the Academy.

1

SDGA COURSE

Governance Foundations

As the core of CSDA's Special District Governance Academy, this module serves as the "foundation" for the series on the effective governance of special districts. This course focuses on the three critical dimensions of governance:

- Special District Trustees as Policy Leaders
- The Effective Special District Board
- The Board's Responsibilities and Roles in Special Districts

The central part of this course, the Effective Special District Board, will focus on the four essential steps leading to effective governance for special districts. Trustees will learn how to:

- Develop a unity of purpose on their board
- Understand and work within the board's role in the district
- Build a strong, positive operational culture on the board
- Organize the formal structure of the board

DATES AND LOCATIONS

Governance Foundations Course

April 8, 2003

Sacramento

April 10, 2003

Santa Ana

September 15, 2003

At CSDA's Annual Conference

AGENDA

8:30 am – 9:00 am

Registration

9:00 am

Class Begins

Lunch is included in the cost of registration.

4:00 pm

Adjourn

Hotel accommodations for this course.

April 8, 2003

Sacramento Marriott

11211 Point East Drive

Rancho Cordova, CA 95742

Hotel Reservations: 800.228.9290

Room Rates: \$119.00

Room Rate Cut-off Date: March 27, 2003

September 15, 2003

Resort at Squaw Creek

400 Squaw Creek Road

Olympic Valley, CA 96146

Hotel Reservations: 800.327.3353

Room Rates: \$159.00

Room Rate Cut-off Date: August 16, 2003

April 10, 2003

DoubleTree Hotel

201 E. MacArthur Boulevard

Santa Ana, CA 92707

Hotel Reservations: 800.223.TREE

Room Rates: \$119.00

Room Rate Cut-off Date: March 26, 2003

SDGA COURSE

Setting Direction & Community Leadership

The second module in the Academy focuses on two critical aspects of governance: the board's role in setting the long-term direction for the special district and the board's role in educating the public on the importance of the agency's agenda.

The **Setting Direction** portion of this class will provide a step-by-step discussion of the board and senior management's roles in establishing the vision, mission, and strategic goals and success indicators for the district. The **Community Leadership** portion of the class will address the importance of the board providing leadership and information to the public on the essential services provided by the special district in their community.

From the **Setting Direction** element of this course participants will:

- Discuss why the process of setting direction is important and the benefits of the process for your district
- Learn to think strategically
- Understand the importance of being future oriented
- Learn to make the transition from individual board member to member of a governance team
- Understand the sequence of steps in developing a setting-direction process

From the **Community Leadership** element of this course participants will learn:

- Why it is important to be engaged with the community
- To interact with the person who approaches you in public on district business
- To set protocols for the public's involvement in board meetings
- To develop a Board Communication's Plan

DATES AND LOCATIONS

Setting Direction & Community Leadership

May 2, 2003

Irvine

May 20, 2003

Walnut Creek

AGENDA

8:30 am – 9:00 am

Registration

9:00 am

Class Begins

Lunch is included in the cost of registration.

4:00 pm

Adjourn

Hotel accommodations for this course

May 2, 2003

Marriott Irvine

18000 Von Karman Avenue

Irvine, CA 92612

Hotel Reservations: 800.228.9290

Room Rates: \$129.00

Room Rate Cut-off Date: April 2, 2003

May 20, 2003

Holiday Inn Walnut Creek

2730 North Main Street

Walnut Creek, CA 94596

Hotel Reservations: 800.924.6835

Room Rates: \$84.00

Room Rate Cut-off Date: May 12, 2003

3

SDGA COURSE

Board's Role in Finance & Fiscal Accountability

The third class in the series looks at how the special district board carries out its fiduciary responsibility in their district. The budget is arguably the most significant policy document in a special district. It reflects the short- and long-term goals of the district. Boards do more than just adopt budgets. They also monitor budgets, receive audit reports and understand the principles of facility development.

In this time of financial crisis, this course becomes even more important. It is essential that special district boards understand and carry out their fiscal oversight duties in a responsible manner.

Participants will learn how to:

- Develop a method for approving the districts annual budget
- Process of setting rates and fees
- Develop a reserves guideline
- Establish financial goals
- Review district finances
- Develop a process for capital improvement plans

DATES AND LOCATIONS

Board's Role in Finance & Fiscal Accountability

September 15, 2003

At CSDA's Annual Conference

October 1, 2003

Ontario

AGENDA

9:30 am – 10:00 am

Registration

10:00 am

Class Begins

Lunch is included in the cost of registration.

3:00 pm

Adjourn

It is essential that special district boards understand and carry out their fiscal oversight duties in a responsible manner.

Hotel accommodations for this course.

September 15, 2003

Resort at Squaw Creek

400 Squaw Creek Road

Olympic Valley, CA 96146

Hotel Reservations: 800.327.3353

Room Rates: \$159.00

Room Rate Cut-off Date: August 16, 2003

October 1, 2003

Ayres Suites

1945 East Holt Boulevard

Ontario, CA 91764

Hotel Reservations: 800.248.4661

Room Rates: \$99.00sg/\$104.00db

Room Rate Cut-off Date: September 16, 2003

4

SDGA COLLEGE

Board's Role in Human Resources

The fourth and final class in the series focuses on what might be the most difficult area for most special district boards: personnel. The main employee hired by the governing board is the general manager of the special district. This class will address the board's ongoing relationship with the manager, the senior staff and other staff in the district. It will address general manager evaluation, the board's role in other staff evaluation, and what to do and not to do in human resources.

Participants will learn how to:

- Develop guidelines when assessing the performance of the general manager
- Establish a strong communications link between the board and general manager
- Determine a protocol for approving personnel policies
- Establish a process for salary structure and benefits packages
- Develop a process for approving job descriptions and organizational structure

DATES AND LOCATIONS

Board's Role in Human Resources

October 21, 2003

Sacramento

October 24, 2003

Santa Ana

AGENDA

9:30 am – 10:00 am

Registration

10:00 am

Class Begins

Lunch is included in the cost of registration.

3:00 pm

Adjourn

Hotel accommodations for this course

October 21, 2003

Sacramento Marriott

11211 Point East Drive

Rancho Cordova, CA 95742

Hotel Reservations: 800.228.9290

Room Rates: \$119.00

Room Rate Cut-off Date: September 22, 2003

October 24, 2003

DoubleTree Hotel

201 E. MacArthur Boulevard

Santa Ana, CA 92707

Hotel Reservations: 800.223.TREE

Room Rates: \$119.00

Room Rate Cut-off Date: October 9, 2003



CALIFORNIA SPECIAL DISTRICTS ASSOCIATION
**SPECIAL DISTRICT
GOVERNANCE ACADEMY**

SCHEDULE

2003 SDGA COURSE SCHEDULE & PRICE SHEET

Please refer to the corresponding course page for hotel accommodations.

GOVERNANCE FOUNDATIONS

- April 8, 2003
Sacramento Marriott
11211 Point East Drive
Rancho Cordova, CA 95742
- April 10, 2003
DoubleTree Hotel
201 E. MacArthur Boulevard
Santa Ana, CA 92707
- September 15, 2003
Resort at Squaw Creek
400 Squaw Creek Road
Olympic Valley, CA 96146

SETTING DIRECTION/COMMUNITY LEADERSHIP

- May 2, 2003
Marriott Irvine
18000 Von Karman Avenue
Irvine, CA 92612
- May 20, 2003
Holiday Inn Walnut Creek
2730 North Main Street
Walnut Creek, CA 94596

BOARD'S ROLE IN FINANCE & FISCAL ACCOUNTABILITY

- September 15, 2003
Resort at Squaw Creek
400 Squaw Creek Road
Olympic Valley, CA 96146
- October 1, 2003
Ayres Suites
1945 East Holt Boulevard
Ontario, CA 91764

BOARD'S ROLE IN HUMAN RESOURCES

- October 21, 2003
Sacramento Marriott
11211 Point East Drive
Rancho Cordova, CA 95742
- October 24, 2003
DoubleTree Hotel
201 E. MacArthur Boulevard
Santa Ana, CA 92707

SPECIAL INTRODUCTORY OFFER

BEST VALUE	CSDA Member	*SDLF Sponsoring Organization Member	Non-Member
Full Academy Price Registration for all Four classes	\$560.00	\$660.00	\$920.00
Governance Foundations - Course 1	\$160.00	\$185.00	\$250.00
Setting Direction/Community Leadership - Course 2	\$160.00	\$185.00	\$250.00
Board's Role in Finance & Fiscal Accountability - Course 3	\$160.00	\$185.00	\$250.00
Board's Role in Human Resources - Course 4	\$160.00	\$185.00	\$250.00

* To determine if your district is a member of one of SDLF's sponsoring organizations, please reference page 4.

REGISTER NOW!

*It is strongly recom
Governance Founda
be the first course taken.*

BEST VALUE!

**FULL REGISTRATION
ALL COURSES!**

*YES! I would like to sign up for
THE FULL ACADEMY!*

CSDA Members: \$ 560.00

SDLF Spons. Org. Member \$ 660.00

Non-members: \$ 920.00

Full registration includes registration for all classes in CSDA's Special District Governance Program.

Simply indicate which classes you would be interested in attending by checking the appropriate box to the right.

CHECK ONE - MEMBER STATUS

- CSDA Member
- SDLF Sponsoring Organization Member
- Non-member

*Per course price list.
CSDA Member - \$160.00
SDLF Sponsoring Organization Member - \$185.00
Non-member - \$ 250.00
Lunch is included.*

<p>COURSE 1</p> <p><input type="checkbox"/> GOVERNANCE FOUNDATIONS</p> <p><input type="checkbox"/> April 8, 2003 - Sacramento</p> <p><input type="checkbox"/> April 10, 2003 - Santa Ana</p> <p><input type="checkbox"/> September 15, 2003 - Olympic Valley</p>	<p>COURSE 2</p> <p><input type="checkbox"/> SETTING DIRECTION / COMMUNITY LEADERSHIP</p> <p><input type="checkbox"/> May 2, 2003 - Irvine</p> <p><input type="checkbox"/> May 20, 2003 - Walnut Creek</p>
<p>COURSE 3</p> <p><input type="checkbox"/> BOARD'S ROLE IN FINANCE & FISCAL ACCOUNTABILITY</p> <p><input type="checkbox"/> September 15, 2003 - Olympic Valley</p> <p><input type="checkbox"/> October 1, 2003 - Ontario</p>	<p>COURSE 4</p> <p><input type="checkbox"/> BOARD'S ROLE IN HUMAN RESOURCES</p> <p><input type="checkbox"/> October 21, 2003 - Sacramento</p> <p><input type="checkbox"/> October 24, 2003 - Santa Ana</p>

CALCULATE REGISTRATION COST:

Course 1 \$ _____

Course 2 \$ _____

Course 3 \$ _____

Course 4 \$ _____

Total \$ _____

PLEASE MAIL/FAX THIS FORM TO:

California Special Districts Association
1215 K Street, Suite 930
Sacramento, CA 95814
Fax: 916.442.7889
Toll-free: 877.924.CSDA

TOTAL AMOUNT ENCLOSED: \$

Name/Title: _____

District/Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Method of Payment: Check Visa Mastercard

Acct. Name: _____ Account #: _____

Expiration Date: _____ Signature: _____

Special needs: Wheelchair Access Visually Impaired Hearing Impaired
 Vegetarian Other: _____

Cancellation Policy: Cancellations MUST be made IN WRITING no later than three days prior to the event in order to receive a full refund less a \$25 processing fee. There will be NO EXCEPTIONS.

Placentia Library District
 Travel Estimate

Name: Library Trustee
 Event: CSDA Annual Conference & Workshop
 Location: Lake Tahoe
 Fund: 707 2700-02 Board Out of Town

Date	Sun 09/14/03	Mon 09/15/03	Tues 09/16/03	Wed 09/17/03	Thur 09/18/03	TOTAL
Registration		160.00	430.00			590.00
Hotel	180.00	180.00	180.00	180.00		720.00
Breakfast		15.00	15.00	15.00	*	45.00
Lunch		*	*	15.00	15.00	30.00
Dinner	25.00	25.00	*	*	*	50.00
Air/Train			200.00			200.00
Local Trans.						-
Mileage @ \$.36	18.00				18.00	36.00
Parking/Tolls						-
Car Rental		50.00	50.00	50.00	50.00	200.00
Telephone						-
Misc.	10.00	10.00	10.00	10.00	10.00	50.00
TOTAL	233.00	440.00	885.00	270.00	93.00	1,921.00

Conference = \$1,250
 Seminar = \$675

Placentia Chamber of Commerce

75 years

PLACENTIA
Chamber of Commerce
A pleasant place to do business

presents the

3rd ANNUAL State of the City BREAKFAST



CORPORATE SPONSORS

Now Seeking Corporate Sponsors

Platinum Sponsorships are available for \$1000

Gold Sponsorships are available for \$500

Please Call the Chamber Office for more details

(714)

528-1873

• **Guest Speakers:**

Scott Brady - Mayor State of the City
and another exciting speaker to be named soon!!!

Jim Edman
Jim Perry
Beith
Goel
AL

• **Join us:**

Thursday, September 25, 2003 • 7:15am-9am
Alta Vista Country Club

• **Make Your Reservations**

\$25.00 per person • \$175.00 for table of 8

REGISTRATION FORM

Name: _____ Phone: _____

Company Name: _____

Address: _____

Check Enclosed Visa/MasterCard# _____ Exp. Date: _____

_____ # of Individuals _____ # of Tables

Authorized Signature: _____

Please Mail To
Placentia Chamber of Commerce
201C East Yorba Linda Blvd., Placentia, CA 92870

E-Mail Office@placentiachamber.com
Fax 714-528-1879

For More Information Call the Hotline (714) 254-8239


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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Elizabeth D. Minter, Library Director 

SUBJECT: Completion of Ballot for the California Special Districts Association election for Board of Directors for Region 6

DATE: August 25, 2003

BACKGROUND:

The Ballot for the vacant seat for Region 6 for the California Special Districts Association (CSDA) is currently being cast.

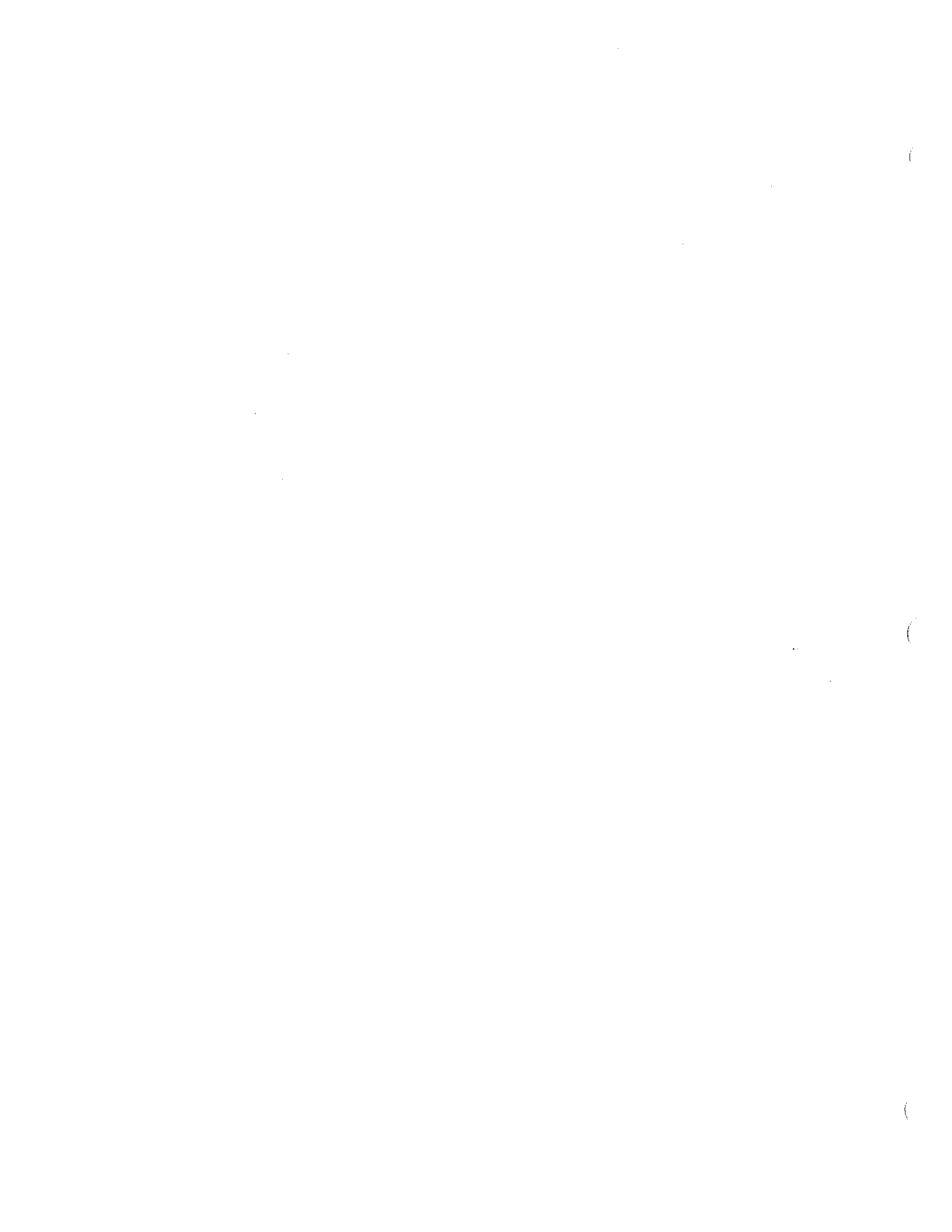
The memo from CSDA explaining the election is Attachment A.

A letter from Otay Water District requesting a vote for Gary Croucher is Attachment B.

A letter from Vista Irrigation District requesting a vote for Jo MacKenzie is Attachment C.

RECOMMENDATION:

Determine the vote and authorize the Library Director to sign and submit the ballot to the California Special Districts Association on behalf of Placentia Library District.



CALIFORNIA SPECIAL DISTRICTS ASSOCIATION
Memorandum

TO: CSDA Region 6 Members
FROM: Catherine Smith, Executive Director
RE: Region 6 Vacancy
DATE: July 28, 2003

Listed on the ballot for the CSDA Board of Directors are two seats from Region 6: Seat A and Seat C. Seat A is the seat up for election. Seat C was vacated by the recent passing of Director James "Ski" Wolniewicz of Sweetwater Authority and South Bay Irrigation District. Ski passed away on Saturday, July 12, 2003.

Wolniewicz had served on the Sweetwater Authority Board since 1992 and served as its Chairman from 1998 to 2000. He also served as president on the South Bay Irrigation District (SBID) Board numerous times. He was most recently reelected to a four-year term on the SBID in 2002 and had also served as President of that Board. Wolniewicz campaigned for fiscal restraint, seniors' rights and enhanced access to services for his constituents. He was a member of the San Diego Local Agency Formation Commission Special Districts Advisory Committee, and was immediate past Chairman of the San Diego Chapter of the CSDA. Locally, Wolniewicz represented Sweetwater Authority on the San Diego County Water Authority Financial Assistance Program Committee, and on the Chula Vista Interagency Water Task Force, a body formed to bring City and water policy makers together to solve problems and prepare for the future.

Wolniewicz was a retired navy officer, an aviator and a Vietnam Veteran. He is survived by three daughters, six grandchildren and many friends. The CSDA Board of Directors will feel his loss.

Candidate Statement for Jo MacKenzie

I strongly support the concept of Special Districts because they are grass-roots government at its best. Special Districts provide an efficient and effective form of government and as your representative to the CSDA Board, I will strive to maintain the effectiveness of Special Districts.

Since being elected to the Vista Irrigation District Board of Directors in 1992, I have been actively involved in CSDA, LAFCO Special District Advisory Committee, and the Association of California Water Agencies.

I served as President of VID in 1993, 1994 and 1999. I chaired the Fiscal Policy and Public Relations Committees, besides serving on numerous ad hoc committees. I've served on the ACWA Membership Committee and as a Region Director since 1997. These positions have provided an opportunity to develop knowledge and skill to represent the needs of Special Districts.

I have been actively involved in the San Diego Chapter of CSDA since being elected. I served as First Vice President, 1996 and President, 1997 and 1998. I have been VID's delegate to SD LAFCO Special District Advisory Committee since 1994 and served as Vice Chairman 2000-2003. I serve on the San Diego LAFCO's Municipal Service Review Committee for Southern SD County. I was a member of the SD Chapter CSDA Task Force (1995-1996) responding to the Report from the San Diego Region Citizens' Commission on Government Efficiency and Restructuring (SANCoGER).

Community Service Activities:

- < City of San Marcos Planning Commission, 1979-1986.
- < Traffic/Safety Commissioner, 1999-2003; Vice Chair 2000-2003.
- < Budget Review Committee, 1981-1984 and 1995 - present; Chairman 1999-2003.
- < Affordable Housing Task Force, 1994-1997; Vice Chair
- < San Marcos Chamber of Commerce, 1992-1994; Board Member and Treasurer. Ambassador Life Member since 1986.

I WILL REPRESENT THE CONCERNS AND NEEDS OF ALL SPECIAL DISTRICTS AS YOUR REPRESENTATIVE.

I ASK FOR YOUR VOTE!



...Dedicated to Community Service

2554 SWEETWATER SPRINGS BOULEVARD, SPRING VALLEY, CALIFORNIA 91978-2096
TELEPHONE: 670-2222, AREA CODE 619

July 15, 2003

Board of Directors
Placentia Library District
411 E Chapman Avenue
Placentia, CA 92870-6198

Subject: California Special Districts Association Board of Directors Election

Dear Board of Directors:

I am writing to request your agency's support of Gary Croucher for the position of Director of California Special Districts Association representing Region 6 in the upcoming election. The Otay Water District Board of Directors nominated Mr. Croucher at their meeting held July 2, 2003.

Mr. Croucher was appointed to the Otay Water District Board in June 2001 by the San Diego County Board of Supervisors and in November 2002, he was elected by the public to the Division 3 seat for a four-year term. He was the District's past representative to San Diego County Water Authority and is currently the Board representative and Vice President to the Water Conservation Garden, located on the campus of Cuyamaca College, in which Otay is a partner.

Mr. Croucher is a long-time firefighter in San Diego and is currently Captain of the San Miguel Consolidated Fire Protection District in Spring Valley. In his capacity as captain, Gary is the immediate past President of the Executive Board of Directors for the Southern Area Fire Equipment Research (SAFER) and is a member of the Regional Safety Clothing Committee.

He has dedicated more than 17 years to public service and has demonstrated his commitment and willingness to become involved. He is focused on special district issues and would be an active advocate on behalf of Region 6. I encourage your Board to join us in supporting Gary Croucher in the upcoming election for CSDA's Board of Directors. Thank you for your consideration and please feel free to contact me with any questions or comments you might have. I may be reached directly at 619-857-2644.

Sincerely,

A handwritten signature in dark ink, appearing to read "Jose Lopez".

Jose Lopez,
President, Board of Directors

cc: OWD Board of Directors



1391 Engineer Street • Vista, California 92083-8836
Phone (760) 597-3100 • Fax (760) 598-8757

July 21, 2003

Elizabeth Minter
Library Director
Placentia Library District
411 E Chapman Avenue
Placentia, CA 92870-6198

RE: CSDA Board of Directors Election

Dear Ms. Minter:

As President of the Vista Irrigation District Board of Directors, I am writing to urge your Board of Directors to support VID's nomination of Jo MacKenzie for Board Member to the California Special Districts Association representing Region 6. Her enthusiasm, commitment and comprehensive knowledge of special districts will bring a high level of experience and understanding to the CSDA Board of Directors.

Ms. MacKenzie was elected to the Board of Directors of the Vista Irrigation District in 1992 and has served as VID's president in 1993, 1994 and 1999. Director MacKenzie has served as chair of the District's Fiscal Policy and Public Relations Committees. Ms. MacKenzie has been involved in CSDA since elected. She is past president of the San Diego Chapter of CSDA and acts in an advisory capacity to the present Board of Directors. Director MacKenzie has been a member of the San Diego LAFCO Special Districts Advisory Committee since 1994 and has served as Vice Chair since 2000. In 2002, Director MacKenzie was appointed to the LAFCO Municipal Service Review Committee for Southern San Diego County.

Ms. MacKenzie is the principal owner of a land planning consulting firm in San Marcos. As a land planning consultant, Ms. MacKenzie has worked with various special districts and is familiar with their issues. She has worked with property owners to annex their land to either a city or a special district. Director MacKenzie's business has taken her throughout southern California where she has developed working relationships with many city officials, as well as with county, state and federal legislators. This breadth of experience, contacts and knowledge make her our choice for CSDA Board Member representing Region 6.

I urge your Board to join us in voting for Jo MacKenzie in the upcoming CSDA mail ballot election. I can assure you that Ms. MacKenzie will perform the responsibilities of the position with enthusiasm, competency and dedication.

Thank you for your support.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Paul L. V. Campo', is written over a light-colored background.

Paul L. V. Campo, President
Board of Directors



PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Elizabeth D. Minter, Library Director *Edm*

SUBJECT: Request from Library Page Rebecca Messenger that the Board review the Page hourly rate and step scale

DATE: August 25, 2003

BACKGROUND:

Library Page Rebecca Messenger made a presentation during the Public Comments section of the July 21, 2003 Library Board Meeting in which she requested that the Board review the Page hourly rate and step scale and include that classification in the annual cost of living increases (COLA). Library Director Minter reported that the Pages had not discussed this issue with her and that she would add the item to the August Agenda.

As a point of clarification the explanation of the complaint resolution procedure for staff is not located in the current Employee Manual dated 1992. These procedures were defined in the Memorandum of Understanding (MOU) with the Orange County Employees Association (OCEA). OCEA dropped its coverage of Placentia Library staff several years ago because there was not enough membership to cover its operating costs.

As soon as the Library Board completes its review of the personnel policies in the Placentia Library District Policy Manual a new Employee Handbook will be generated and the complaint resolution procedure will be included.

The Pages had no way of researching the proper method of proceeding with their complaint and apparently their previous supervisor encouraged them to take the issue to a Library Board Meeting and bypass the Library Director. The issue had been discussed with the Manager of Technical Services and the Administrative Assistant when I was on vacation but neither of them reported the issue to me and the Pages were left to develop their own strategy.

In early August I surveyed the independent public libraries in Orange County about the rate of pay (top of range) for student assistants (pages) and whether they received a COLA. The responses were as follows:

Anahiem		No Response
Buena Park	7.90 – 9.62	COLA
Fullerton	7.50 – 8.25	No COLA
Huntington Beach		No Response

Mission Viejo		No Response
Newport Beach		No Response
Orange	9.09 – 11.66	COLA
Orange County	7.46 (no scale)	No COLA
Santa Ana		No Response
Yorba Linda	7.88 – 8.88	No response to COLA
Placentia	6.75 – 7.44	No COLA

The Page position is not designed to be a career path entry into regular Library employment. It is designed to be a minimum-wage entry-level position for high school students. The guideline to the Circulation Supervisor is to contact the local high school librarians to post any openings for the experienced high school library volunteers. The previous two Circulation Supervisors have not wanted to work with the high school librarians and have hired directly from Library volunteers.

Normally a student stays in this position for several years and then after getting some workplace experience moves on to a better paying position. It is extremely rare, but not unheard of, for a Page to continue for a career at a public library. The next step would be a Clerk I or Library Assistant (if the Page is a college graduate). Placentia Library District has not had a clerical position open in approximately four years.


Placentia Library District begins its Pages at minimum wage (\$6.75), gives a 5% increase at six months (\$7.09) and another 5% increase at twelve months (\$7.44). The only modification that I would recommend for consideration at this time would be to add a fourth step for an additional 5% increase at twenty-four months (\$7.81).

At some point in time in the next year or two a salary classification study needs to be done for the entire staff, including Pages. Other changes in the Page range could be made at that time.

RECOMMENDATION:

Amend the Placentia Library District Salary Schedule for Fiscal Year 2003-2004 for Exempt Employees to include a fourth step for Pages at two years for \$7.81.

TO: Elizabeth Minter, Library Director

FROM: Jim Roberts, Public Services Manager 

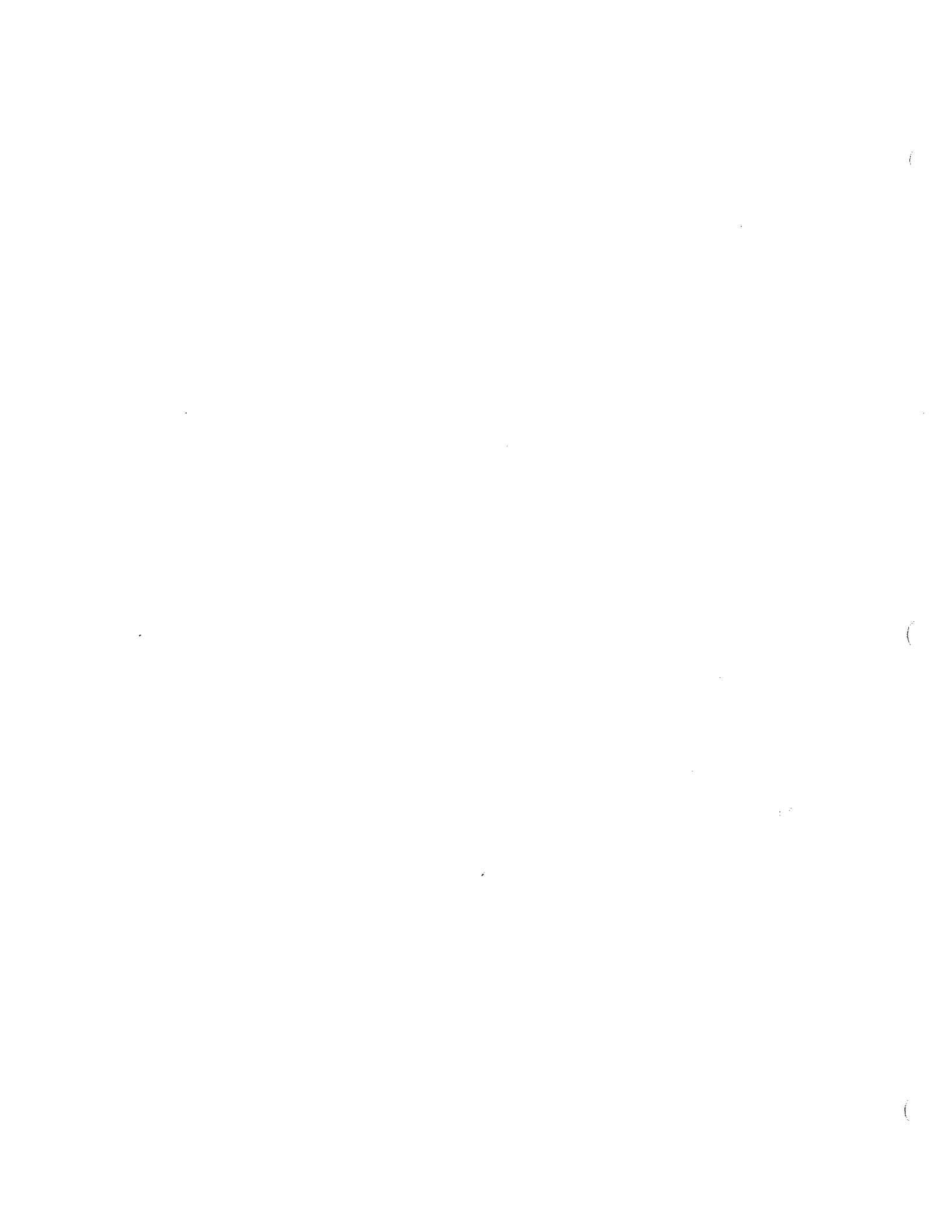
DATE: August 18, 2003

SUBJECT: Program Committee Report for the month of July


DEPARTMENT	NUMBER OF PROGRAMS	NUMBER OF ATTENDEES
<i>ADULT SERVICES</i>	1	71
<u>TYD Total</u>	1	71
 <i>CHILDREN'S SERVICES</i>		
Wed. PM Story Times	5	77
Thurs. AM Story Times	5	208
3-4 year-old music times	5	188
5-6 year-old music times	5	81
Lapsits	5	108
Class tours	0	0
Comm Center Storytimes	0	0
Head Start Storytimes	0	0
Springtime Party	0	0
In-N-out Program	0	0
TOTAL FOR JULY	25	<u>652</u>
YTD TOTAL	25	<u>652</u>

<i>LITERACY SERVICES</i>	<i>July 2003-04 FY 2003-04 YTD</i>	
Total Tutors	139	139
Total Students	186	186
Total Hours	1,480	1,480

For more detailed literacy statistics, see Agenda Item 49, pages 2 of 3 and 3 of 3.



To: Elizabeth Minter, Library Director

From: Jillian Rakos, Children's Librarian 

Date: July 25, 2003

Subject: July Activities in the Children's Department

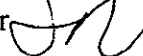
Programming- Programming began in July. There were 10 storytimes, 5 lapsits and 10 MusicTimes in July.

TYPE OF PROGRAM	NUMER OF PROGRAMS	TOTAL ATTENDANCE
Lapsits 2 years and under	5	61 children / 47 adults
Storytimes (a.m.) 3 - 6 year olds	5	154 children / 54 adults
Storytimes (p.m.) 3 - 6 year olds	5	46 children / 31 adults
MusicTimes 3 - 4 year olds	5	104 children / 84 adults
MusicTimes 5 - 6 year olds	5	43 children / 28 adults
TOTALS	25	408 children / 244 adults

Summer Reading Program- The Summer Reading Program is well under way and the program will end on August 28th. As of June 30th, 767 children had registered for the Summer Reading Program. There is a team of 9 teen volunteers to man the prize booth and re-shelve and clean books as time permits. Total participation statistics will be taken at the completion of the program and will be in the September Children's staff report.

Way Out Wednesdays- There were five Way Out Wednesday shows in July, with a total of 705 kids and adults attending. Wild Wonders brought animals from the rain forest, Craig Newton brought instruments from around the world, Asha's Baba presented stories and music from West Africa, Abbit the Average performed a comedy act, and the LA Puppet Professionals presented a Tunisian folktale puppet show.

TO: Elizabeth Minter, Library Director

FROM: Jim Roberts, Public Services Manager 

DATE: August 18, 2003

SUBJECT: Placentia Library Literacy Services (PLLS) Activities Report for the month of July.

Tutor Training. The Literacy Coordinator conducted two accelerated tutor training workshops in July and ten tutors were trained, five adults and five teens. All new tutors are presently matched or are being matched. The next tutor training is scheduled for September 7, 2003.

Families for Literacy (FFL) Program Status. FFL now serves 147 family students who are either active or on the waiting list. In July, FFL sponsored a families program that featured **Salsa Caliente**. During the event, a total of 15 "give-a-way" and "family" books were given out. Participants also enjoyed salsa dancing and great Latin American food.

Placentia Rotary Reading Enrichment Program (PRREP). PRREP's inaugural year this past school year was tremendously successful. More than 80 high school volunteers from El Dorado and Valencia High Schools accounted for over twelve hundred tutoring hours. Many of our PRREP volunteers will take the summer off, and we're encouraging them to come back again next year.

Reach Out and Read Partnership Stops for the Summer. PLLS will continue its partnership in September with St. Judes Medical Center and the Reach Out and Read Program, a pediatric-based literacy program. We want to continue to especially recognize two of our volunteers, Diane Martlaro and Petey Peterson, who are taking July and August off.

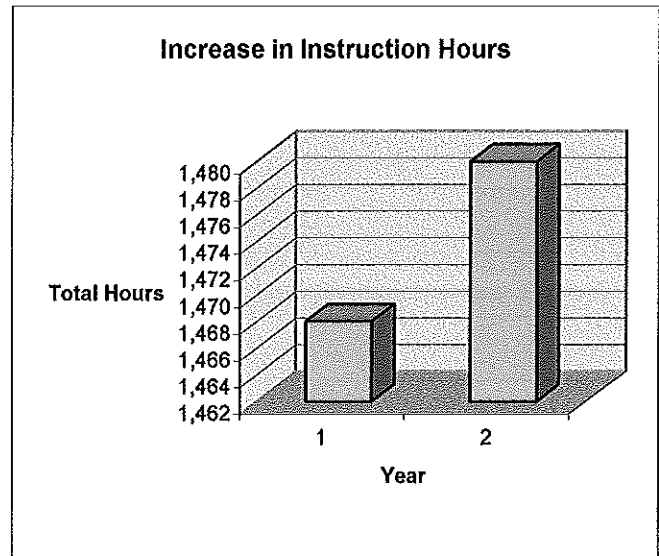
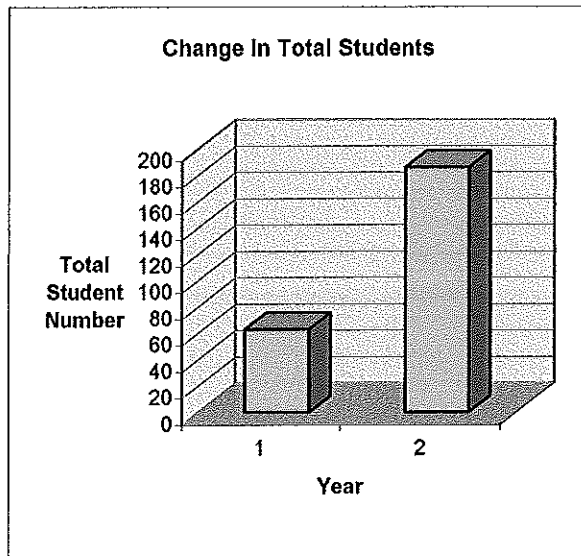
English Language and Literacy Intensive (ELLI) Program Update. May was the last full month for ELLI. We're still waiting for information from the State Library to determine funding for ELLI for FY 2003-04

Literacy statistics. See Agenda Item, Page 2 of 3 and Page 3 of 3.

Placenta Library Literacy Services

Report of Growth and Progress

	Jul-02	Jul-03	YTD 2002	YTD 2003
Tutors				
Adult	78	84	78	84
Teen	60	55	60	55
Hours Instruction	1,468	1,480	1,468	1,480
Other Volunteer Hours	48	48	48	48
Total Hours	1,516	1,528	1,516	1,528
Training Workshops				
Workshops Held	2	3	22	2
Tutors Trained	14	10	14	10
Students				
With Adult Tutors	130	131	130	131
With Teen Tutors	33	55	33	55
In Groups	0	0	0	0
Total Active Students	163	186	163	186
Families for Literacy				
Family Students	22	147	22	147
Family Tutors	10	9	10	9
Hours of Instruction	68	120	68	120
ELLI Program				
K-6th Grade Students	0	0	423	0
Tutors for K-6th Grade	0	0	20	0
Hours of Instruction	0	0	1,832	0
Total Tutors	138	139	138	139
Total Students	163	186	63	186
Total Instruction Hours	1,468	1,480	1,468	1,480



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To: Elizabeth Minter, Library Director

From: Jim Roberts, Public Services Manager *JR*

Date: August 18, 2003

SUBJECT: Placentia Library Web Site Development Report for the month of July.

In July, the Placentia Library District had 33,329 "hits" on the Web Site, an average of 1,076 a day. The following are our year to date statistics:

Pages Visited	July 03	August 03	Sept 03	Oct 03	Nov 03	Dec 03
Borrowers	185					
Friends	82					
District	81					
Kids	191					
Foundation	68					
History Room	150					
Literacy/CLC Logo	68					
Passports	530					
Total Views Most Hits	1,355					

Total Most Hits YTD 1,355



TO: Elizabeth Minter, Library Director

FROM: Phyllis Humple, Volunteer Coordinator

DATE: August 25, 2003

SUBJECT: Publicity materials produced for July 2003

Information on the Placentia Library cable channel #53, updated August 18, 2003:

1. Welcome to Placentia Library, address, website & telephone number
2. Library Hours
3. Library Board of Trustees
4. Library Departments
5. Friends of Placentia Library Bookstore offering great bargains
6. Special Back Room Book Sale Every 2nd Sunday, Hours and Dates
7. Literacy Services logo
8. Literacy Program asking for volunteers
9. Apply for your passport at Placentia Library
10. Passport Hours
11. Silent Auction Returns
12. Labor Day Closure

General Newspaper articles published:

1. Software to Ease Access for O.C. Library Users
2. City's Employee Costs Climb
3. Change in Property-Tax Allocation Promised
4. Dear John: An Open Letter to US Attorney General Ashcroft

Library Newspaper articles published:

1. Library Story Times, Library Book Sale, Literacy Tutor Training, Musictime
2. Bargain Prices Set for Used-Book Sale
3. Author Will Sign Book at Library
4. Volunteers Needed to Help at Library

Flyers and Notices:

1. Foundation thank you cards, Library bookmarks, and ID cards are sent out
2. Friends membership thank you letters are sent out with membership cards
3. Second Sunday Book Sale Flyer
4. Library Closed for Labor Day

pacific clippings

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santa ana, calif. 92711

Los Angeles Times
OC Edition
Daily JUN 30 2003

Software to Ease Access for O.C. Library Users

New iBistro program will let patrons tap databases and reference works, as well as the card catalog, the Internet and periodicals.

By DENISE M. BONILLA
Times Staff Writer

It wasn't long ago that library research in Orange County meant dusty old card catalog drawers, meandering treks through crowded aisles and balky computers prone to freezing at any moment.

Starting today, library patrons will need only a few computer keystrokes to have all the reference books, periodicals and Web pages they desire right in front of them.

The county library system is launching iBistro, an electronic library system that officials said will be more extensive and much more user-friendly than card catalogs.

"The difference between what

patrons are seeing today and what they'll see on Monday is mind-boggling," said county Librarian John Adams.

In addition to Web-quality graphics and photos, iBistro will give library patrons access to five databases, including 900 periodicals, and display full text and annotations. Adams said iBistro combines three search functions: reference, periodical and the Internet. Search results will include not only those subjects directly related to the desired information, but also a list of suggested reading topics.

When looking at a particular book, users will get a summary, a jacket photo and, depending on the book, other information, including author biographies, reviews and excerpts. Patrons can find out which branches have the book and place a hold on it.

Users also will be able to personalize their accounts with favorite subjects and authors. When the library receives a new book that matches a user's interests, a message is sent out.

iBistro will replace Dynix, a text-based system that is 10 years old.

"The architecture was obsolete and antiquated," Adams said. "The new [system] will operate more reliably and faster."

The new system cost \$1.2 million, which Adams said was paid for with reserve funds the library accumulated over the last four years. iBistro will be available on all 500 public computers in the county's 30 branches. Those with library cards will also have full access from home or work. Those without can still use the system but will not have access to the library's databases.

iBistro is a product of the Sirsi Corp., a library technology company based in Huntsville, Ala.

"We heard from library users that they wanted to see the same sort of content that they saw on *amazon.com* or *barnesandnoble.com*," said Sirsi marketing director Tom Gates. "People were demanding more out of their online catalog."

The company created iBistro, a marriage between traditional libraries and Internet technology that would serve as a sort of electronic library.

"We wanted to create a place that was friendly, easygoing, where you would want to sit down with a newspaper and coffee," Gates said.

More than 350 library systems worldwide are using iBistro, Gates said. For some, he said, iBistro has increased catalog usage 25% to 30%.

Whittier's public library system has had iBistro since October, and reference librarian Marsha Weeks said the response has been positive.

"A lot of times, they may have seen a book in the store, and they may not know the author or title," she said. "But when they're browsing [iBistro] and see the cover, it helps them figure out that that's the book they want."

Though iBistro is touted as user-friendly with help menus, informational handouts will be available at all branch libraries.

CO
11
6
sf

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Placentia News
Weekly JUL 10 2003

Agenda Item 51

Page 3 of 7

TODAY

'Lapsit' stories for ages 2 and younger are read from 10:15 to 10:35 a.m. at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Story times for ages 3 to 6 are held from 11 to 11:30 a.m. until may 29 at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Community Band meets at

6:30 p.m. in Valencia High School's Band Room, 500 N. Bradford Ave. Call (714) 993-8117.

Historical Committee meets at 7 p.m. in the Community Meeting Room, 401 E. Chapman Ave. Call (714) 993-8117.

FRIDAY

Canasta players meet at 12:30 p.m. at the Senior Center, 134 Bradford Ave. Call (714) 986-2332.

SATURDAY

Falfun dafa, a Chinese exercise and self-improvement program, is offered from 8:30 to 10:30 a.m. at Tri-City Park, 2301 N. Kramer Blvd. Free. Call (714) 307-9485 or see www.falundafa.org.

SUNDAY

Friends of Library book sale is held from 1 to 4 p.m. in the library's backroom, 411 E. Chapman Ave. Call (714) 528-1925,

Ext. 201.

Life Night is held from 6:30 to 8 p.m. in St. Joseph Catholic Church's Parish Hall, 717 N. Bradford Ave. Call (714) 528-0720.

MONDAY

Bible-study sessions geared for young families are held from 6 to 7:30 p.m. at Placentia Presbyterian Church, 849 Bradford Ave. Baby-sitting available. Call (714) 528-3438.

Take Off Pounds Sensibly (TOPS CA557) holds weigh-ins at 6 p.m. and meets at 7 at the Church of the Nazarene, 126 N. Walnut Ave. Call Gerry Knutson, (714) 524-1641.

Community Chorale meets from 7 to 10 p.m. at Yorba Linda Library, 18181 E. Imperial Highway. Free. Call (714) 996-1960.

TUESDAY

Literacy Tutor Training sessions are held at 6 p.m. at the Placentia Library, 411 E. Chapman Ave. Call (714) 528-1906.

Yorba Linda-Placentia Toastmasters Club meets at 6:45 p.m. at Thengvall House at 5320 Richfield Road in Yorba Linda. Call (714) 524-9378.

Musictime for ages 3-4 meets from 6 to 6:30 p.m. at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Musictime for ages 5-6 meets from 6:30 to 7:15 p.m. at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Exercise classes for breast cancer survivors held at 7 p.m. at the Backs Community Building, 201 N. Bradford Ave. Classes are free and open to all fitness levels. Call (714) 524-5913.

City Council meets at 7:30 p.m. in the City Hall Council Chambers, 401 E. Chapman Ave. Call (714) 993-8117.

Wood Carvers meets at 7 p.m. at the Senior Center, 134 Bradford St. Call (714) 986-2332.

Huggin' Hearts Square Dance Club meets for lessons from 7:30 to 10 p.m. at Backs Community Building, 201 N. Bradford Ave. \$2 per class \$37 for

WEDNESDAY

Exercise classes for seniors are held at 10 a.m. at the Senior Center, 134 Bradford St. Call (714) 986-2332.

Genealogical Society of North Orange County meets at 6:30 p.m. at the Community Center, 4501 Casa Loma Ave. in Yorba Linda. Call (714) 528-4725.

Story times for children ages 3 to 6 at 6:30 to 7 p.m. the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Ship Modelers' Association meets at 7 p.m. at Backs Community Building, 201 N. Bradford Ave. Call (714) 529-1481.

For more listings, see www.ocregister.com/placentia.

What is happening in your club, organization or civic group?

Call (714) 704-3796 or fax information to (714) 704-3714.

Listings must include phone numbers.

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Placentia News
Weekly JUL 10 2003

Bargain prices set for used-book sale

Friends of Placentia Library will hold its monthly Backroom Book Sale from 1 to 4 p.m. Sunday at the library, 411 E. Chapman Ave.

Opening its entire stock in addition to its lobby sales and book store, the Friends will sell used, hard-cover volumes and paperback books on a variety of subjects for discounted prices.

The sale is held on the second Sunday monthly. Enter from the loading dock area.

Also, there's a silent auction display, which changes every four weeks, that's open during service hours.

Information: Pat Irot, (714) 996-8390.

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Placentia News
Weekly JUL 10 2003

City's employee costs climb, including raises for four key administrators

332
The City Council on June 30 unanimously approved Placentia's combined city and Redevelopment Agency budget of \$26.8 million for 2003-04, up by roughly \$2.1 million from the projected \$24.9 million in ex-

penditures for 2002-03.

Anticipated revenue for 2003-04 is about \$27.3 million, an increase from the estimated income of \$25.6 million for 2002-03.

However, officials said that

even though the overall expenditures are higher, the city has less leeway for spending because of an increase in expenses that comes from a swell in costs for insurance in workers-compensation, health and

welfare, liability and retirement savings - all related to employees.

The approved budget also included raises for several department heads:

► City Administrator Robert D'Amato's annual salary increased from \$120,450 to \$122,300.

► Police Chief Russ Rice's annual income climbed from \$113,660 to \$116,760.

► Finance Director Steve Brisco's yearly pay went from \$98,210 up to \$101,250.

► Community Services Director Steve Pischel's yearly salary grew from \$88,550 to \$91,000.

However \$110,920 in salary was saved after Development Services Director Joyce Rosenthal retired last year.

Also, the city saved \$108,120 when Chris Becker retired from his post as Public Works director in March to concentrate on his role as executive director of OnTrac, the agency spearheading the city's \$440 million in track changes.

— Patrick Vuong

Placentia city budgets

General Fund

2002-03 estimated: \$21.7 million **1.8%** 2003-04 approved: \$22.1 million

The fund pays for day-to-day city operations, including administration, public works, community services and police. The overall increase of about \$391,400 is based on higher costs in employee insurance for health and welfare, workers compensation and liability, as well as the police retirement savings program.

Police

2002-03 budget: \$8.8 million **4.3%** 2003-04 approved: \$9.2 million

Included in the increase are higher costs for employee salaries, benefits, retirement savings, workers' compensation and liability claims and insurance premiums. However, the overall increase is slowed by the elimination of six vacant police officer positions.

Fire

2002-03 estimated: \$3.5 million **3.5%** 2003-04 approved: \$3.6 million

The city is entering into the fifth year of a 10-year contract with the Orange County Fire Authority for fire and paramedic services. The contract includes standard annual increases based on the consumer price index, estimated at 3.5 percent for 2003-04.

Community Services

2002-03 estimated: \$1.9 million **10%** 2003-04 approved: \$2 million

Includes recreation services, human services and cultural arts categories. The increase is based on an accounting methods change that resulted in a difference of about \$10,500. Excluding that change, the budget shows a comparable decrease of \$93,333 or 5.0%.

Public Works

2002-03 estimated: \$6.5 million **9.05%** 2003-04 approved: \$5.96 million

The department is responsible for the engineering, development and maintenance of city streets, sidewalks and other infrastructure. A slowdown in major street construction and a reduction in contract maintenance, capital expenditures and elimination of six full-time positions led to the decrease.

Redevelopment Agency

2002-03 estimated: \$1.5 million **2.6%** 2003-04 approved: \$1.48 million

The agency is legally limited to expenditures for debt. The appropriations cover payment of principal and interest on outstanding bonds that are used for low-income housing and other rehabilitation projects. A slowdown in costs for acquiring housing resulted in the decrease.

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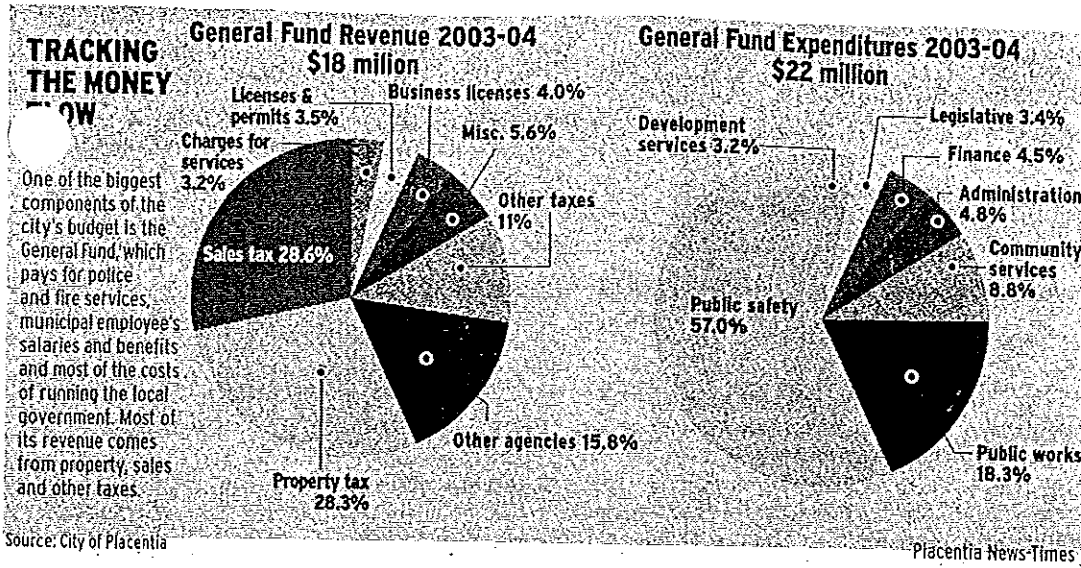
Placentia News
Weekly JUL 24 2003

TODAY
Lapsit stories for ages 2 and younger are read from 10:15 to 10:35 a.m. at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Recreation programs are offered from 11 a.m. to 7 p.m. weekdays during the summer at the relocated Whitten Community Center, 974 S. Melrose Ave., and the Gomez Community Center, 1701 Atwood Ave.; and from 11 a.m. to 5 p.m. at Koch Park Community Center, 2210 Valencia Ave. Call (714) 630-1172 for Whitten or (714) 524-5452 for Gomez.

Story times for ages 3 to 6 are held from 11 to 11:30 a.m. until may 29 at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Advisory Committee on the Disabled meets at 6 p.m. at the Community Meeting Room, 401 E. Chapman Ave. Call (714) 993-8117.



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The Register
Daily JUL 31 2003

Change in property-tax allocation promised

Two Orange County legislators brokered a deal that begins to address a longstanding complaint: That Orange County gets only 6 percent of its property taxes back for county government, the lowest among California's 58 counties.

Last-minute negotiations led by Assemblywoman Lynn Daucher, R-Brea, and Assemblyman Lou Correa, D-Anaheim, resulted in a promise from Assembly Speaker Herb Wesson and Senate leader John Burton to pass legislation when the Assembly returns next month to require that every county receive at least 11 percent every year. That would mean \$4 million for Orange County, Correa said.

That's a start, he and Daucher agreed, toward moving Orange County into a



Daucher



Correa

more equitable position.

"If at least opens the door for us on this critical issue," Correa said.

The challenge will be getting support to take money away from other counties who receive much higher shares of property taxes, they said.

County officials reacted cautiously Wednesday.

"Details of the agreement remain to be worked out, and we'll withhold our celebrations until then," said a statement released by Interim CEO Jim Ruth.

Meanwhile, cuts remain in the budget that closed eight community health clinics, and uncertainty remains over whether further reductions might be necessary in mental-health services and testing for latent tuberculosis and sexually transmitted disease.

Services also are likely to be reduced for child-care and after-school programs. Some future cost-of-living increases for SSI/SSP and CalWORKS recipients were suspended.

Better news was received by the Orange County Public Library system, which will get about \$600,000 that it did not anticipate. Two years ago, the county libraries received more than \$2 million from the same source.

Register staff writers Eleeza Agopian, Kevin Awakuni, Curt Seeden and George Stewart contributed to this report.

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Placentia News
Weekly JUL 24 2003

Musictime for ages 3-4 meets from 6 to 6:30 p.m. at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Musictime for ages 5-6 meets from 6:30 to 7:15 p.m. at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

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Placentia News
Weekly JUL 31 2003

Author will sign her book at the library

Friends of Placentia Library will host a book signing at 7 p.m. Aug. 11 featuring Bette E. Filley, author of "How to Dispose of Your Stuff - Heavenly Uses for Earthly Goods."

The author will also discuss her book, which offers solutions on how to get rid of excess "stuff."

A writer since 1955, Filley has earned more than 50 state, regional and national awards for her works. She is vice president of Seattle Free Lances, the city's oldest professional writers' organization.

The event is free. The library is at 411 E. Chapman Ave.

Information: (714) 528-1906.

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Placentia News
Weekly JUL 31 2003

Volunteers needed to help at library

The Placentia Library is seeking volunteers to help with book sales and assisting customers, as well as pricing and sorting donations.

Proceeds from the sale of used books will benefit the library's programs and services.

Information: Jillian Rakos, (714) 528-1925, Ext. 201.

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Placentia News
Weekly JUL 31 2003

TOESDAY 3/31

Literacy Tutor Training sessions are held at 6 p.m. at the Placentia Library, 411 E. Chapman Ave. Call (714) 528-1906.

Yorba Linda-Placentia Toastmasters Club meets at 6:45 p.m. at Thengvall House at 5320 Richfield Road in Yorba Linda. Call (714) 524-9378.

Musictime for ages 3-4 meets from 6 to 6:30 p.m. at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Musictime for ages 5-6 meets from 6:30 to 7:15 p.m. at the Placentia Library, 411 E. Chap-

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O.C. Weekly
AUG 01 2003

DEAR JOHN

AN OPEN LETTER TO US ATTORNEY GENERAL ASHCROFT

My Dearest A.G.:

Of all the loathsome provisions in the USA Patriot Act—which you rammed through Congress in those scary days immediately after September 11, 2001—easily the most loathsome and chilling was the part that made it ridiculously easy for the already all-powerful feds to go snooping around public libraries to check up on our reading.

Yeah, yeah, I know how a couple of the September 11 hijackers visited libraries and looked up stuff on the internet and checked

tougher time. That's because, according to county librarians, patron checkout records don't exist.

"We keep a link [in the computer] of what you've got only as long as you have it out," said John Adams, who, as Orange County Public Librarian, is responsible for 32 library branches throughout the county. "That way we can come burn your house down if you don't bring it back. But the links disappear once you bring back the book."

According to Adams, the only information federal agents will get about OC library patrons are names, addresses, e-mail addresses and a list of whatever books are currently checked out. Adams insisted that past records are not recoverable.

City librarians for Anaheim, Buena Park, Huntington Beach and Santa Ana all agreed. The policy, mandated by state law, predates the Patriot Act by many years.

"It's safer than when we used the old book cards," said Anaheim City Librarian Carol Stone, referring to the long-obsolete practice of keeping small cards on the inside front cover of all library books, each listing the names and due dates of all previous checkouts.

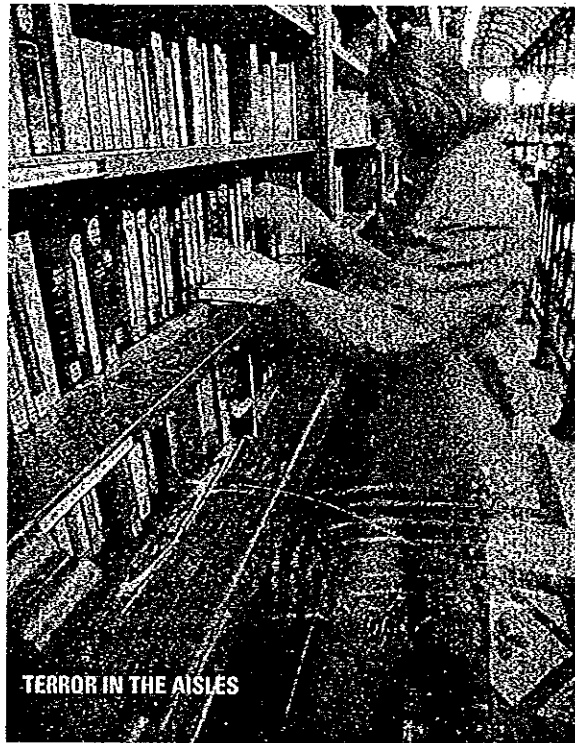
According to the librarians, a patron's name normally stays in the computer for two weeks, the average checkout time for books. The name will remain longer only if the book is overdue.

Now, I'm not saying that your federal agents will fruitlessly plow through our libraries in an attempt to root out dangerous spies and terrorists. You might consider heading over to the Santa Ana city library. They've got a program for shut-ins—you know, older, often disabled folks—that delivers carefully selected volumes straight to their homes.

To do that, the library maintains a list of previously read titles, to make sure duplicates aren't sent out. According to library assistant director Maggie Owens, Santa Ana has 54 such shut-ins on the program. That's 54 potential—albeit hobbled—subversives you can spy on.

Of course, Owens said they currently have 122,000 active library cards on file, so 54 isn't exactly a representative sample. But invasions of privacy and peeing on the very freedoms that make this country great have to start somewhere!

All the best,
Anthony Pignataro
(With research assistance by
Sarah Callender)



TERROR IN THE AISLES

out some books. But do whatever scraps of intelligence gleaned from such surveillance justify scaring the hell out of the millions of people who enjoy libraries as public sanctuaries?

The collected works of Ann Coulter? No problem. . . . Likes to read Popular Mechanics? Put him on the list. . . . Kurt Vonnegut and Graham Greene?! Lock her up!

The American Civil Liberties Union says your goons have hit up libraries 50 times since the Patriot Act went into effect. But here in Orange County your boys will have a

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Placentia News

Weekly

AUG - 7 2003

Bargain prices set for used-book sale

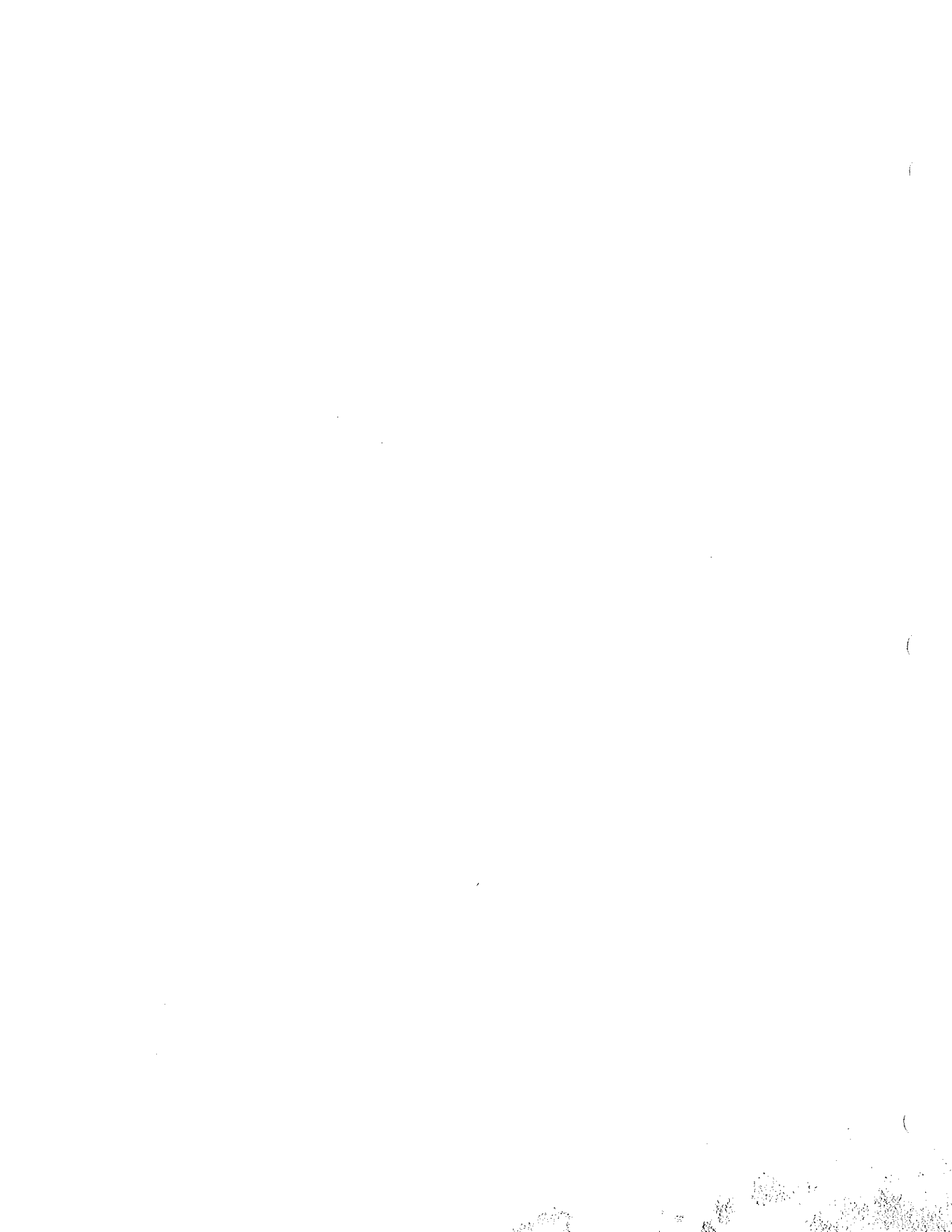
Friends of Placentia Library will hold its monthly Backroom Book Sale from 1 to 4 p.m. Sunday at the library, 411 E. Chapman Ave.

Opening its entire stock in addition to its lobby sales and book store, the Friends will sell used, hard-cover volumes and paperback books on a variety of subjects for discounted prices.

The sale is held on the second Sunday monthly. Enter from the loading dock area.

Also, there's a silent auction display, which changes every four weeks and is open during regular service hours.

Information: Pat Irot, (714) 996-8390.



SAFETY COMMITTEE MEETING
JULY 22, 2003
MINUTES

I. Call to Order: 11:30 A.M.

II. Members Attending: Esther Guzman
Katie Matas
Jillian Rakos
Donna Siloti

III. Old Business

1. none

IV. New Business

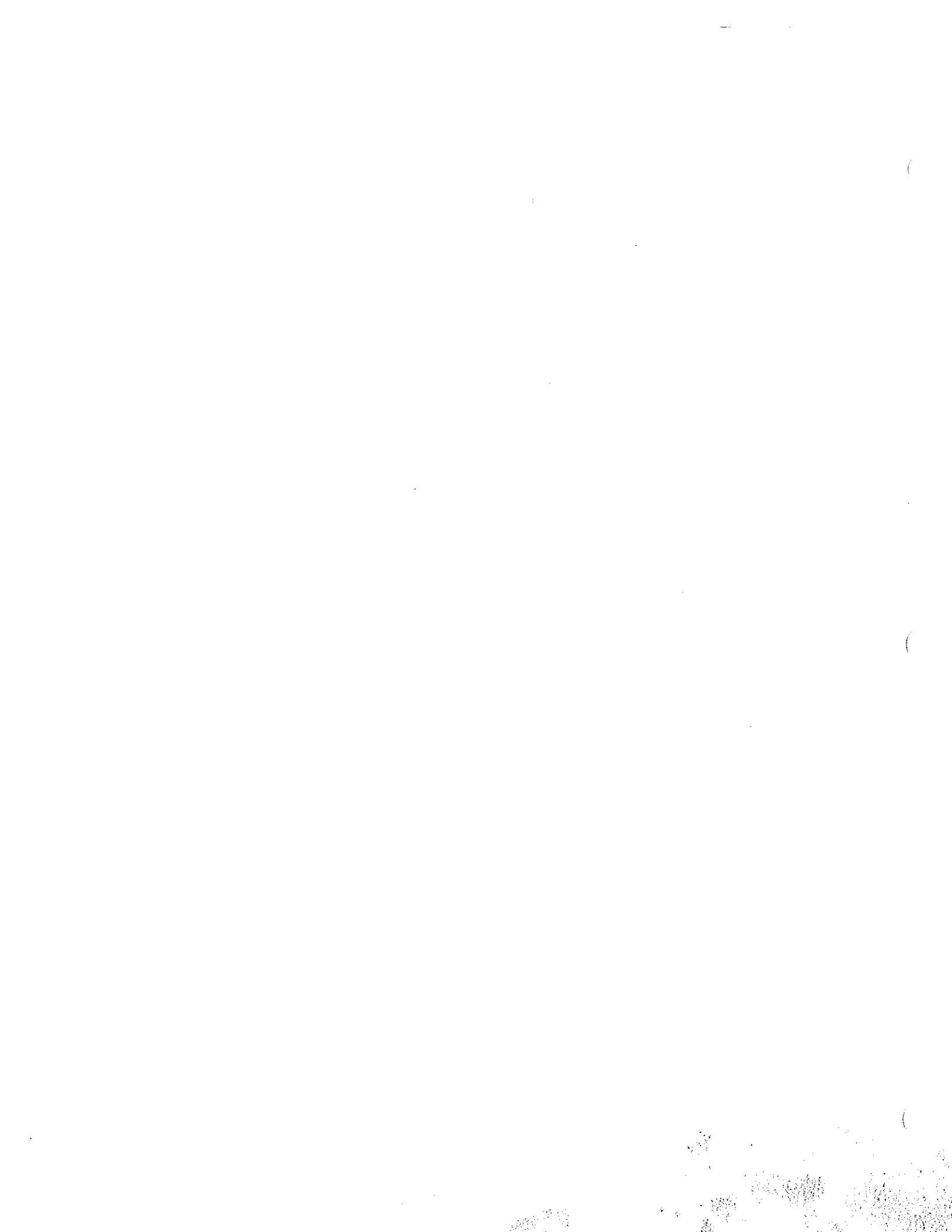
1. SDRMA safe driving materials will be distributed and discussed at the next staff meeting. The staff meeting is scheduled for Wednesday, August 6, 2003.

The next meeting will be August 20, 2003 at 11:30 A.M.

Respectfully submitted,



Katie Matas



PLACENTIA LIBRARY DISTRICT
LIBRARY DIRECTOR'S OFFICE

TO: Al Shkoler, President. Library Board of Trustees
FROM: Elizabeth D. Minter, Library Director *EDM*
DATE: August 25, 2003
SUBJECT: Staff Survey Responses

I have an expectation this evening that the results of the Staff Survey that you transmitted to me by e-mail this afternoon be presented in their entirety with Agenda Item 42.

In light of the specific charges and complaints made anonymously in this report I am formally requesting, pursuant to The Brown Act section 54957, that the discussion of those items be conducted in public session at such time when I have been given the prescribed twenty-four hours notice of the content of the charges and complaints.

I am recommending that the Board hire a qualified Human Resources consultant to manage the processing and further investigation of these charges and complaints. Referrals for qualified firms may be requested from Dennis Timmony at the Special District Risk Management Authority.

A Library Forum:
Public Library Renaissance – 21st Century Navigators

Cerritos Public Library
18025 Bloomfield Ave. Cerritos, CA 90703

Saturday, October 25, 2003

Cerritos Library Tour: 8:30 - 9:30
Forum: 9:30 - 1:30 Lunch Included

Patt Morrison, journalist and KCET commentator, will kick off our exciting day of information and activities with a personal perspective about the written word.

Joan Frye Williams, a technology expert, will share her insights into how libraries are pushing the boundaries of information.

Additional Highlights: 21st Century Library Tour, Technology Demonstrations, Book signing and Lunch.

Don't miss this opportunity to navigate and explore what the library of the future has to offer!!!

Forum Sponsors:
*American Association of University Women with the assistance of
Metropolitan Cooperative Library System and the
County of Los Angeles Public Library*

RESERVATION FORM - Reservations due by October 17, 2003 Maximum 135

Yes! Please reserve ___ tickets at \$20 each for the Library Forum including lunch.

___ I plan to go on the library tour at 8:30 AM.

Please make check payable to LACIC. Mail check and reservation form to:

MCLS
Attn: Barbara S. Custen, Director
3675 East Huntington Dr., Ste. 100
Pasadena, CA 91107

Name: _____ Email: _____

Address: _____ Phone: _____



FAMILIES FOR LITERACY

BACK-TO-SCHOOL BARBECUE!!!!

WHERE? Kraemer Park
201 North Bradford Ave.
Placentia, CA 92870
(on the corner of Chapman & Bradford; just west of the
Placentia Library)

WHEN? Sunday, August 24, 2003

TIME? 1:30PM-4:30PM

You and your family & friends are welcome to join the Placentia Library Literacy staff & tutors for a fun-filled afternoon of sunshine, BBQ, music, dance and *ladybugs!* A son-jarocho workshop of the music and dance of Veracruz, México will be given by the high school students of Son del Centro of Santa Ana, and John Williams of Echo Park, Los Angeles will fascinate you and teach you about the life cycle of a ladybug.

Please! It is very important that you RSVP before 8/24/03 with the following information:

- 1) number of people who will be attending the event
- 2) a side dish of your choice
- 3) Would you be interested in volunteering before, during, or after the event?

To RSVP, please call Placentia Library Literacy Services at (714) 524-8408, Ext. 215 or 213.

FAMILIES FOR LITERACY

Alfabetización Familiar

REGRESO A LA ESCUELA BARBACOA!

- ¿DÓNDE? Kraemer Park
201 North Bradford Ave.
Placentia, CA 92870
(la esquina de Chapman y Bradford; al oeste de la Biblioteca de Placentia)
- ¿CUÁNDO? el domingo, el 24 de agosto, 2003
- ¿LA HORA? 1:30PM-4:30PM

Ud., su familia, y amigos son bienvenidos a un evento a una tarde llena de diversión, sol, barbacoa, música, baile, y *mariquitas* con los empleados y tutores de los Servicios Alfabéticos de la Biblioteca de Placentia. Son del Centro, un conjunto juvenil de Santa Ana, va a dar un taller de son-jarocho de la música y baile de Veracruz, México, y John Williams de Echo Park, Los Angeles les va a fascinar y enseñar sobre el ciclo de vida de la mariquita.

POR FAVOR! Es muy important que haga reservaciones antes de 8/24/03 con la siguiente información:

- 1) el número de gente que asistirá al evento
- 2) comida/plato por gusto
- 3) ¿Le interesa ayudar antes de, mientras que, ó después del evento?

Para hacer reservaciones, comunicarse con los Servicios Alfabéticos de la Biblioteca de Placentia al número (714) 524-8408, Ext. 215 or 213.