



AGENDA
PLACENTIA LIBRARY DISTRICT
BOARD OF TRUSTEES
REGULAR DATE MEETING

October 18, 2021

6:30 p.m.

Community Meeting Room

411 E. Chapman Avenue

Call-in Number: (669) 900-6833

Meeting ID: 850 1206 7452








Password: 046086

Mission Statement:

Placentia Library District provides lifelong learning and reading opportunities that inspire, open minds, and bring our community together.

The Centennial Vision Statement:

The Vision of the Trustees is intended to help celebrate the 100-year anniversary of the District.

-  We will be the place where the community “sees and experiences” the technical edge and premier programming.
-  We will renovate and expand our Library.
-  We will remain financially self-sufficient.
-  We will seek strong community support.
-  We will reach our community with an active marketing plan.
-  We will increase the percentage of our operating budget that supports establishing the premier collection in Orange County.
-  We will plan for maintaining our qualified and professional staff.

AGENDA DESCRIPTIONS: *The Agenda descriptions are intended to give members of the public notice and a general summary of items of business to be transacted or discussed. The Board may take any action which it deems to be appropriate on the Agenda and is not limited in any way by the notice of the recommended action.*

REPORTS AND DOCUMENTATION: *Reports and documentation relating to Agenda items are on file in the Administrative Office and the Reference Department of Placentia Library District, and are available for public inspection. A copy of the Agenda packet will be available for use during the Board Meetings. Any person having any question concerning any Agenda item may call the Library Director at 714-528-1925, Extension 200.*

PLEDGE OF ALLEGIANCE Library Board President

CALL TO ORDER

1. Call to Order Library Board President
2. Roll Call Recorder
3. Adoption of Agenda

This is the opportunity for Board members to delete items from the Agenda, to continue items, to re-order items, and to make additions pursuant to Government Code Section 54954.2(b).

Presentation: Library Director
Recommendation: Adopt by Motion

4. Oral Communications

Members of the public may address the Library Board of Trustees on any matter within the jurisdiction of the Board. Presentations by the public are limited to 5 minutes per person. Members of the public are also permitted to address the Library Board of Trustees on specific Agenda Items before and at the time that an Item is being considered by the Board. Action may not be taken on items not on the Agenda except in emergencies or as otherwise authorized. Reference: California Government Code Sections 54954.3, 54954.2(b).

TRUSTEE & ORGANIZATIONAL REPORTS

5. Board President Report - oral

The President makes announcements of general interest to the community and the Library Board of Trustees as well as conducting any ceremonial matters.

6. Trustee Reports

The Trustees make announcements of general interest to the community and the Library Board of Trustees, and report on meetings attended on behalf of the Board of Trustees.

7. Library Director Report

8. Placentia Library Friends Foundation Board of Director's Report

CONSENT CALENDAR (Items 9 – 22)

Presentation: Library Director

Recommendation: Approve by Motion

Items 9 – 22 may be considered together as one motion to approve the Consent Calendar. Items may be removed for individual consideration before the Consent Calendar is adopted. Items removed must then each have a separate motion.

MINUTES (Item 9)

9. Minutes of the September 20, 2021 Library Board of Trustees Regular Date Meeting. (Receive & File and Approve)

CASH FLOW ANALYSIS (Items 10 – 11)

10. Check Register for September 2021. (Receive & File and Approve)

11. FY2020-2021 Fund Balance through September 2021; the Schedule of Anticipated Property Tax Revenues for FY2020-2021 as provided by the Orange County Auditor. (Receive & File).

TREASURER'S REPORTS (Items 12 – 16)

12. Financial Reports for September 2021 for Placentia Library District Accounts on Deposit with the Orange County Treasurer. (Receive & File)

13. Revenue and Expenditure Reports for September 2021. (Receive & File)

14. Acquisitions Report for September 2021. (Receive & File)

15. Entrepreneurial Activities Report for September 2021. (Receive & File)

16. Library Impact Fee Report for September 2021. (Receive & File)

GENERAL CONSENT REPORTS (Items 17 – 19)

17. Personnel Report for September 2021. (Receive, File, and Ratify Appointments)

18. Circulation Report for September 2021. (Receive & File)

19. Review of Shared Maintenance Costs with the City of Placentia under the JPA. (Receive & File)

STAFF REPORTS (Items 20 – 23)

20. Administration Report for September 2021.
21. Children's Services Report for September 2021.
22. Adult Services Report for September 2021.
23. Placentia Library Web Site & Technology Report for September 2021.

NEW BUSINESS

24. Review and Discuss the Request for Proposal for IT Consultant Service.
25. Authorization to Amend the COVID Reopening Plan.
26. Authorization to Close the Library on December 3, 2021 for Staff Development Day.
27. Conference Authorization to Attend the Public Library Association Biennial Conference, March 23-25, 2022.
28. Approve Systems and Device Audit and Assurance Contract.
29. Adjustment to Compensation of Library Director.
30. Status on Trademark of Placentia Library District and Placentia Public Library.
31. Database Analysis Report by Assistant Library Director Baltierra.
32. IT Updates by Jeremy Yamaguchi.
33. Teen Program Ad Hoc Committee (TPAC) Report by Director Contreras.
34. Joint-Use Committee Report by President Martin.

AGENDA DEVELOPMENT

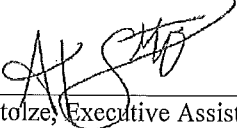
35. Agenda Preparation for the November Date Meeting which will be held on November 15, 2021 unless re-scheduled by the Library Board of Trustees.

ADJOURNMENT

36. The Library Board of Trustees will adjourn the October 18, 2021 meeting.

*****CERTIFICATION OF POSTING*****

I, Alyssa Stolze, Executive Assistant of the Placentia Library District, hereby certify that the Agenda for the October 18, 2021 Regular Date Meeting of the Library Board of Trustees of the Placentia Library District was posted on October 14, 2021.



Alyssa Stolze, Executive Assistant



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PLACENTIA LIBRARY DISTRICT
 REGULAR DATE MEETING OF THE BOARD OF TRUSTEES
 SEPTEMBER 20, 2021

CALL TO ORDER

President Martin called the Regular Date Meeting of the Placentia Library District (PLD) Board of Trustees to order on September 20th, 2021 at 6:30 p.m.

Members Present: President Jo-Anne Martin, Secretary Gayle Carline, Trustee Sherri Dahl, Trustee Hilaire Shioura, Trustee Al Shkoler.

Members Absent: None.

Staff Present: Jeanette Contreras, Library Director; Yesenia Baltierra, Assistant Library Director; Fernando Maldonado, Business Manager; Alyssa Stolze, Administrative Assistant; Shellie McCurdy, Library Assistant.

Counsel Present: David DeBerry, Woodruff, Spradlin & Smart.

Guests: Mary Kay McMahon, Placentia Round Table Women's Club President; Jeremy Yamaguchi, IT Consultant; Kyle Packham, California Special District Association's Advocacy and Public Affairs Director; Laura De Leon, Library Clerk; Wendy Amireh, Supervising Librarian; Ethan Ly, El Dorado Student; Reuben Skipper, resident; Audrienne Bridges-Skipper, resident; Theresa Kintz, resident; Teresa Thompson, resident; Elizabeth Hanink; Jon Legree; Luke Harwick; Desmond Silveira.

ADOPTION OF AGENDA

It was motioned by President Martin to adopt the agenda as presented. It was moved by Trustee Shkoler and seconded by Trustee Dahl to adopt the agenda (Item 3).

AYES:	Martin, Carline, Dahl, Shioura, Shkoler
NOES:	None
ABSENT:	None

ORAL COMMUNICATION

Reuben Skipper, resident and library patron, introduced himself to the Board and thanked them for their leadership and creativity to serve the community throughout the pandemic with modified services and the Director's Messages. (Item 4).

BOARD PRESIDENT REPORT

President Martin attended the Financial Partner's Credit Union Strategic Planning Conference, audit kick off meeting, Joint Use Committee meeting, Rotary's Cowabunga event, and the California Special District Association Conference to receive the Special District Risk Management Authority's Earl F. Sayre Excellence in Safety Award on behalf of the Placentia Library District. Moreover, President Martin was inducted into the Rotary Club of Placentia and will be serving on the Blue Ribbon Commission for the Senior Center.

**TRUSTEE &
ORGANIZATIONAL
REPORTS**

Secretary Carline attended the Joint Use Committee Meeting and a LAFCO meeting.

Trustee Dahl volunteered with the Placentia Round Table Women’s Club and attended the OCCOG meeting, CSDA Annual Conference, and City housing update meeting.

Trustee Shioura attended the Governor Recall candidate forum and spoke with over 20 candidates to promote library funding.

Trustee Shkoler attended the Rotary Cowabunga event.

**LIBRARY DIRECTOR
REPORT**

Library Director Contreras reported on recruitment updates, thanked Police Chief Lenyi and the Police Department for ensuring their work in maintaining the availability of the Library’s parking spaces through the 150+ overnight parking citations issued since January 2021, the planned removal of three of the curbside parking signs, and upcoming programs, grants and partnerships within the community. Additionally, Director Contreras informed the Board, based on the Business Manager’s information, the 2020-2021 Fiscal Year is projected to result in a balance of \$570,000 which will be built into the District’s reserves.

**FRIENDS FOUNDATION
REPORT**

Placentia Library Friends Foundation (PLFF) President Naydia Chantarasompoth provided updates on the PLFF Blowout Sale fundraiser, strategic planning and how the bookstore is planning to be open throughout library operating hours to increase sales. The yard sale will be on Saturday, November 6th and donations of gently used items are being accepted for the fundraising event.

CONSENT CALENDAR

It was moved by Trustee Shkoler and seconded by Trustee Dahl to approve Agenda Items 9-22 as presented. A roll call vote was taken.

AYES: Martin, Carline, Dahl, Shkoler
NOES: Shioura
ABSENT: None

A motion was then made to amend the agenda to have Item 34 moved to the beginning of the New Business section of the agenda. It was moved by Secretary Carline and seconded by Trustee Shkoler. A roll call vote was taken.

AYES: Martin, Carline, Dahl, Shioura, Shkoler
NOES: None
ABSENT: None

**MINUTES FOR AUGUST 16,
2021 REGULAR DATE
MEETING.**

The minutes for the August 16th, 2021 Regular Date Board Meeting were received, reviewed and filed as amended (Item 9).

AYES: Martin, Carline, Dahl, Shkoler
NOES: Shioura
ABSENT: None

**CASH FLOW ANALYSIS
AND
TREASURER'S REPORTS**

Check Registers for August 2021 (Item 10)
Fund 707 Balance Report for August 2021 (Item 11)
Financial Reports through August 2021 for Placentia Library District Accounts on Deposit with the Orange County Treasurer and Placentia Library District General Ledger: Summary of Cash and Investments. (Item 12)

**GENERAL CONSENT
REPORTS**

Balance Sheets for August 2021 (Item 13)
Acquisitions Report for August 2021 (Item 14)
Service Revenue Report for August 2021 (Item 15)
Personnel Report for August 2021 (Item 16)
Circulation Report for August 2021 (Item 17)
Review of Shared Maintenance Costs with the City of Placentia (Item 18)

STAFF REPORTS

Administration Report for August 2021 (Item 19)
Children's Services Report August 2021 (Item 20)
Adult Services Report for August 2021 (Item 21)
Placentia Library Website Technology Report for August 2021 (Item 22)

**BOARD PRESIDENT MARTIN
WILL REPORT OUT ON THE
CLOSED SESSION.**

President Martin reported the Closed Session regarding personnel matters of the Library Director's Annual Performance will continue next month and be presented at the October meeting.

**PRESIDENT MARTIN WILL
PRESENT THE 2021
EMPLOYEE OF THE YEAR
AWARD TO SHELLIE
MCCURDY, LIBRARY
ASSISTANT.**

President Martin presented the 2021 Employee of the Year Award to Shellie McCurdy, Library Assistant. Shellie has been with the Placentia Library District since September 4, 2019, as a part-time Library Assistant. She was hired to develop and oversee programs for the new makerspace, the Hangar. Though Shellie's been with Placentia for less than two years, she has truly transformed the service level and offered innovative programs beyond what was expected of her. Last year was a challenging year for our Placentia team and Shellie rose to the occasion. Despite not being able to provide in-person service, Shellie worked with her colleagues and offered her assistance to develop a new program – Family Cooking Time Series. This task was in addition to Shellie's duties at the time. The community has greatly benefited from her programs and creativity. Thank you to Shellie for her dedication to our Placentia community.

INTRODUCTION OF TEEN PROGRAM AD HOC COMMITTEE (TPAC) MEMBERS.

At the August 16, 2021 Library Board of Trustees meeting, the Board approved the formation of the Teen Program Ad Hoc Committee (TPAC) to address the development of teen programs offered at the District. The goals for the committee are, but not limited to, the following: Discuss teen programs and identify program ideas that meet the teens in Placentia, with diversity and inclusion in mind, establish guidelines and processes for future teen programs and activities, address committee's concerns and appropriate actions to be taken, present committee recommendations to the Board at a future public meeting

Trustee Shioura asked to make a motion to cancel the ALLY Program. President Martin explained the program was held in March and at the last meeting it was discussed to create the Ad Hoc Committee. Director Contreras explained no ALLY programs are planned through February 2022, as reflected in the current issue of the eXPLORE newsletter. Director Contreras provided a copy of the September 2021-February 2022 issue to Trustee Shioura. The motion did not receive a second.

The District reached out to interested community members and received commitment from the following individuals who introduced themselves to the Board: Audrienne Bridges-Skipper, Teacher's Aide at Placentia-Yorba Linda School District; Ethan Ly, Valencia High School Student; Reuben Skipper, longtime patron & Publicist; Theresa Kintz, resident.

Additionally, TPAC will include the following members from the District: President Martin, Trustee Dahl, Library Director Contreras, Assistant Library Director Baltierra and Supervising Librarian Amireh. The first TPAC meeting will be held on Tuesday, October 5th in the History Room.

After background and introductions, President Martin opened the item for public comment. Resident Teresa Thompson took a moment to speak in regards to her stance regarding this program and wanting the aim of teen programming to reflect feeling like they belong rather than labels. The Board thanked her for her time and invited Ms. Thompson to join the committee.

LEGISLATIVE UPDATES FROM MR. KYLE PACKHAM.

Mr. Kyle Packham, California Special District Association's (CSDA) Advocacy and Public Affairs Director gave updates about CSDA's roles and status on the following legislations pertaining to special districts:

- COVID relief funding – Includes \$100M for independent special districts, CSDA will host a webinar with the Department of Finance on September 27th on the availability and process of these funds.
- Redistricting and the California Voting Rights Act (CVRA) – SB 443, special districts no longer affected by Fair Maps Act; SB 594 – CSDA supports.
- CalPERS (not pertinent to Placentia Library District) – Discount rate was reduced from 7% to 6.8% due to risk mitigation policy.
- Surplus Land Act – Local agencies must engage with the Housing and Community Development when disposing surplus land, or when declaring exempt surplus land, and shall include leases in excess of five years.

- Development Impact Fees – CSDA opposes AB 59, AB 678, and AB 602, the Impact Fee Nexus Study Reform, unless it is amended.
- AB 361 – Brown Act Emergency Flexibility. On September 16, 2021 Governor Gavin Newsom signed into law AB 361, a law which enables local public agencies to continue to use teleconferencing without complying with certain Brown Act provisions.

**INFORMATION ON THE
PLACENTIA ROUND TABLE
WOMEN’S CLUB FROM
MARY KAY MCMAHON,
CLUB PRESIDENT.**

Placentia Round Table Women’s Club (PRTWC) President McMahon provided the history of PRTWC since 1902. Through its fundraisers - Friendship Soup, Festival of the Trees, and Tea and Fashion Show, PRTWC provides over \$20,000 in scholarships to local high school students and veterans. Additionally, the Club’s continued support, both monetarily and time, has allowed the Placentia Library District to provide an Easter Eggcitement event and Summer Reading programs that have been treasured by our Placentia community.

**REPORT ON IT PROJECTS
AND STATUS BY JEREMY
YAMAGUCHI, IT
CONSULTANT.**

Mr. Yamaguchi provided progress reports to the Board of Trustees since beginning his consulting services. Additionally, Mr. Yamaguchi provided long-term improvements for the Board’s consideration inclusive of updating servers, the voice over IP phone system, failover internet connection, establishing a business continuity and disaster recovery plan in addition to other items. After an in depth discussion, it was motioned by Secretary Carline and seconded by Trustee Shkoler to authorize staff to proceed with recommendations within the approved budget as presented by Mr. Yamaguchi. A roll call vote was taken:

AYES:	Martin, Carline, Dahl, Shkoler
NOES:	Shioura
ABSENT:	None

**ADOPTION OF POLICY 4078
– CENSURE POLICY.**

At the August 16, 2021 Library Board of Trustees meeting, a new policy, Policy 4078 – Censure Policy was presented and passed as a First Reading, with a 4-1 voting with Trustee Shioura dissenting. President Martin opened up the discussion for Board members to speak. Trustee Shioura expressed such policy infringes on the First Amendment, Freedom of Speech and believes members should not be censored. Trustee Shioura further voiced his opposition to the policy as he believed he was being censored due to his political party affiliation and his support for pro-life. District Counsel reiterated the definition of a censure - a formal resolution of the Library Board reprimanding one of its own members for specific conduct, generally a violation of law or of District policy where the violation of policy is considered to be a serious offense. In order to deter violations of law and serious violations of adopted District policies, the Library Board may take formal action against its members for such misconduct in the form of censure. Definitions from the Webster dictionary for censure and censor were provided in the staff report.

Trustee Shkoler then motioned to adopt Policy 4078-Censure Policy as presented. The motion was seconded by Trustee Dahl. A roll call vote was taken.

AYES: Martin, Carline, Dahl, Shkoler
NOES: Shioura
ABSENT: None

**CONFERENCE
AUTHORIZATION FOR IT
CONSULTANT TO ATTEND
THE VIRTUAL INTERNET
LIBRARIAN CONFERENCE,
OCTOBER 26-28, 2021.**

Library Director Contreras presented the request for the IT Consultant to attend the Virtual Internet Librarian Conference. The three-day virtual conference is one of the most comprehensive conference for library and information professionals with interests in technology. After a brief discussion, it was motioned by Trustee Shkoler to have the IT Consultant attend the conference with a report to be presented by Mr. Yamaguchi to the Library Board of Trustees at the November Board meeting. The motion was seconded by Trustee Dahl. A roll call vote was taken.

AYES: Martin, Carline, Dahl, Shkoler
NOES: Shioura
ABSENT: None

**ATTENDANCE
AUTHORIZATION TO THE
ORANGE COUNTY COUNCIL
OF GOVERNMENT GENERAL
ASSEMBLY ON NOVEMBER
17, 2021.**

The Orange County Council of Governments (OCCOG) serves as Orange County's sub-regional planning organization. It is a voluntary joint-powers agency that provides member agencies opportunities to engage on matters such as land use, energy, mobility, air quality, and water issues, that concerns residents of Orange County. Trustee Dahl is the District's OCCOG representative, and therefore, is being recommended by staff to attend the General Assembly meeting. After a short discussion, it was motioned by Trustee Shkoler and seconded by Secretary Carline to authorize Trustee Dahl to attend the Orange County Council of Government General Assembly meeting on November 17, 2021, in Anaheim. A roll call vote was taken.

AYES: Martin, Carline, Dahl, Shioura, Shkoler
NOES: None
ABSENT: None

**TRAINING AUTHORIZATION
FOR BOARD MEMBERS
WITH DAVID ARANDA.**

President Martin presented the recommendation, in order to assist new board members to better understand their roles, the ins and outs of governance, the basics of parliamentary procedure, and successfully working with the legislative body and staff, the Board considers hiring a professional trainer to conduct board development training for all five members. Background was provided on David Aranda, who has been serving Independent Special Districts since 1994 and is a frequent presenter for California Special District Association presentations at the Annual Conference, Special District Leadership Academy Conference and Board Secretary Conference.

Mr. Aranda will be in Orange County for CSDA Board Secretary Conference, and is available October 28, 2021, saving the District costs for Mr. Aranda's lodging and travel expenses. Mr. Aranda would like to meet in-person with individual board members and conduct a 3 to 4 hour training for all five members, followed by the one-on-one meetings.

President Martin opened the item for discussion, voicing her support of this workshop to make the Board the best it can be. Trustee Shioura requested this be scheduled via Zoom as he was concerned about meeting in person and believed the mandatory training was unreasonable and dangerous due to COVID. Trustee Shioura made a motion that due to confusion, the agenda should be tabled until next month. Trustee Shioura did not receive a second.

Trustee Shkoler motioned to authorize the hiring of David Aranda to conduct board development training on October 28, 2021 as presented, inclusive of input from the Board. Trustee Dahl seconded the motion. A roll call vote was taken.

AYES: Martin, Carline, Dahl, Shkoler
NOES: Shioura
ABSENT: None

INFORMATION ON CIVIC CENTER COURTYARD TRELLIS REPLACEMENT PROJECT.

Library Director Contreras presented the bid packet for the Civic Center Courtyard Trellis Project and work to be performed, such as to demolish, dispose of existing wood trellis structure in front of City Hall and Library with the scope of work also includes contractor to fabricate and install new trellis structure to match existing wood. Director Contreras informed the Board that bid opening occurred on September 16, 2021 with the lowest bid being from Noble E&C Inc at \$144,300. This bid will be presented to be awarded by City Council at their next meeting. If approved, the District’s obligation will be 41% of the total, which is included in the budget. President Martin opened the item for discussion and input. It was then motioned by Secretary Carline and seconded by Trustee Shkoler to approve the wood trellis replacement project as reflected on the City’s bid packet, inclusive of input received from the Library Board. A roll call vote was taken.

AYES: Martin, Carline, Dahl, Shioura, Shkoler
NOES: None
ABSENT: None

REPORT OF THE JOINT-USE COMMITTEE MEETING BY PRESIDENT MARTIN.

President Martin presented updates given by the City at the September 16, 2021 Joint Use Committee meeting. City updates included the road and street work, fiber optic project status, annexation, State Housing Development Review, grants they have applied for, the Kraemer fountain refurbishment and the grand opening of the Herald. Minutes from the Joint Use Meeting were furnished at this meeting

REVIEW OF ACTION ITEMS

Trustee Shioura requested a motion to redo the censure policy approval. The motion did not receive a second.

Trustee Shioura then requested a motion to move the Board of Trustees training on October 28th to November for a virtual training. The motion did not receive a second.

ADJOURNMENT

The next Board Meeting will be on October 18th, 2021 at 6:30 p.m.

The Board of Trustees Regular Date Meeting of September 20th, 2021 was adjourned at 8:22 p.m.

Jo-Anne Martin, President
Library Board of Trustees

Gayle Carline, Secretary
Library Board of Trustees

04:07 P.M.
10/08/21
Accrual Basis

Placentia Library District
Check Register
September 2021

Date	Ref No.	Payee	Memo	Payment	Type
09/02/2021	11919	OCLC, Inc.	Cat Express Service Overage	1,198.60	Bill Payment
09/02/2021	11920	Califa	Tutor.com Learning Suite FY 7/1/21-6/30/22 & CENIC Broadband April - June 2021	11,610.51	Bill Payment
09/02/2021	11921	SDRMA	Property/Liability Package Program Year 2021-22	44,666.81	Bill Payment
09/02/2021	11922	Sirsi Corporation	SirsiDyinx SMS Notification for Symphony SaaS, Annual Subscription - Upgrade to 25K Message Package	1,200.00	Bill Payment
09/02/2021	11923	Pitney Bowes Purchase Power	August 2021 Postage	5,208.24	Bill Payment
09/02/2021	11924	CliftonLarsonAllenLLP	Interim Billing on audit FY 20/21	1,600.00	Bill Payment
09/02/2021	11925	Alyssa Stolze	Stationary reimbursement	41.79	Bill Payment
09/02/2021	11926	Arcelia Janitorial Service	Janitorial Services from 08/01/2021 to 08/31/2021	3,468.00	Bill Payment
09/02/2021	11927	Bibliotheca LLC	RFID Security Gates and Smart-stations maintenance.	2,347.00	Bill Payment
09/02/2021	11928	Envisionware, Inc.	12/1/2021 - 11/30/2022 Mobile Print Service Maintenance Subscription	725.00	Bill Payment
09/02/2021	11929	Golden State Water Company	7/21/21-8/20/21 Service	1,335.59	Bill Payment
09/02/2021	11930	SDRMA	Voided - August 21 Interest	0	Bill Payment
09/07/2021	11931	Unique Management Services	Collection Services 2/2020 & 3/2020	277.45	Bill Payment
09/07/2021	11932	Baker & Taylor	Books	1,383.95	Bill Payment
09/07/2021	11933	City of Placentia	July 2021 AT&T and Mariposa Landscaping Shared Costs with the City	1,664.79	Bill Payment
09/07/2021	11934	Southern California Edison	7/30/21-8/29/21 Electric	8,109.57	Bill Payment
09/07/2021	11935	UMPQUA BANK	7/31/21-8/30/21 CC Charges	5,267.63	Bill Payment
09/07/2021	11936	Cintas	Cleaning Supplies	226.38	Bill Payment
09/07/2021	11937	Faronics	Deep Freeze ENT NA Maintenance Renewal 1 yr 50+ Start 8/27/21 Term 1 Year	481.95	Bill Payment
09/07/2021	11938	Eagle Multi Media Productions	IT Support Services 8/23/21-8/31/21	1,874.17	Bill Payment
09/08/2021	11939	Republic Services	Recycling Service 8/1/21-8/31/21 & Refuse disposal June 2021	243.29	Bill Payment
09/08/2021	11940	EBSCO Industries, Inc.	Consumer Reports & Nonfiction Core Collection EBSCO Package 7/1/21-6/30/22	6,184.34	Bill Payment
09/08/2021	11941	Wendy Amireh	Family Cooking Time Supplies	27.90	Bill Payment
09/08/2021	11942	Midwest Tape	Audiobooks/DVDs	4,740.24	Bill Payment
09/08/2021	11943	Baker & Taylor	Books	260.14	Bill Payment
09/08/2021	11944	PARS	PARS Contributions for payroll on 9/1/21	2,751.59	Bill Payment
09/16/2021	11945	Placentia Library Foundation	PLFF Pass-Through July 21 & August 21	129.25	Bill Payment
09/16/2021	11946	Cintas	Cleaning Supplies	226.38	Bill Payment
09/16/2021	11947	Woodruff, Spradlin & Smart	Services rendered through 8/31/21	3,442.50	Bill Payment
09/16/2021	11948	Baker & Taylor	Books	14,706.77	Bill Payment
09/16/2021	11949	CALNET3	AT&T 8/2/21-9/1/21	188.59	Bill Payment
09/16/2021	11950	Legacy Integrative Solutions	Printer Services for August 2021	884.30	Bill Payment
09/16/2021	11951	Midwest Tape	Audiobooks/DVDs	106.04	Bill Payment
09/16/2021	11952	OverDrive	Ebooks/Audiobooks	1,459.05	Bill Payment
09/16/2021	11953	Placentia-Yorba Linda Unified School Dist	Lunch at the Library Intake Forms & Mask posters	60.74	Bill Payment
09/16/2021	11954	SDRMA	Ancillary Benefits October 21	2,168.51	Bill Payment
09/16/2021	11955	Staples Advantage	Z folds for the restrooms	345.76	Bill Payment
09/23/2021	11956	Placentia Library District	For payroll on 9/29/21	63,000.00	Check
09/23/2021	11957	Placentia Library District	For payroll on 10/13/21	63,000.00	Check
09/27/2021	11958	EBSCO Industries, Inc.	EBSCO Wall Street Journal Subscription renewal through Jan 2022	126.50	Bill Payment

04:07 P.M.
10/08/21
Accrual Basis

Placentia Library District
Check Register
September 2021

09/27/2021	11959	Jeanette Contreras	Data Usage FY 20/21 Reimbursement and September 2021 Reimbursements,	1,031.51	Bill Payment
09/27/2021	11960	Good Moodra Yoga	Yoga Program Series: 9/25/21, 10/9/21, 10/23/21, 11/6/21, 11/20/21, 12/4/21, 12/18/21, 1/8/22 1/22/22, 2/5/22 2/19/22	192.50	Bill Payment
09/27/2021	11961	Yesenia Baltierra.	CSDA Conference meals	75.00	Bill Payment
09/27/2021	11962	South Coast SolarClean	Solar Panel & Roof Cleaning Services 9/22/21	688.00	Bill Payment
09/27/2021	11963	Alyssa Stolze	Fingerprinting for S. Park reimbursement	21.00	Bill Payment
09/27/2021	11964	American Library Association	J. Martin ALA FY 21-22 #2047891	201.00	Bill Payment
09/27/2021	11965	Cintas	Cleaning Supplies	817.66	Bill Payment
09/27/2021	11966	Time Warner Cable	Service from 9/12/21-10/11/21	67.06	Bill Payment
09/27/2021	11967	Advantage, Inc.	eXPLORE Newsletter Fall/Winter 2021	10,564.69	Bill Payment
09/27/2021	11968	Staples Advantage	Glassine envelopes- Passport Supplies	86.42	Bill Payment
09/27/2021	11969	SoCalGas	8/17/21-9/16/21 Services	47.37	Bill Payment
09/27/2021	11970	Baker & Taylor	Books	790.52	Bill Payment
09/27/2021	11971	Pitney Bowes Purchase Power	September 2021 Postage	628.99	Bill Payment
09/27/2021	11972	Midwest Tape	Audiobooks/DVDs	177.37	Bill Payment
09/27/2021	11973	Staples, Inc.	Passport Supplies	287.49	Bill Payment
09/27/2021	11974	Dick's Lock & Safe	Service call on 9/21/21	132.15	Bill Payment
09/27/2021	11975	Placentia-Yorba Linda Unified School Dist	Hangar postcards	27.84	Bill Payment
				<u>272,575.89</u>	

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director

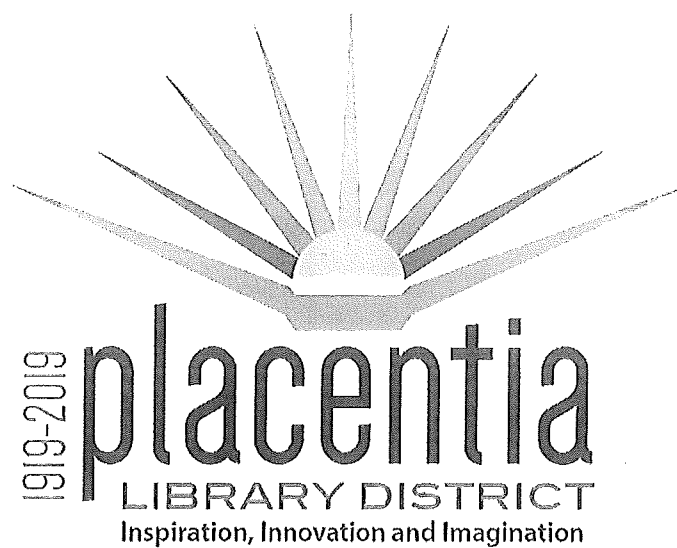
FROM: Fernando Maldonado, Business Manager

SUBJECT: Fund Balance Report through September 2021 for Placentia Library District Fund 9LX with Orange County Treasurer

DATE: October 18, 2021

Fiscal Year 2021-2022	
7/31/2020	797,842.63
8/31/2020	798,184.45
9/30/2020	798,537.58
10/31/2020	
11/30/2020	
12/31/2020	
1/31/2021	
2/28/2021	
3/31/2021	
4/30/2021	
5/31/2021	
6/30/2021	

Fiscal Year 2020-2021	
7/31/2019	790,798.96
8/31/2019	791,646.81
9/30/2019	792,427.94
10/31/2019	793,212.36
11/30/2019	793,942.94
12/31/2019	794,595.92
1/31/2020	795,201.11
2/29/2020	795,749.02
3/31/2020	796,231.15
4/30/2020	796,660.85
5/31/2020	797,113.17
6/30/2020	797,495.65



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: Financial Reports through September 2021 for the Placentia Library District
Accounts on Deposit with the Orange County Treasurer and the Placentia Library
District General Ledger

DATE: October 18, 2021

Summary of Cash and Investments as of September 30, 2021

Cash with Orange County Treasurer Fund 9LX	\$798,537.58
General Fund Checking – Bank of the West	\$515,952.03
General Fund Savings – Bank of the West	\$957,305.92
<i>(Impact Fees in Savings – Restricted)</i>	\$487,851.94
Payroll Checking – Wells Fargo Bank	\$145,514.63
Total Cash and Investments	\$2,417,310.16

I hereby certify that the investments are in compliance with Placentia Library District Policy 3035 – Investment of District Funds, as adopted by the Library Board of Trustees, and California Government Code Section 53646(b)(1); and that Placentia Library District has the ability to meet its budgeted expenditures for the next six (6) months.



Jeanette Contreras
Library Director



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PLACENTIA LIBRARY DISTRICT
EXPENDITURES REPORT
 September 30, 2021
 25% of the year completed.

ACCOUNT	DESCRIPTION	APPROPRIATIONS	EXPENDED	CURRENT	REMAINDER
SALARIES & EMPLOYEE BENEFITS					
5010, 5020	Salaries & Wages	1,886,673	375,758	0.20	\$1,510,915
5030	Retirement				
5040	Unemployment Insurance	60,365	15,834	0.26	\$44,531
5050	Health Insurance	4,158	0	0.00	\$4,158
5064	Dental Insurance	268,230	68,885	0.26	\$199,345
5060	Life Insurance	11,388	3,208	0.28	\$8,180
5066	AD & D Insurance	4,383	1,108	0.25	\$3,275
5068	Vision Insurance	6,676	1,646	0.25	\$5,030
5090	Education Assistance Program	2,733	639	0.23	\$2,094
5070	Workers' Compensation Insurance	1,422	0	0.00	\$1,422
	TOTAL	25,224	6,323	0.25	\$18,901
	TOTAL	\$2,271,252	\$473,401	0.21	\$1,797,851
SERVICES & SUPPLIES					
5100	Communications				
5170	Household Expenses	26,500	1,186	0.04	\$25,314
5099	Liability Insurance	44,000	4,569	0.10	\$39,431
5205	Maintenance Expense	45,689	11,167	0.24	\$34,522
5210, 5220-5280, 5160, 5180	Building Maintenance	12,921	3,644	0.28	\$9,277
5290	Memberships	148,572	32,261	0.22	\$116,311
5300-5350	Office Expenses & Postage	7,469	3,972	0.53	\$3,497
5400-5480	Prof./Specialized Services	77,544	33,837	0.44	\$43,707
5490	Loan Obligation (i-bank)	68,917	28,047	0.41	\$40,870
5495, 5900, 5910, 5920	Programs	73,968	56,361	0.76	\$17,607
5500	Books/Library Materials	24,000	4,397	0.18	\$19,603
5600	Meetings/Professional Development	314,000	56,231	0.18	\$257,769
5700	Mileage/Parking	30,000	6,126	0.20	\$23,874
5800	Utilities	300	34	0.11	\$266
7000	COVID-19	18,000	1,987	0.11	\$16,013
	TOTAL	15,000	258	0.02	\$14,742
	TOTAL	\$906,880	\$244,077	0.27	\$662,803
OPERATING EXPENSES					
		\$3,178,132	\$717,478	0.23	\$2,460,654
FIXED ASSETS & TAXES					
1310	Building Improvements				
1320	Equipment & Furniture	\$20,000	-	0.00	\$20,000
6100	Taxes and Assessments	\$3,000	-	0.00	\$3,000
	TOTAL	\$16,500	-	0.00	\$16,500
	TOTAL	\$39,500	-	0.00	\$39,500
TOTAL BUDGET					
		\$3,217,632	\$717,478	0.22	\$2,500,154

PLACENTIA LIBRARY DISTRICT
YTD REVENUE REPORT
As of September 30, 2021

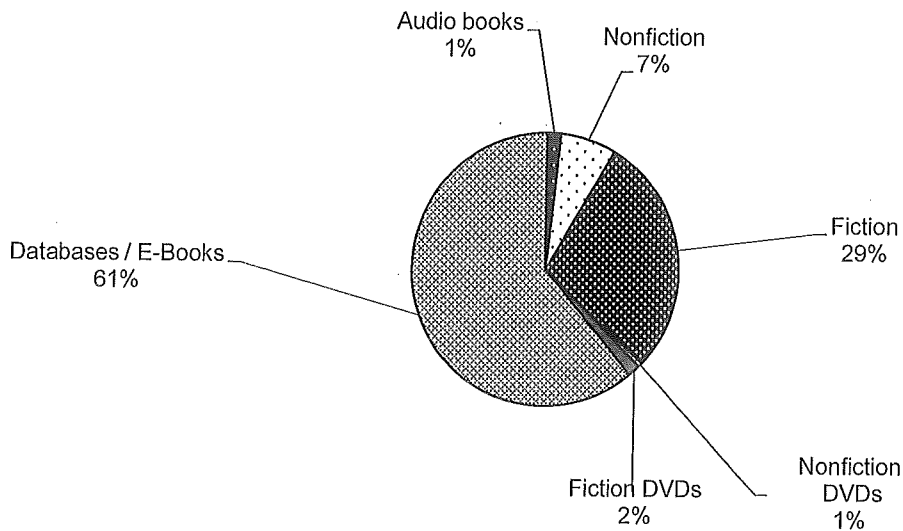
Acct #	DESCRIPTION	BUDGET	YTD ACTUAL	BALANCE	PERCENT % RECEIVED
PROPERTY TAX REVENUE					
4010	Property Taxes - Current Secured	2,710,330	24,553	(2,685,777)	0.9%
4020	Property Taxes - Current Unsecured	80,305	44,057	(36,248)	54.9%
4050	Property Taxes - Curr Supplemental	46,567	8,003	(38,564)	17.2%
* 4080	Penalties & Costs on Delinq Taxes	0	20,285	20,285	-
4090	Taxes Special Dist Augmentation	9,106	-	(9,106)	0.0%
4190	State - Homeowners Property Tax Relief	16,477	-	(16,477)	0.0%
	Sub Total	2,862,785	96,898	(2,765,887)	3.4%
INTEREST REVENUE					
4600	Interest	8,500	1,151	(7,349)	13.5%
	Sub Total	8,500	1,151	(7,349)	13.5%
GRANT REVENUE					
4210, 4421	State Grants	40,000	1,800	(38,200)	4.5%
4230	Other Grants	10,000	-	(10,000)	0.0%
	Sub Total	50,000	1,800	(48,200)	3.6%
MISCELLANEOUS REVENUES					
4410, 4414C	PLFF Grants	25,000	12,000	(13,000)	48.0%
4310	Fines & Fees	15,000	5,300	(9,700)	35.3%
4320, 4330	Passport/Photos	180,000	75,804	(104,196)	42.1%
4350	Test Proctor	3,000	600	(2,400)	20.0%
4430	Other: Miscellaneous	0	1,560	1,560	-
4435	Centennial (-bank final disbursement)	73,900	-	(73,900)	0.0%
	Sub Total	296,900	95,264	(201,636)	32.1%
TOTAL REVENUES YTD FOR FY 21/22:		3,218,185	195,113	(3,023,072)	6.1%
4440	Reserves	37,738	-	(37,738)	0.0%
4500	Impact Fees	250,000	14,080	(235,920)	5.6%

* Mathematically unable to divide by zero.

Placentia Library District

ACQUISITIONS REPORT FOR FISCAL YEAR 2021-2022 THROUGH SEPTEMBER 2021

	YTD 2021/22	YTD 2021/22	YTD 2020/21	YTD 2020/21
	Amount	Titles	Amount	Titles
Total Fiction	\$21,322	656	\$17,161	1220
Total Non-Fiction	\$5,091	229	\$12,144	561
Total Databases/Ebooks	\$45,681	245	\$24,494	63
Total Audio Books	\$1,172	21	\$1,451	290
Total Nonfiction DVDs	\$298	10	\$364	10
Total Fiction DVDs	\$1,111	42	\$1,314	317
Total Library of Things	\$0	0	\$0	0
YTD TOTAL MATERIALS	\$74,675	1203	\$56,928	2461
Budget	\$314,000		\$223,213	
% Spent YTD	24%		26%	



ACQUISITIONS REPORT FOR FISCALYEAR 2021-2022 for the MONTH OF SEPTEMBER 2021

Prepared by Katie Matas, Librarian I

	GENERAL FUND		ADOPT-A-BOOK/GRANT		TOTAL PURCHASED		DONATED		TOTAL ITEMS	
	Amount	Titles	Amount	Titles	Amount	Titles	Value	Titles	Amount	Titles
<u>Adult Fiction</u>	\$19,559	535	\$0	0	\$19,559	535	\$61	3	\$19,620	538
Total Adult Fiction	\$19,559	535	\$0	0	\$19,559	535	\$61	3	\$19,620	538
Adult Non-Fiction	\$4,048	187	\$0	0	\$4,048	187	\$121	4	\$4,169	191
Adult Reference	\$69	1	\$0	0	\$89	1	\$25	1	\$114	2
<u>Adult magazines</u>	\$127	0	\$0	0	\$127	0	\$0	0	\$127	0
Total Adult Nonfiction	\$4,264	188	\$0	0	\$4,264	188	\$146	5	\$4,410	193
TOTAL ADULT PRINT MATERIALS	\$23,823	723	\$0	0	\$23,823	723	\$207	8	\$24,030	731
Adult Audio Books	\$1,124	20	\$0	0	\$1,124	20	\$0	0	\$1,124	20
Adult E-books	\$4,916	155	\$0	0	\$4,916	155	\$0	0	\$4,916	155
Adult Educational DVDs	\$298	10	\$0	0	\$298	10	\$20	1	\$318	11
Adult Entertainment DVDs	\$827	32	\$0	0	\$827	32	\$957	61	\$1,784	93
<u>Library of Things</u>	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
TOTAL ADULT NON-PRINT MATERIALS	\$7,165	217	\$0	0	\$7,165	217	\$977	62	\$8,142	279
TOTAL ADULT MATERIALS	\$30,988	940	\$0	0	\$30,988	940	\$1,184	70	\$32,172	1010
<u>Teen Fiction</u>	\$705	55	\$0	0	\$705	55	\$136	4	\$841	59
Total Teen Fiction	\$705	55	\$0	0	\$705	55	\$136	4	\$841	59
Teen Non-Fiction	\$116	4	\$0	0	\$116	4	\$0	0	\$116	4
<u>Teen Reference</u>	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Total Teen Nonfiction	\$116	4	\$0	0	\$116	4	\$0	0	\$116	4
TOTAL TEEN PRINT MATERIALS	\$821	59	\$0	0	\$821	59	\$136	4	\$957	63
Teen Audio Books	\$48	1	\$0	0	\$48	1	\$0	0	\$48	1
Teen Adult E-books	\$805	41	\$0	0	\$805	41	\$0	0	\$805	41
<u>Video Games</u>	\$99	2	\$0	0	\$99	2	\$86	2	\$185	4
TOTAL TEEN NON-PRINT MATERIALS	\$952	44	\$0	0	\$952	44	\$86	2	\$1,038	46
<u>Juvenile Fiction</u>	\$1,058	66	\$0	0	\$1,058	66	\$396	25	\$1,454	91
Total Juvenile Fiction	\$1,058	66	\$0	0	\$1,058	66	\$396	25	\$1,454	91
Juvenile Non-Fiction	\$711	37	\$0	0	\$711	37	\$38	2	\$749	39
Juvenile Reference	\$0	0	\$0	0	\$0	0	\$18	1	\$18	1
<u>Juvenile Magazines</u>	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Total Juvenile Nonfiction	\$711	37	\$0	0	\$711	37	\$56	3	\$767	40
TOTAL JUVENILE PRINT MATERIALS	\$1,769	103	\$0	0	\$1,769	103	\$452	28	\$2,221	131
Juvenile Audio Books	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Juvenile E-books	\$654	38	\$0	0	\$654	38	\$0	0	\$654	38
Juvenile Educational DVDs	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
<u>Juvenile Entertainment DVDs</u>	\$185	8	\$0	0	\$185	8	\$537	26	\$722	34
TOTAL JUVENILE NON-PRINT MATERIALS	\$839	46	\$0	0	\$839	46	\$537	26	\$1,376	72
TOTAL JUVENILE MATERIALS	\$2,608	149	\$0	0	\$2,608	149	\$989	54	\$3,597	203
On-line databases	\$39,306	11	\$0	0	\$39,306	11	\$0	0	\$39,306	11
<u>E-books</u>	\$6,375	234	\$0	0	\$6,375	234	\$0	0	\$6,375	234
TOTAL ELECTRONIC MATERIALS	\$45,681	245	\$0	0	\$45,681	245	\$0	0	\$45,681	245
Total Fiction	\$21,322	656	\$0	0	\$21,322	656	\$593	32	\$21,915	688
Total Non-Fiction	\$5,091	229	\$0	0	\$5,091	229	\$202	8	\$5,293	237
Total Electronic	\$45,681	245	\$0	0	\$45,681	245	\$0	0	\$45,681	245
Total Audio Books	\$1,172	21	\$0	0	\$1,172	21	\$0	0	\$1,172	21
Total Educational DVDs	\$298	10	\$0	0	\$298	10	\$20	1	\$318	11
Total Entertainment DVDs	\$1,111	42	\$0	0	\$1,111	42	\$1,580	89	\$2,691	131
Total Library of Things	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
TOTAL MATERIALS	\$74,675	1203	\$0	0	\$74,675	1203	\$2,394	130	\$77,069	1333

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director
FROM: Fernando Maldonado, Business Manager
SUBJECT: Service Revenue Activities Report for September 2021
DATE: October 18, 2021

Net Revenue Summary for September 2021

			YTD	YTD
	Sept-21	Sept-20	2021-2022	2020-2021
Passport	\$16,492	\$1,410	\$62,286	\$1,690
Passport Photos	\$3,951	\$372	\$13,517	\$480
Test Proctor	\$250	0	\$600	0
Fines & Fees	\$2,891	\$71	\$5,300	\$434
Meeting Room	0	0	0	0
TOTAL	\$23,584	\$1,853	\$81,703	\$2,604



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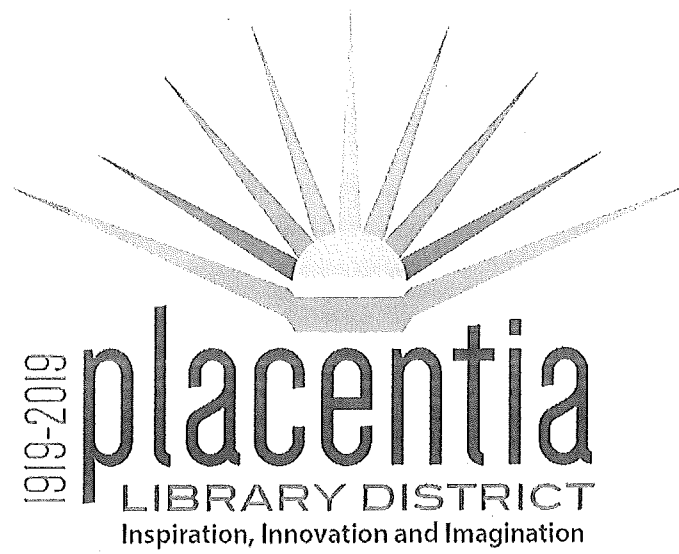
PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director
FROM: Fernando Maldonado, Business Manager
SUBJECT: Library Impact Fee Report - September 30, 2021
DATE: October 18, 2021

			YTD	YTD
	21-Sep	20-Sep	2021-2022	2020-2021
Total Monthly Fees Collected	\$ 12,703.36	\$0.00	\$ 14,079.68	\$ 7,623.26

Development Projects List

	Developer/Builder Name	Project Description	Address	Sq. Ft	Fee Paid to Library	Date
1	DKH Construction Inc.	Two new Multifamily Dwellings	1014 Cypress Street	1,496	\$ 1,376.32	8/31/2021
2	Shea Homes LLP	6 New Detached Single-Family Residences	1239, 1241, 1243, 1245, 1247, 1248 Providence Loop	13,808	\$ 12,703.36	9/2/2021
3						
4						
5						
6						
7						
2021/2022 YTD Total					\$ 14,079.68	
Ending Balance as of 6/30/21					\$ 473,772.26	
TOTAL BALANCE					\$ 487,851.94	



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director

FROM: Fernando Maldonado, Business Manager

SUBJECT: Personnel Report for September 2021

DATE: October 18, 2021

			YTD	YTD
	Sept-21	Sept-20	2021- 2022	2020-2021
Separation	0	0	1	0
Retirement	0	0	1	0
Appointments	0	0	1	0
Open Positions	3	1	5	1
Workers' Compensation Leave	0	0	0	0
Total	3	1	8	1

SEPARATION: None

RETIREMENT: None

APPOINTMENTS: None

OPEN POSITIONS: Library Aide (On Call) – Support Services
 Library Assistant Children’s Services (20 Hour Part-Time) –
 Public Services (x2)



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director
 FROM: Yesenia Baltierra, Assistant Library Director
 SUBJECT: Circulation Activity Report for September 2021
 DATE: October 18, 2021

CIRCULATION	Sep-21	Sep-20	Y-T-D	Y-T-D	Y-T-D
			2021-22	2019-20	% change
New Patron Registrations	1,321	128	1,943	1,031	88.5%
Circulation (items)	17,415	4,698	52,623	20,356	158.5%
Circulation (e-content)	9,064	9,991	27,793	27,477	1.2%
Total Circulation	26,479	14,689	80,416	76,314	5.4%
Total Active Borrowers*	4,946	2,704			
Attendance	15,603	2,364	31,152	3,383	820.8%
Registered Card Holders*	57,915	54,405			
Adult Fiction	2,504	631	7,910	2,672	196.0%
Adult/Teen Nonfiction	1,428	377	4,297	1,990	115.9%
Adult Magazines	21	1	93	6	1450.0%
Adult/Teen Audio Books	214	81	539	272	98.2%
Adult DVDs	771	320	1,943	1,372	41.6%
Library of Things (LOTs)	50	3	133	15	786.7%
Teen Fiction	382	187	1,248	865	44.3%
Teen Video Games	197	47	627	241	160.2%
Childrens Fiction	9,397	2,391	28,563	9,768	192.4%
Childrens LOTs**	29	0	83	-	-
Childrens Nonfiction	1,981	474	5,786	2,064	180.3%
Childrens Magazines	11	0	37	2	1750.0%
Childrens Audio Books	85	6	245	59	315.3%
Childrens DVDs	345	180	1,119	591	89.3%

* YTD % change not applicable.

** Mathematically unable to divide by zero.

PATRON COUNT

Sep-21	SUN	MON	TUES	WED	THURS	FRI	SAT	PATRON COUNT
9:00		133	153	234	337	175	283	1,315
10:00		151	205	272	418	191	353	1,590
11:00		121	206	270	205	155	304	1,261
12:00		122	234	198	195	160	264	1,173
1:00	422	127	157	264	173	147	249	1,539
2:00	300	132	172	476	247	182	309	1,818
3:00	254	277	374	460	544	333	203	2,445
4:00	178	251	363	406	397	229	196	2,020
5:00		223	219	339	301			1,082
6:00		233	206	260	200			899
7:00		72	94	111	145			422
PATRON COUNT	1,154	1,842	2,383	3,290	3,162	1,572	2,161	15,564

Inside Gate Count 15,564
 Outside Gate Counts 39
Total Library Attendance 15,603

Inside Gate Count					Outside Gate Counts	
Sept 2021	Sept 2020	Y-T-D 2021/2022	Y-T-D 2020/2021	Y-T-D % change		
15,564	1,019	43,502	3,246	1240%	Adult/Teen Programs	0
					Children Programs	0
					Curbside	39
					Outreach	0
					Meeting	
					Room Rentals	0
					TOTAL	39

PASSPORTS

September 2021	SUN	MON	TUES	WED	THURS	FRI	SAT	HOUR TOTALS
9:00		4	4	7	4	5	17	41
10:00		4	5	7	3	6	11	36
11:00		2	8	6	4	3	19	42
12:00		5	7	10	8	4	14	48
1:00	19	3	5	10	5	7	15	64
2:00	13	2	3	6	8	5	12	49
3:00	6	5	11	17	8	8	8	63
4:00	2	9	7	10	11	1		40
5:00		9	5	12	17			43
6:00		7	4	5	13			29
7:00								0
DAY TOTALS	40	50	59	90	81	39	96	455

Sept 2021	Sept 2020	Y-T-D 2021-22	Y-T-D 2020-21	% change
455	63	1775	71	96%

ACHIEVEMENTS

- Staff assisted El Dorado’s Teacher Librarian get virtual library cards for her students

MEETINGS

- Tim met with Jeremy to go over IT and Horizon updates on September 16th and 29th
- Tim met with Estella and Yesenia for a one-on-one on September 15th and 30th
- Estella, Tim, Erich and Angie attended the staff meeting on September 21st
- Estella, Laura, Angie, Erich and Tim attended the Support Services meeting on September 16th
- Estella and Laura met on September 29th and 30th
- Estella attended SLS zoom meeting on September 16th
- Estella had a one-on-one with Tim on September 15th and 30th.
- Estella had a one-on-one with Angie on September 21st.
- Estella had a one-on- one with Eric on September 22nd
- Estella attended the weekly huddle meetings on September 1st, 15th, 22nd and 29th

PROFESSIONAL DEVELOPMENT

- None



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director
FROM: Fernando Maldonado, Business Manager
SUBJECT: City of Placentia - Shared Maintenance Costs through September 2021
DATE: October 18, 2021

CITY OF PLACENTIA INVOICES

PERIOD COVERED FY 2021-2022	INVOICE DATE	SO. CAL EDISON	TURF (Merchants)	GROUNDS (SA Aquatics)	AT&T	FACILITY MAINT	TOTAL
Jul-21	7/21/2021	0.00	1,600.40	499.20	9.85	0.00	2,109.45
Aug-21	8/25/2021	0.00	1,655.06	0.00	9.73	0.00	1,664.79
Sep-21	*	*	*	*	*	*	0.00
Oct-21							0.00
Nov-21							0.00
Dec-21							0.00
Jan-22							0.00
Feb-22							0.00
Mar-22							0.00
Apr-22							0.00
May-22							0.00
Jun-22							0.00
TOTAL		\$0.00	\$3,255.46	\$499.20	\$19.58	\$0.00	\$3,774.24

* City Billing Not Received

PERIOD COVERED FY 2020-2021	INVOICE DATE	SO. CAL EDISON	TURF (Merchants)	GROUNDS (SA Aquatics)	AT&T	FACILITY MAINT	TOTAL
Jul-20	7/29/2020	0.00	4,801.20	249.60	8.68	0.00	5,059.48
Aug-20	9/2/2020	0.00	1,600.40	0.00	9.14	0.00	1,609.54
Sep-20	*	*	*	*	*	*	0.00
Oct-20	10/1/2020	0.00	1,600.40	499.20	9.20	0.00	2,108.80
Nov-20	11/18/2020	0.00	3,200.80	249.60	9.07	0.00	3,459.47
Dec-20	12/15/2020	0.00	1,600.40	499.20	9.28	0.00	2,108.88
Jan-21	*	*	*	*	*	*	0.00
Feb-21	2/10/2021	0.00	3,200.80	499.20	19.61	0.00	3,719.61
Mar-21	3/23/2021	0.00	1,600.40	249.60	10.37	67.90	1,928.27
Apr-21	4/27/2021	0.00	1,600.40	0.00	9.77	0.00	1,610.17
May-21	5/24/2021	0.00	1,600.40	249.60	9.89	0.00	1,859.89
Jun-21	6/15/2021	0.00	1,600.40	249.60	9.85	0.00	1,859.85
TOTAL		\$0.00	\$22,405.60	\$2,745.60	\$104.86	\$67.90	\$25,323.96



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: Administration Report for September 2021
DATE: October 18, 2021

Meetings:

- PLFF Meeting: September 13th
- Board of Trustees Regular Date Meeting: September 20th
- All Staff Meeting: September 21st
- One on One Meetings: September 1st, 2nd, 8th, 9th, 15th, 22nd, 23rd, 27th
- Weekly Huddles: September 1st, 8th, 15th, 22nd & 29th
- Library Aide & Assistant, On Call Interviews: September 1st
- Library Impact Fee Meeting: September 2nd
- Fingerprinting: September 7th & 27th
- Library Assistant Second Interviews: September 10th
- Meeting with Auditor: September 10th, 17th, & 27th
- Innovative Meeting: September 14th
- Director's Networking Meeting: September 15th
- Placentia Round Table Women's Club Board Meeting: September 15th
- CSL Grant Funded Databases Review Webinar: September 16th
- Meeting with IT Consultant: September 16th
- PLFF Yard Sale Meeting: September 16th
- Joint Use Committee Meeting: September 16th
- Meeting with Boys & Girls Club President: September 16th
- Placentia Collaborative: September 21st
- One on One Meetings with the Director: September 22nd
- Meeting with Director Williams, Long Beach Public Library: September 22nd
- Meeting with Trustee Shkoler: September 23rd
- Meeting with Chamber of Commerce: September 24th
- Brodart Vendor Review Meeting: September 24th
- California Library Association Board of Directors Meeting: September 27th
- IT Meeting: September 27th
- CSL Library Infrastructure Grant Meeting: September 27th
- Grant & Collection Budget Meeting: September 28th
- Supervisors Meeting: September 28th & 30th
- Teen Programs Meeting: September 30th

Facilities:

- L.A. Leather Repair: September 8th
- South Coast Solar Panel Cleaning: September 22nd
- Joe Back Flow Water Test: September 23rd

Training/Workshops/Conference:

- CSDA Conference: August 30th - September 2nd
- CSDA COVID Relief Fund Presentation: September 27th

Events:

- Shellie McCurdy Work Shower: September 9th
- State of the City Luncheon: September 30th

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director

FROM: Yesenia Baltierra, Assistant Library Director

SUBJECT: Children's Services Report for September 2021

DATE: October 18, 2021

MONTHLY STATISTICS

Children's Services Statistics

Number of Programs by Type	September	September	FY-T-D	FY-T-D	FY-T-D
	2021	2020	2021-22	2020-21	% change
Storytime	12	7	22	15	47%
Educational	0	1	0	1	-100%
Reading	1	0	7	5	40%
Seasonal*	0	0	4	0	-
TOTAL	13	8	33	21	57%

*Mathematically unable to divide by zero.

Attendance of Programs by Type	September	September	FY-T-D	FY-T-D	FY-T-D
	2021	2020	2021-22	2020-21	% change
Storytime	397	2,791	1,277	8,093	-84%
Educational	0	527	0	527	-100%
Reading	69	0	852	1,481	-42%
Seasonal*	0	0	870	0	-
TOTAL	466	3,318	2,999	10,101	-70%

*Mathematically unable to divide by zero.

Children's Reference & Computer Usage Statistics	September	September	FY-T-D	FY-T-D	FY-T-D
	2021	2020	2021-22	2020-21	% change
Reference—in person	146	64	495	96	416%
Reference--telephone	16	21	53	86	-38%
Total Reference	162	85	548	182	201%
Children's computer usage	241	14	517	14	3593%

*Mathematically unable to divide by zero.

ACHIEVEMENTS

- Deanna White planned and conducted 4 Family Storytimes on Saturday September 4th, 11th, 18th and 25th

- Venessa Faber participated in the interview panel for the Library Assistant second interviews on September 10th
- Lori Worden planned and conducted 5 Once Upon a Storytimes on September 2nd, 9th, 16th, 23rd and 30th
- Lori Worden proctored 3 exams, on September 10th (2 exams) and 30th

MEETINGS

- Deanna White met with Yesenia Baltierra for a one-on-one meeting on September 2nd
- Deanna White, Lori Worden and Venessa Faber met for a Children's Department Meeting on September 9th
- Deanna White met with Venessa Faber for a one-on-one meeting on September 21st
- Deanna White met with Venessa Faber for a one-on-one meeting on September 30th
- Venessa Faber met with Yesenia for a one-to-one on September 8th, 22nd, and 28th
- Venessa Faber attended the Supervisor Meetings on September 28th
- Venessa Faber attended the PS Supervisor Meeting on September 30th
- Venessa Faber met with Wendy Amireh on September 23rd, 24th, and 30th
- Venessa Faber met with Megan Tolman on September 29th
- Lori Worden attended the all-staff meeting on September 21st
- Lori Worden, Venessa Faber and Yesenia Baltierra attended the Wednesday Huddles on September 1st, 8th, 15th, 22nd, and 29th
- Lori Worden met with Venessa Faber for one-on-one meetings on September 7th, 21st and 28th
- Lori Worden met with Jeanette Contreras for a one-one-meeting on September 22nd
- Lori Worden met with Michelle Meades on September 21st

PROFESSIONAL DEVELOPMENT

- None

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director

FROM: Yesenia Baltierra, Assistant Library Director

SUBJECT: Adult Services Report for September 2021

DATE: October 18, 2021

MONTHLY STATISTICS

Information Desk Activity	September	September	FY-T-D	FY-T-D	FY-T-D
	2021	2020	2021-22	2020-21	% change
Information -- in person	1457	291	4137	413	902%
Information -- telephone	791	387	2524	1591	59%
Information -- email/chat	31	9	73	120	-39%
Curbside service	39	260	98	2034	-95%
Technology assistance	56	14	248	23	978%
Guest passes	33	7	95	7	1257%
Adult and Children's computer use (desktops)	995	142	2621	200	1211%
Adult computer usage (desktop)	815	172	2190	215	919%
Teen computer usage	81	10	305	17	1694%

History Room Activity	September	September	FY-T-D	FY-T-D	FY-T-D
	2021	2020	2021-22	2020-21	% change
History Room Visitors	0	3	3	3	0%

Public Services Outreach Activity	September	September	FY-T-D	FY-T-D	FY-T-D
	2021	2020	2021-22	2020-21	% change
Outreach Visits	0	0	0	0	0%
Outreach Attendance	0	0	0	0	0%

Proctored Tests	September	September	FY-T-D	FY-T-D	FY-T-D
	2021	2020	2021-22	2020-21	% change
Number of Tests*	5	0	12	0	-

* Mathematically unable to divide by zero

Adult and Teen Programs

Number of Programs by Type	September 2021	September 2020	FY-T-D 2021-22	FY-T-D 2020-21	FY-T-D % change
Book Club*	1	0	1	0	-
Educational Programs	3	0	6	1	500%
Fine Art Programs	0	0	0	0	0%
Hangar Makerspace Programs	1	1	3	2	50%
Health & Fitness Programs*	1	0	1	0	-
History Room Programs	0	0	0	1	-100%
Home and Lifestyle Programs*	1	0	1	0	-
Literacy Programs	16	10	37	31	19%
Reading Programs Adult	1	0	3	1	200%
Reading Programs Teen	0	0	2	1	100%
Placentia Teen Advisory Council	2	2	4	6	-33%
Teen Only Programs	0	0	1	4	-75%
Adult and Teen Program Number Total	26	13	59	47	26%
Teen Program Number Total	2	2	7	11	-36%

* Mathematically unable to divide by zero

Attendance of Programs by Type	September 2021	September 2020	FY-T-D 2021-22	FY-T-D 2020-21	FY-T-D % change
Book Club *	10	0	10	0	-
Educational Programs	51	0	95	1	9400%
Fine Art Programs	0	0	0	0	0%
Hangar Makerspace Programs	146	311	762	378	102%
Health & Fitness Programs *	4	0	4	0	-
History Room Programs	0	0	0	18	-100%
Home and Lifestyle Programs *	195	0	195	0	-
Literacy Programs	77	56	170	176	-3%
Reading Programs Adult	7	0	139	94	48%
Reading Programs Teen	0	0	21	17	24%
Placentia Teen Advisory Council	20	17	40	47	-15%
Teen Only Programs	0	0	24	5	380%
Adult and Teen Program Attendance Total	510	384	1460	736	98%
Teen Program Attendance Total	20	17	85	69	23%

* Mathematically unable to divide by zero

Literacy	FY-T-D 21-22		FY-T-D 20-21	% change
English Literacy Students	34		33	3%
Students Graduated	1		1	100%
English Literacy Tutors	30		34	-12%

The Hangar Makerspace	September	September	FY-T-D	FY-T-D	FY-T-D
	2021	2020	2021-22	2020-21	% change
Hangar Open Hour Visits	12	0	72	3	184%
Hangar Users	2	0	17	2	158%
Hangar Tours	7	0	46	1	191%

Volunteer Hours	September	September	FY-T-D	FY-T-D	FY-T-D
	2021	2020	2021-22	2020-21	% change
History Room*	68.5	0	182.5	0	-
PLFF	179	7	644.5	60.75	1099%
General Library	222	0	894.2	6	14812%
Adult Literacy	209.25	84.75	553.75	324.75	131%
PTAC	28.88	21	49.38	65	12%
Total Volunteer Hours	613.88	112.75	2231.1	343.75	549%

* Mathematically unable to divide by zero.

ACHIEVEMENTS

- Shellie McCurdy and Wendy Amireh coordinated the September Hangar Take & Make on September 1st.
- Michelle Meades and Wendy Amireh coordinated the Family Cooking Time on September 16th.
- Wendy Amireh and Megan Tolman coordinated Meditation by Good Moodra Yoga on September 7th.
- Wendy Amireh coordinated Yoga at the Library on September 25th.
- Michelle Meades coordinated the Book Club on September 14th.
- Victor Meza coordinated PTAC Meetings on September 2nd and 16th.
- Sabrina Rosengren & Sally Federman coordinated Literacy Reads – Beginner Book Club on September 1st, 8th, 15th, 22nd, 29th.
- Sabrina Rosengren & Sally Federman coordinated Literacy Reads – Book Club on September 7th, 14th, 21st, 28th.
- Sabrina Rosengren coordinated Read, Write, Speak Club on September 3rd, 10th, 17th, 24th.
- Sabrina Rosengren co-facilitated a CLLS Learner Leadership Monthly Meeting on September 9th.
- Sabrina Rosengren coordinated Learner Take & Make event on September 8th.
- Wendy Amireh and Shellie McCurdy coordinated Mission Possible beginning September 15th.
- Megan Tolman and Wendy Amireh coordinated the Beanstack Challenge “Hispanic Heritage Month.”

MEETINGS

- Victor Meza met with Wendy Amireh on September 14th and 28th.

- Michelle Meades met with Wendy Amireh on September 14th.
- Michelle Meades, Wendy Amireh, Megan Tolman and Katie Matas met on September 14th.
- Michelle Meades met with Lori Worden on September 21st.
- Sabrina Rosengren attended CLLS Final Report Q & A meeting on September 1st.
- Sabrina Rosengren and Wendy Amireh met on September 24th.
- Wendy Amireh met with Venessa Faber on September 24th and 29th.
- Wendy Amireh met with Yesenia Baltierra on September 9th, 21st and 23rd.
- Wendy Amireh, Yesenia Baltierra and Jeanette Contreras met on September 30th.
- Wendy Amireh attended Supervisor meetings on September 28th.
- Wendy Amireh and Yesenia Baltierra met with Brodart on September 24th.
- Wendy Amireh met with Daisy Badge on September 4th.
- Wendy Amireh attended the Public Services Supervisors meeting on September 30th.
- Wendy Amireh attended Kiwanis meetings on September 15th.
- Shellie McCurdy met with Wendy Amireh on September 2nd, 4th, 14th, 16th, 18th, 22nd, and 25th.
- Shellie McCurdy met with Victor Meza on September 22nd.
- Shellie McCurdy met with Megan Tolman on September 4th.
- Megan Tolman met with Wendy Amireh on September 7th and 21st.
- Wendy Amireh and Yesenia Baltierra, attended the All Staff Meeting on September 21st.
- Wendy Amireh, Sabrina Rosengren, Michelle Meades, and Megan Tolman attended weekly Huddles on September 1st, 8th, 15th, 22nd and 29th.
- Wendy Amireh and Yesenia Baltierra attended California State Library meetings on databases on September 15th and 16th.
- Wendy Amireh and Yesenia Baltierra attended the Board of Trustee Meeting on September 20th.
- Wendy Amireh met with Sally Federman on September 18th.
- Katie Matas met with Wendy Amireh on September 9th and 17th.
- Katie Matas and Megan Tolman met with Jeanette Contreras on September 22nd.

PROFESSIONAL DEVELOPMENT

- Megan Tolman attended a webinar titled "Anti-Racist Education: Building Your Inclusive Collection & Curriculum" on September 8th.
- Megan Tolman attended a Beanstack "CA Library Power Hour" session on September 9th.
- Sabrina Rosengren attended Using Data to Understand Education and Literacy in Your Community virtual webinar on September 1st.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director

FROM: Yesenia Baltierra, Assistant Library Director

SUBJECT: Placentia Library Website & Technology Report for September 2021

DATE: October 18, 2021

Online Database Usage	September 2021	September 2020	Y-T-D 2021-22	Y-T-D 2020-21	Y-T-D % change
Placentia Library Catalog	4,130	3,303	12,898	13,940	-7%
General Reference Center	0	28	158	30	427%
Biography In Context	1	26	12	30	-60%
Opposing Viewpoints	2	8	2	11	-82%
Consumer Reports	250	286	958	661	45%
Freegal	900	850	2,804	2,696	4%
Heritage Quest	10	111	303	209	45%
Novelist	56	129	90	239	-62%
ABC Mouse	1	8	55	16	244%
ABC Mouse - Bring Reading Home	116	169	194	207	-6%
World Book Online	6	20	6	20	-70%
Tumblebooks	43	30	83	317	-74%
Data Axle (Reference USA)	262	398	567	705	-20%
Hoopla	2,222	2167	6,686	6,729	-1%
Overdrive e-books	2,282	2670	7,028	8,371	-16%
Overdrive audio books	1,341	1346	4,221	4,018	5%
Overdrive eBooks - Placentia Advantage Share	956	1617	3,039	5,647	-46%
Overdrive audiobooks - Placentia Advantage Share	708	989	2,210	2,881	-23%
Tutor.com	22	21	25	27	-7%
OverDrive Magazines	246	322	561	772	-27%
ProQuest Pub. Avail. Database	1	13	1	13	-92%
ProQuest Coronavirus Research	2	13	2	13	-85%
ProQuest Ebook Central	3	22	3	22	-86%
ProQuest SIRS Discoverer	1	15	1	15	-93%
ProQuest SIRS Issues Researcher	1	15	1	15	-93%
ProQuest eLibrary	6	16	7	16	-56%

BrainFuse JobNow/VetNow	27	0	83	0	N/A
Creative Bug	22	0	47	0	N/A
NorthStar	0	0	0	0	N/A
TOTAL DATABASE USAGE	13,617	14,592	27,938	47,620	-41%

Computer & Online Resource Use

	September 2021	September 2020	Y-T-D 2021-22	Y-T-D 2020-21	Y-T-D % change
Placentia Residents	887	467	2,665	1,454	83%
Non-Placentia Residents	729	379	2,243	1,211	85%
Total	1,616	846	4,908	2,665	84%

Website Traffic

	September 2021	September 2020	Y-T-D 2021-22	Y-T-D 2020-21	Y-T-D % change
Website visits	10,847	7,696	34,662	27,351	27%
Page Hits	18,600	14,190	61,367	49,060	25%
Users	6,440	4,149	19,922	13,206	51%
Pages/Session	1.68	1.84	N/A	N/A	N/A
Avg. Session Duration	00:01:56	00:02:25	N/A	N/A	N/A
% New Sessions	76	70	N/A	N/A	N/A

Wifi Use

	September 2021	September 2020	Y-T-D 2021-22	Y-T-D 2020-21	Y-T-D % change
Total	1,303	200	3,222	429	651%

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: **Review and Discuss the Request for Proposal (RFP) for IT Consultant Service.**

DATE: October 18, 2021

BACKGROUND

At the August 16, 2021 Library Board of Trustees meeting, the Board authorized the District to enter into an agreement with Mr. Jeremy Yamaguchi for IT service at a rate of \$65.00 per hour and not to exceed \$40,000. The interim service commenced on August 17, 2021 to ensure minimal disruptions in the District's technology operations and a smooth transition before the Systems Librarian's retirement on August 26, 2021.

DISCUSSION

The authorization to hire an IT consultant was predicated on staff presenting an RFP for service for the duration of the 2021-2022 fiscal year, with an extension option for 2022-2023 fiscal year. The District places a high priority on consistent and comprehensive maintenance of the Districts' servers and computers.

The work performed will include advising, developing, and implementing policies and procedures the security of all library technology systems against internal and external threats. Knowledge in network and computer systems security and best practices, cyber security safety measures and industry standards are required. These systems are currently installed on District owned equipment. An accurate and complete inventory of all District technology assets and maintain proper updates and security patches on equipment must be maintained on a regular basis. Additionally, help desk support related to hardware and software issues must be addressed and handled in a timely manner, as to not disrupt services to patrons. The work to be performed includes administration of the District's network systems, inclusive of access, documentation, server maintenance, firewall administration support, and PBX telephone system administration. Other scope of work includes:

- Performing computer replacement and repairs
- Performing server upgrades/updates
- Filtering/Protection
 - Virus Protection Administration
 - SPAM filtering administration
 - Office 365 portal security

- Resolving any issues with District's IT infrastructure

- Answering IT related questions from District Staff
- Working with other IT consultants/vendors to resolve issues with software and hardware and for the implementation of District's IT projects
- Attending and presenting at meetings when requested by staff
 - Weekly Ticket review
 - Weekly one on one with director
 - Monthly Board of Director meetings
 - Monthly all staff meetings
- Providing recommendations to District on how to improve IT infrastructure, use technology to automate processes, and implement new technology.
- Providing access to a ticketing system to enable the vendor and District access to status information on their requests
- Participating in District budget process when requested
- Providing District with quotes from other vendors for IT purchase when requested

A minimum of 20 hours of onsite information technology support to the Placentia Library District - Monday through Sunday between 8:00 a.m. to 6:00 p.m., excluding holidays, is required. In addition to minimum onsite support hours, telephone support and off-hours support are required, as needs arise.

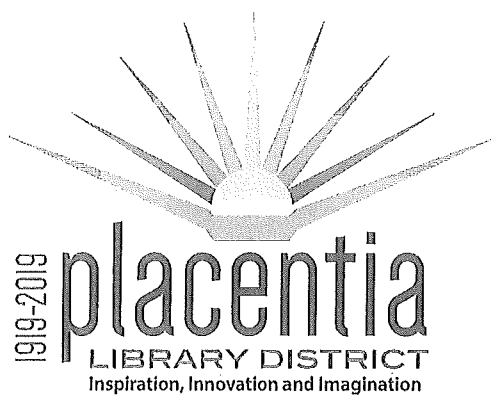
Funding for the IT Consultant will be drawn from the Systems Librarian position and reallocation of the supplies and services, if additional funds are required.

Attachment A is the proposed RFP for IT Consultant Service.

Attachment B is the IT RFP Evaluation Scoring Sheet.

RECOMMENDATIONS

1. Authorize the Request for Proposal for IT Consultant Service as presented, inclusive of input received from the Library Board of Trustees.
2. Roll call vote.
3. Authorize the use of the Systems Librarian position budget for the IT Consultant Service.
4. Roll call vote.
5. Authorize the Library Director to reallocate the Supplies & Services budget line items to fund the IT Consultant Service should additional funds are required and an exemption to Policy 3080 – Purchasing and Expense Authorization Policy, should additional funds exceed \$10,000.
6. Roll call vote.



REQUEST FOR PROPOSALS
IT SUPPORT SERVICES

Mission Statement: Placentia Library District provides lifelong learning and reading opportunities that inspire, open minds, and bring our community together.

The Centennial Vision Statement - This Vision of the Trustees is intended to help celebrate the 100-year anniversary of the District.

- We will be the place where the community "sees and experiences" the technical edge and premier programming.
- We will renovate and expand our Library.
- We will remain financially self-sufficient.
- We will seek strong community support.
- We will reach our community with an active marketing plan.
- We will increase the percentage of our operating budget that supports establishing the premier collection in Orange County.
- We will plan for maintaining our qualified and professional staff.

Proposals must be received by the Administration Department at 411 E. Chapman Ave. Placentia, CA 92870, by **Monday November 22, 2021 at 2:00 p.m.** Proposals will be unsealed,

1. Proposals shall be in a sealed envelope or package marked with the bidder's Name and the Request for Proposals title. All Proposers are required to use the form in Appendix C to be submitted on a **separate envelope** with their proposal.
2. Faxed Proposals will not be received or considered.
3. Deadline for all questions is Monday, October 25th, 2021 at 2:00 p.m. Please submit questions related to this RFP via email at administration@placentialibrary.org.

There is no express or implied obligation for Placentia Library District to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

INTRODUCTION

The Placentia Library District ("PLD" or "District") hereby requests proposals from qualified public or private firms, to establish a contract for IT Support Services. The successful Proposer shall have the knowledge, expertise, staff, and availability to provide comprehensive information technology support in a public sector, independent public library environment.

DISTRICT OVERVIEW

Primarily known as a bedroom community, the City of Placentia, which is nestled in northern Orange County, is a family-oriented community of approximately 51,000 residents. Placentia serves an area of approximately 6.7 square miles and has retained the small-town image that has remained since settlers arrived more than 100 years ago.

The Placentia Library District is an independent special district serving the residents of Placentia and surrounding communities. It is governed by a board of five trustees directly elected by the public. The district has been serving the community since 1919 and now provides a variety of services including a large physical and digital catalog, virtual and in-person library programs, literacy, gathering space, public computer stations, passport processing, a library of things (LOTs), and learning opportunities.

The District is open seven days a week – Monday through Thursday, 9:00 a.m. – 8:00 p.m.; Friday and Saturday, 9:00 a.m. – 5:00 p.m.; Sunday 1:00 p.m. – 5:00 p.m.

BACKGROUND

The District currently outsources its IT Support Services with a private company under a Professional Services Agreement.

The IT Support Services consultant manages all computer systems, servers, databases, 3rd party consultant relationships, technology projects, cyber security, and ongoing preventative maintenance. Additionally, they help prepare technology RFP's, Board of director reports, prepare and execute equipment acquisition, and minor hardware installation. The District has approximately 40 users (full-time and part-time), 30 public computer stations, and 20 public computers for check-out off site.

SCOPE OF SERVICES

The District places a high priority on consistent and comprehensive maintenance of the Districts' servers and computers. Consultant shall be able to provide, each week, a minimum of 20 hours of onsite information technology support to the Placentia Library District - Monday through Sunday between 8:00am a.m. to 6:00 p.m., excluding holidays. In addition to minimum onsite support hours, Consultant shall provide telephone support and off-hours support as needs arise.

Technical Tasks

Consultant must be able to advise, develop, and implement policies and procedures to ensure the security of all library technology systems against internal and external threats. The selected proposer must have requisite knowledge in network and computer systems security and best practices, cyber security safety measures and industry standards. These systems are currently installed on District owned equipment.

Proposer must maintain an accurate and complete inventory of all District technology assets and maintain proper updates and security patches on equipment.

The Placentia Library District operates a traditional client/server environment with Office 365 suite for all full-time staff. The current client/server environment consists of the following:

- 2 servers running windows 2012
- 1 server running CCTV NVR proprietary software
- Approximately 30 staff PC's using Windows 7 and Windows 10
- Microsoft Office 2013, 2019
- SonicWALL Firewall
- Dell Switches
- Unifi Switches
- Canon network copiers
- Ricoh network copiers
- Various Models of HP and canon desktop printers
- VPN Services

In addition, the District has several technical applications that utilize special hardware and/or software systems with unique connectivity issues:

- Horizon
- Citrix
- SirsiDynix
- Bibliotheca
- Envisionware
- Deepfreeze
- Avast Business Cloudcare

Scope of Technical Services

- A. "Regular IT Support" shall include, but not be limited to the following:
Help Desk Support (including any off-site computers and Public access computers)
 - Software related issues (application support)
 - Hardware related issues (servers/workstations/Laptops)
- B. Network Administration
 - Network Access

- o Network Printing
- o Network Resource Access
- o Email Administration
- o Documentation
- o Server Maintenance
- o Firewall Administration Support
- o PBX Telephone System Administration
- C. Perform Computer Replacement and Repairs
- D. Perform Server upgrades/updates
- E. Filtering/Protection
 - o Virus Protection Administration
 - o SPAM filtering administration
 - o Office 365 portal security
- F. Resolve any issues with District's IT infrastructure
- G. Answer IT related questions from District Staff
- H. Work with other IT consultants/vendors to resolve issues with software and hardware and for the implementation of District's IT projects
- I. Attend meetings when requested by staff
 - o Weekly Ticket review
 - o Weekly one on one with director
 - o Monthly Board of Director meetings
 - o Monthly all staff meetings
- J. Provide recommendations to District on how to improve IT infrastructure, use technology to automate processes, and implement new technology.
- K. Provide access to a ticketing system to enable the vendor and District access to status information on their requests
- L. Participate in District budget process when requested
- M. Provide District with quotes from other vendors for IT purchase when requested

Additional IT Support

IT support services above 20 hours a week (Regular IT Support) shall be considered "Additional IT support". Applicant shall quote an hourly rate for all hours above Regular IT Support.

A. Service Level Requirements

1. Server Down Response

- i. When a server, network switch or other critical infrastructure is down, Consulting staff will be responsive to the need within one (1) hour and be onsite within two (2) hours, if required

2. Workstation Down Response

When a workstation is unresponsive and unusable to an end-user, the consultant will assist to fix the host within four (4) hours

B. Monitoring Services

1. The consultant will enable tools to monitor the health of servers and workstations to provide proactive response to maintenance and support matters that arise, including 24-7 alerting on those monitors to ensure after hour response to problems detected by the monitoring tools.
2. Client will also have access to view this monitoring portal and will receive concurrent email alerts to a designated email address.

PROPOSAL FORMAT GUIDELINES

- **CONSULTANT APPLICATION FORM AND COVER LETTER**

Staffing

Provide a list of individuals(s) who will be working during this contract period and indicate the functions that each will perform. Include resume for each designated individual.

Work Schedule

Provide a sample weekly work schedule For example:

Staff	Monday	Wednesday	Friday	Sunday	Total Weekly Hours
IT Support Staff	8:00am-1:00PM	8:00am-1:00PM	8:00am-1:00PM	8:00am-12:00PM	20

The Placentia Library District is currently open Monday through Thursday 9:00 a.m.-8:00 p.m.; Friday-Saturday 9:00 a.m.-5:00 p.m.; and Sunday 1:00 p.m. –5:00 p.m.

Qualifications

The information requested in this section should describe the qualifications of the firm or entity, including similar services within the past five years that are similar in size and scope to demonstrate competence to perform these services. Information shall include:

- Names of key staff that participated on named projects and their specific responsibilities with respect to RFP.
- A summary of your firm’s or entity’s demonstrated capability, including length of time that your firm has provided the services being requested in this Request for Proposal.

For private Proposers, provide at least three reference that have received similar service from your firm. The District reserves the right to contact any of the organizations or individuals listed. Information provided shall include:

- Client Name
- Project Description

- Project start and end dates
- Client project manager name, telephone number, and e-mail address

Fee Proposal

All proposed are required to use the form in Appendix C to be submitted on a **separate** envelope with their proposal. Pricing instructions shall be clearly defined to ensure fees proposed can be compared and evaluated. Proposals shall be valid for minimum of 90 days following submission.

Sample Agreement

See Appendix B for a sample agreement

SCHEDULE (SUBJECT TO CHANGE AS REQUIRED)

Release of Request for Proposal	October 19, 2021
Deadline for Written Questions	October 25, 2021
Proposals Due	November 22, 2021
Proposal Unsealed, Reviewed and Evaluated	November 22, 2021
Board of Trustees Consideration of Recommendation	December 20, 2021
Staff & Consultant Engagement for Transition Period	December 27, 2021
Contract Scheduled to Begin	January 1, 2022

PROCESS FOR SUBMITTING PROPOSALS

Interested consultants must prepare a sealed quote package that contains three (3) printed and signed copies of this Request for Proposals. **Appendix C must be submitted on a separate envelope.** Postmark date will not constitute timely delivery. Agencies are solely responsible for ensuring timely receipt of their responses. The District reserves the right to cancel this RFP at any time and for any reason without any liability to any proponent or to waive irregularities at their own discretion. The District reserves the right to accept or reject any or all bids.

Questions

Questions about this RFP must be directed in writing, via email to Administration at administration@placentialibrary.org, on or before **Monday, October 25, 2021 at 2:00 p.m.** The District reserves the right to amend or supplement this RFP prior to the proposal due date. All amendments, responses to questions received, and additional information will be posted to the Placentia Library District official website, www.placentialibrary.org,

under "Request for Proposals." Proposers should check this webpage daily for new information. The District will endeavor to answer all written questions in a timely order. The District reserves the right not to answer all questions. No questions other than written will be accepted, and no response other than written will be binding upon the District.

Submittal Instructions

Complete written proposals must be submitted in sealed envelopes marked and received no later than **2:00 p.m. (P.S.T) on Monday, November 22, 2021** to the address below. Proposals will not be accepted after this deadline. Faxed or e-mailed proposals will not be accepted.

Placentia Library District
Library Director
411 E. Chapman Avenue
Placentia, CA 92870
RE: RFP for IT Support Services

EVALUATION CRITERIA

An RFP Review Committee ("Committee") will evaluate all proposals based upon, but not limited to, the following criteria and will be assigned a score with a maximum of 100 points:

Professional qualifications and capabilities of the firm and its personnel (10 points maximum).

Past experience of the project manager to successfully manage such a service (20 points maximum).

Relevant experience of the firm with similar types of projects (20 points maximum).

Results of reference checks (15 points maximum).

Overall quality of the proposal, including clarity of content (10 points maximum).

Demonstration of a clear understanding of the service (10 points maximum).

Cost related to the level of work proposed and work schedule (15 points maximum).

The Placentia Library district reserves the right to require an oral interview of any and all respondents prior to the final scoring and selection. In the event an oral interview is required, the respondents will be provided with a minimum advanced notice of one (1) week.

EVALUATION OF PROPOSALS AND SELECTION PROCESS

The Committee which includes members of the District Staff and one private IT professional, will screen and review all proposals according to the weighted criteria set forth above. While price is one basic factor for award, it is not the sole consideration.

Responsiveness Screening

Proposals will first be screened to ensure responsiveness to the RFP. The District may reject as non-responsive any proposal that does not include the documents required to be submitted by this RFP. At any time during the evaluation process, the District reserves the right to request clarifications or additional information from any or all Proposers regarding their proposals.

Initial Proposal Review

The Committee will initially review and score all responsive written proposals based upon the Evaluation Criteria set forth above. The Committee will contact Proposer's references. Proposals that receive the highest evaluation scores may be invited to the next stage of the evaluation process. The District may reject any proposal in which a Proposer's approach, qualifications, or price is not considered acceptable by the District. An unacceptable proposal is one that would have to be substantially rewritten to make it acceptable. The District may conclude the evaluation process at this point and recommend award to the lowest responsible bidder. Alternatively, the District may elect to negotiate directly with one or more Proposers to obtain the best result for the District prior to making a recommendation on a selection to the District Board of Trustees.

APPENDIX A

REQUEST FOR PROPOSALS
IT SUPPORT SERVICES
Vendor Application Form

Type of Applicant:

- New
- Current Vendor

Legal Contractual Name of Corporation: _____

Contact Person for Agreement: _____

Corporate Mailing Address: _____

City: _____ State: _____ Zip Code: _____

E-Mail Address: _____

Phone: _____ Fax: _____

Contact Person for Proposals: _____

Title: _____

E-Mail Address: _____

Business Telephone: _____

Business Fax: _____

Website: _____

Is your business: (check one)

- NON-PROFIT CORPORATION
- FOR PROFIT CORPORATION

Is your business: (check one)

- CORPORATION
- LIMITED LIABILITY PARTNERSHIP
- INDIVIDUAL
- SOLE PROPRIETORSHIP
- PARTNERSHIP
- UNINCORPORATED ASSOCIATION

Federal Tax Identification Number: _____

City of Placentia Business License Number: _____

Expiration Date: _____

(If none, you must obtain a Placentia Business License upon award of contract.)

APPENDIX B
DISCLOSURE OF GOVERNMENT POSITIONS FORM
IT SUPPORT SERVICES

Each Proposer shall disclose below whether any owner or employee of the firm currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months. List below or state "None."

Name	Agency	Position	Date of Employment

APPENDIX C
PRICING FORM
IT SUPPORT SERVICES
(PLACE THIS FORM ON A SEPARATE ENVELOPE)

Provide hourly rates, along with estimated annual pricing in accordance with the District's current requirements, as set forth in the Scope of Work. Proposer should use a separate form to state pricing for any added value.

Pricing shall remain firm for a minimum of two (2) years. Any and all requests for pricing adjustments for follow-on contract renewal periods shall be provided no later than sixty (60) days prior to the end of the contract period. Any such proposed price adjustments shall not exceed The Bureau of Labor Statistics Consumer Price Index (CPI) data for Los Angeles-Riverside-Orange County, CA, All Items, Not Seasonally Adjusted, "annualized change comparing the original proposal month and the same month in the subsequent year." (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)

Consultant Name	Hourly Rate	Hours Worked in a week	Annual Hours	Total Cost

Total Estimated Annual Price (12 Months):	\$
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Please provide a time estimate for response to calls for unscheduled media production services on an as-need basis and specify any fees or costs associated with such calls.

Consultant represents that it, its employees and subcontractors have all licenses, insurance, permits, qualifications, and approvals of whatever nature that are legally required to perform the Services, including a City Business License, and that such licenses and approvals shall be maintained throughout the term of this Agreement. Compensation for the above services shall be based on the actual amount of time spent in adequately performing the Services, and shall be billed at the hourly rate(s) for the positions described.

Invoices shall be submitted to the District monthly as performance of the Services progresses. District shall review and pay the approved charges on such invoices in a timely manner.

EVALUATION SCORING SHEET

Evaluation Factor	Points	Proposer Company
Professional Qualifications & Capabilities (10 %) <i>Evaluate this factor based on professional qualifications and capabilities of the firm and its personnel</i>	10	
Past Performance (20 %) <i>Evaluate this factor based on past experience of the project manager to successfully manage such a service</i>	20	
Relevant Experience (15%) <i>Evaluate this factor based on relevant experience of the firm with similar types of projects</i>	15	
Reference Checks (10%) <i>Evaluate this factor based on interviews with references that will be provided b the consultant</i>	10	
Overall Quality of Proposal (10%) <i>Evaluate this factor based on the overall quality of the proposal, including clarity of content</i>	10	
Demonstration of Clear Understanding of the Service (10%) <i>Evaluate this factor based on examples and demonstration of clear understanding of the proposed service</i>	10	
Cost (10%) <i>Evaluate this factor based on your review of the cost related to level of work proposed and work schedule</i>	10	
Interview with Key Management Staff (15%) <i>Evaluate this factor based on results of interviews with key management staff</i>	15	
Total - All Evaluation Points	100	

Reviewer Name _____

Title _____



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: Authorization to Amend the COVID Reopening Plan (CRP).

DATE: October 18, 2021

BACKGROUND

The Library Board of Trustees adopted a COVID-19 Reopening Plan on May 18, 2020. Since March 2019, there have been numerous federal, state, and local executive orders, reflecting the various phases and developments related to COVID-19. These orders include lockdowns, mask mandates, social distancing, building capacity, vaccine requirements, opening guidelines, public meeting provisions, etc.

COVID-19 has had significant impacts on public libraries. As the District continues to navigate through the pandemic, our team will continue to shift and reinvent our services while still serving the community of Placentia. To truly remain relevant and provide excellent library services, the District must be able to adjust and adapt swiftly to the changing pandemic or other global challenges.

DISCUSSION

The CRP document was intended to be a fluid document that evolved based on the public health data trends as well as the understanding of the best way to mitigate spread while protecting the health of our patrons, staff, and volunteers. We are currently at Phase 3 of the CRP and in between phases, have experienced several intermittent changes that required expeditious decisions.

Library staff asks the Board to consider the following amendment:

The Board authorizes the Library Director, in consultation and with approval from the Board President, to make changes at her discretion throughout the various phases of the District's COVID Re-Opening Plan.

Attachment A is the District's COVID Re-Opening Plan.

RECOMMENDATIONS

1. Authorize an amendment to the COVID Reopening Plan as presented, inclusive of input received from the Library Board of Trustees.
2. Roll call vote.



COVID-19 REOPENING PLAN

ADOPTED MAY 18, 2020

REVISED OCTOBER 18, 2021

President Gayle Carline
Secretary Al Shkoler
Trustee DeVecchio
Trustee Jo-Anne Martin
Trustee Elizabeth Minter

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BACKGROUND

The COVID-19 virus has had an unprecedented impact on our staff and the communities we serve. On March 19, 2020, Governor Gavin Newsom announced the N-33-20 shelter-in-place Executive Order for all non-essential services, including libraries. The Placentia Library has been closed since that afternoon. Library staff, including temporary workers (substitutes) have been telecommuting as authorized by the Library Board of Trustees on March 16, 2020. On March 26, 2020, the Library Board of Trustees, approved Policy 2045 – Coronavirus (COVID-19) Leave Policy, to reflect procedures that outline the types of paid and unpaid leave options that are available and to be used by Library employees during the COVID-19 pandemic and in accordance to federal and state legislations.

OVERVIEW

The Placentia Library District has developed a COVID-19 Reopening Plan (CRP) that includes four phases dependent on factors such as recommendations from local and national health agencies, social distancing protocols, and critical community needs. The primary consideration in the CRP is maintaining the safety of library patrons and staff while finding ways to provide necessary services that the library is uniquely positioned to perform. We have developed various reopening approaches with an incremental easing of social distancing measures in accordance to federal, state, local, and Library guidelines.

The CRP will include the following implementation:

1. Clean and disinfect common areas.
2. Provide and wear protective gear such as masks and gloves for staff while administering public services. Masks must be worn at all times while in the building.
3. Allow teleworking where it makes sense from an operational standpoint.
4. Encourage or require testing of staff for the virus and/or for immunity to the virus.
5. Offer pickup and curbside service.
6. Offer special service hours to the most vulnerable populations to limit their time in the community while accommodating to their needs.

The CRP will be executed in various phases pursuant to directives from the federal, state, county, and city shelter-in-place and social distancing guidelines. The District may implement more strict measures as deemed necessary. When the Stay-at-Home Order is lifted a variety of possible scenarios may come to pass. There is the possibility of the complete removal of restrictions, but more likely is a progressive phasing out of restrictions or a possible return to restrictions if the virus begins to spread more actively within the community. There are five reopening phases. How each is instituted should be determined by federal, state and local recommendations, what safety measures can be instituted, and the availability of hygiene supplies and personal protective equipment.

Our cleaning staff will clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment (PCs, keyboards, laptops, walkies, telephones, copiers, fax) every night after the library closes and staff are no longer in the building. Staff are responsible for cleaning their workstations during the time they are at the library.

Pre-Reopening Phase

Full-time and part-time staff will report to the Library to prepare for gradual reopening of services. The Library will be closed to the public.

Phase 1 - Critical Services (Curbside & Home Delivery)

Library building will still be closed to the public with a maximum occupancy of 15 personnel. Telecommuting will be scheduled accordingly. Curbside services available to all patrons & home delivery services available to only to Placentia residents. LOTs items will not be available for checkout. Donations will not be accepted during Phase 1.

Phase 2 - Limited In Person Services (Building Access & Programming)

Library building is open to the public while limiting number of patron and staff inside the building to 50. Computer access is limited to one hour, patron roaming and reading for 30 minutes, and job seekers for two hours. Virtual programs will be available. Test proctoring will be available. Hot spots will be available for checkout. Donations will not be accepted during Phase 2.

Phase 3 – Full Scale Reopening

Library building is open to the public with full level service and in accordance to federal, state; and local guidelines that may include continued use of face masks and social distancing. LOTs items will be available for checkout. Donations will be accepted until further notice. Magazines including National Geographic will not be accepted.

Phase 4 – Full Scale Closure

Library building is completely closed to the public. Virtual program and services will be available.

The Board authorizes the Library Director, in consultation and with approval from the Board President, to make changes at her discretion throughout the various phases of the District's COVID Re-Opening Plan.

PRE-REOPENING PHASE

Full-time and part-time staff will report to the Library to prepare for gradual reopening of services. The Library will be closed to the public.

I. Staff Wellness & Productivity

Responsible for ensuring staff's safety and health concerns are addressed

- A. PPE (masks, face shields, gloves) – Business Manager
- B. Cleaning supplies – Administrative Assistant
- C. Hand sanitizers in all public areas – Administrative Assistant
- D. Schedules (adhering to social distancing guidelines) – Adult Services Supervisor & Circulation Supervisor
- E. Disinfecting cleaning procedure & schedule, before and after opening – Adult Services Supervisor & Circulation Supervisor
- F. Break Room Use & Guidelines – Business Manager
- G. HVAC & vent cleaning schedules & guidelines – Business Manager
- H. Sneeze guards (similar to the grocery stores) and/or face shields– Library Director
- I. Temperature readings for staff at the beginning of their shifts– Business Manager with Administrative Assistant as backup. Weekends will be the designated Staff in Charge. Anyone with a reading of 100.4 or higher will be dismissed and only authorize to return with a clearance note from his/her doctor.
- J. Temporary office space for the following staff: Emerging Technologies Assistant & FT Library Clerk/Meeting Room Scheduler will be in the History Room; FT Library Clerk in Passport Office #3; FT Library Clerk will be next to Technical Services Librarian; PT Bilingual Library Assistant will be in the Children's Supervisor's office; PT Library Assistant/Makerspace will be in the Hangar.
- K. All upholstery furniture will be stored in rented storage units – Business Manager

II. Communications

Responsible for internal and external communication.

- A. External
 - 1. Press Release/Media – Library Director
 - 2. Community Partners – Assistant Library Director
 - 3. Social Media – Emerging Technologies Assistant
 - 4. Website – Systems Librarian & Emerging Technologies Assistant
 - 5. Signage on the floors to promote social distancing (print) – Administrative Asst.
 - 6. Signage for computer stations & digital – Emerging Technologies Assistant

7. Pickup & Curbside Service instructions – Circulation Supervisor
7. Vendors & Deliveries – Administrative Assistant (mask requirement notice to all)
8. Bodhi – Administrative Assistant

B. Internal

1. Shared points – All staff
2. Email – All staff
3. Employee Bulletin – Administrative Assistant
4. Develop/Update Emergency Preparedness Plan – Business Manager
4. PLFF – Business Manager (PLFF volunteers permitted to come in Saturdays and Sundays)
5. Library Board – Business Manager
6. Mail & Deliveries- Administrative Assistant

III. Customer Service & Programming - Assistant Library Director

Develop guidelines for programs and services.

- A. Storytime (can be filmed in the office or at home)
- B. Crossroads Corner
- C. Summer Reading Program
- D. Teen Programs
- E. Book-a-Librarian
- F. History Room
- G. Read to the Dogs
- H. Hangar Program
- I. Lunch at the Library
- J. Literacy
- K. Book Club
- L. Afterschool STEAM Club
- M. Special Events (SRC, Eggcitement, Pawfest, Halloween maze, holiday program, etc.)
- N. Special hours for vulnerable community members
- O. Reference service – chat service
- P. Other: Tutorial for how online services (catalog, e-content, etc.), working with patrons who exhibit signs of illness, working with the displaced population, social distancing in the public space, addressing digital divide, voting booths

IV. IT – Systems Librarian

Responsible for network systems, ILS, hardware & software needs of the Library.

- A. Restart IT and Technical Services operations, including ILS, envisionware, website, public copiers & equipment, Hangar equipment, crossroads corner ipads, acquisitions.
- B. Change telephone and website messages accordingly. Test and ensure all public and staff PCs, equipment, hardware and software are in working conditions.
- C. Set up PC Reservation for limited use.
- D. Set up all public PC's in adherence to social distancing guidelines.

E. Horizon notification updates.

V. Technical Services – Technical Services Librarian

Responsible for acquisitions including invoicing, delivery, and receipt of materials, including donations.

- A. Ordering, acquisitions, reports, etc. Resolve invoices by end of fiscal year.
- B. Holds and Due dates grace period.
- C. Develop procedure for handling UPS & mail deliveries
- D. Identify space for quarantined materials.

VI. Circulation & Passport – Circulation Supervisor

Responsible for pickup / curbside service, home delivery and check-in/out quarantine procedures.

- A. Discuss changes to meeting room, group study room, passport offices & equipment rentals.
- B. LOTs items will not be available for checkout.
- C. Cash payment is acceptable in Phase 3.
- D. Create basic tutorials for how to place holds, etc.
- E. Curbside service will be available in Phases 1-3.
- F. We will begin collecting fees again in Phases 2-3.
- G. Book drops will be open and require a 7 week quarantine period before processing and shelving.
 - a. As a result of the following study by the Institute of Museum and Library Services, library items will be quarantined for 3 days instead of 7 days as of June 22, 2020: <https://www.ims.gov/news/research-shows-virus-undetected-after-five-highly-circulated-library-materials-after-three-days>

VII. Bodhi

Bodhi is responsible for cleaning, disinfecting, and sanitizing their area including the retail space, supply area in the staff lounge and all signage and counter spaces. This process must be completed at the end of each shift. Additionally, Bodhi staff must adhere to the face mask and glove requirements of all its employees while inside the library building. Sneeze guards must be provided at the front counter. Bodhi is closed.

VIII. PLFF (Bookstore & Sorting Room)

PLFF Board President will work with the Business Manager to coordinate schedule, ensuring no more than 10 persons in the building at any given time. PLFF volunteers must wear face masks and gloves while inside the library building. Administration can provide disposal masks and gloves if needed. PLFF volunteers are responsible for cleaning, disinfecting, and sanitizing their work areas including the sorting room, bookstore office,

and the bookstore. The PLFF Bookstore is open by Honor Box only and is not accepting donations until further notice.

PRE-REOPENING LIBRARY HOURS

	Library	Admin.	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Monday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Tuesday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Wednesday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Thursday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Friday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Saturday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed

PHASE 1 – CRITICAL SERVICES (CURBSIDE & HOME DELIVERY)

Library building will still be closed to the public. Curbside (vehicle, bicycle, pedestrian) & home delivery services will be available with limited hours. All staff including the Library Director and Assistant Library will be available for these services. Patrons who do not adhere to library guidelines and policies may be asked to leave or be banned per library policies including and not limited to Policies 6025, 6030, 6040, 6050, 6055, 6065, and 6067. **Face masks will be required for all patrons receiving services from the Library.**

Curbside Services Phone Number: (714) 329-1310.

Criteria for Limited Critical Services:

1. The Governor's stay at home order has been modified and regional, state and national health officials no longer recommend the public stay at home.
2. Strong social distancing recommendations remain in place.
3. Gatherings are limited to less than ten people.
4. The healthcare system has the capacity to withstand a moderate outbreak.
5. The library has access to the necessary materials to administer some essential services.
6. The library has access to enough staffing to run said services.
7. Staff must wear masks while in the building. Masks and gloves are to be worn while interacting with the public.

Services:

- Access to wireless internet broadcast from library facilities.
- Curbside services; hours for vulnerable patrons, Monday & Wednesday 9am-11am.
- Access to book drops for library returns. Schedule staff at drive-up book drop to assist patrons, weather permitting.
- Virtual programs.
- Assistance via email, chat service and phone.
- Home delivery service for Placentia residents.
- Bodhi and the PLFF Bookstore will remain closed.

Preparation:

- Two weeks preparation period for Phase 1 re-opening.
- Secure staffing to provide computer access for essential needs (for Phase 3).
- Develop a procedure for curbside pickup.
- Secure and schedule staffing for curbside pickup.
- Secure protective gear for staff working in the public.
- Secure adequate stores of disinfectant wipes and hand sanitizer.
- Secure and schedule staffing to handle materials for quarantine.
- Determine a location to quarantine materials.
- Develop criteria and procedure for home delivery service.

- Secure staffing for home delivery.
- Masks are required.
- Masks, gloves and face shields are required when working with the public.
- Restore mail and package services.

I. Staff Wellness & Productivity

- Develop procedures for sanitizing frequently touched items between uses.
- Create a cleaning schedule for staff.

II. Communications

- 10 a.m.- 4 p.m. for curbside pickup and home deliveries
- 9 a.m.- 5:30 p.m. Administration

III. Customer Service and Programming

- Create print handouts with basic tutorials for how to place holds, use online resources, etc.
- Remove chairs on the public floor to promote social distancing.
- Create community survey to determine and identify most needed services (in preparation for Phase 3).
- Revise schedules - answering phones from office for social distancing, etc.
- Virtual reference service.

IV. IT

- Create tutorials and conduct in-service trainings for staff.

V. Technical Services

- Work on priorities of processed and unprocessed materials.
- Restart deliveries with vendors once budget is approved.
- Date when deliveries are to be opened and place in quarantine area
- Proctoring will not be available.

VI. Circulation & Passport

- Create basic tutorials for how to place holds, etc.
- Virtual library card service will continue.
- Possible LOTS checkouts of essential items.
- No Community Meeting Room or equipment rentals.
- Bookdrops are open.
- Passport Services closed.
- Returned items will be quarantined in the meeting room for 7 days.

- o As a result of the following study by the Institute of Museum and Library Services, library items will be quarantined for 3 days instead of 7 days as of June 22, 2020: <https://www.ims.gov/news/research-shows-virus-undetectable-five-highly-circulated-library-materials-after-three-days>

VII. Bodhi

Bodhi is responsible for cleaning, disinfecting, and sanitizing their area including the retail space, supply area in the staff lounge and all signages and counter spaces. This process must be completed at the end of each shift. Additionally, Bodhi staff must adhere to the face mask and glove requirements of all its employees while inside the library building. Sneeze guards must be provided at the front counter. Bodhi is closed.

VIII. PLFF (Bookstore & Sorting Room)

PLFF Board President will work with the Business Manager to coordinate schedule, ensuring no more than 10 persons in the building at any given time. PLFF volunteers must wear face masks and gloves while inside the library building. Administration can provide disposal masks and gloves if needed. PLFF volunteers are responsible for cleaning, disinfecting, and sanitizing their work areas including the sorting room, bookstore office, and the bookstore. The PLFF Bookstore is open by Honor Box only and is not accepting donations until further notice.

PHASE 1 LIBRARY HOURS

	Library*	Admin.	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Monday	10am-4 pm	9am- 5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Tuesday	10am-4 pm	9am-5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Wednesday	10am-4 pm	9am-5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Thursday	10am-4 pm	9am-5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Friday	10am-4 pm	9am-5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Saturday	10 am-4 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed

*** The library will be closed. Library hours reflected are the curbside pickup and delivery hours.**

PHASE 2 – LIMITED IN PERSON SERVICES (BUILDING ACCESS & PROGRAMMING)

Library building is open to the public while limiting number of patrons inside the building. All in-person services are limited to one hour with the exception of Passport and Exam Proctoring Services which may require more than an hour. Virtual programming will be available. Test proctoring will also be available. All staff including the Library Director and Assistant Library will be available to assist patrons at the main library entrance. Patrons who do not adhere to library guidelines and policies may be asked to leave or be banned per library policies including and not limited to Policies 6025, 6030, 6040, 6050, 6055, 6065, and 6067. **Face masks will be available to patrons and required for all patrons receiving services from the Library.**

Criteria for Building Access & Programming:

1. The Governor's Stay-at-Home Order has been modified and regional, state and national health officials no longer recommend the public stay at home.
2. Strong social distancing recommendations remain in place.
3. Gatherings are limited to less than fifty people.
4. Community members have access to efficient testing and public health officials are able to trace COVID 19 contacts.
5. The healthcare system has the capacity to withstand a moderate outbreak.
6. The library has access to the necessary materials to administer some critical services.
7. The library has access to enough staffing to run said services.

Services:

- Monitor access to the building by the public using one line entry and a two way tracker to ensure that social distancing is maintained and that no more than the recommended number are gathered within library building.
- Core desk functions can resume.
- In-building hold pickup with the use of self-checkouts.
- Ordering and processing of new physical library materials.
- Shelving of returned library materials after a one week quarantine period.
 - As a result of the following study by the Institute of Museum and Library Services, library items will be quarantined for 3 days instead of 7 days as of June 22, 2020: <https://www.ims.gov/news/research-shows-virus-undetected-five-highly-circulated-library-materials-after-three-days>
- Access to library collections by the public.
- Access to checkout services through the use of self-check machines.
- Public programs will continue virtually.
- Home delivery services for Placentia residents.
- Access to portions of the computer lab with improved social distancing measures, such as the removal of some stations or through making some computers unavailable.

- Possible computer help through virtual means such as screen sharing.
- Voting centers.
- Passport services & test proctoring will be available.
- Hours for vulnerable population – Monday & Wednesday, 9am-11am.
- Barbara & Ed Hemmerling Group Study Room computer reservations for jobseekers.
- Bodhi is closed.
- PLFF bookstore is open by Honor Box only and not accepting donations.

Preparation:

- Staff will be assigned to monitor access to the building and enforce mask requirements and gathering occupancy limit.
- Secure staffing for main service desks.
- Develop a procedure for in-building holds pickup that allows minimal staff contact.
- Develop a self-checkout procedure that ensures social distancing.
- Schedule staff for ordering and processing duties.
- Develop a paging schedule.
- Design protocols for social distancing in programs.
- Identify key programming where essential community needs are delivered.
- Determine and identify viable outreach locations.
- Determine and identify viable home delivery locations.
- Secure staffing for outreach functions such as outreach visits and home delivery
- Rearrange the computer areas to allow adequate social distancing either by removing stations or placing stations out of order.
- Removing furniture and placing in boarded off Crossroads Corner buildings to enforce social distancing protocols.
- Investigate screen sharing software as a possibility for providing computer help while maintaining social distance.
- Staff and patrons are required to wear masks.
- Restore mail and package services.
- Reset changes to due dates and patron block criteria changed at the beginning of the crisis.
- Systems Librarian to setup computers in group study rooms for jobseekers.

I. Staff Wellness & Productivity

- Develop procedures for sanitizing frequently touched items between uses.
- Create a cleaning schedule for staff.
- The Community Meeting Room will be utilized as a quarantine item storage outside of the Voting Center usage.

II. Communications

- Library Hours below.

III. Customer Service and Programming

- Create print handouts with basic tutorials for how to place holds, use online resources, etc.
- Remove chairs on the public floor to promote social distancing
- Create community survey to determine and identify most needed services (in preparation for Phase 3).
- Revise schedules - answering phones from office for social distancing, etc.
- In-person and virtual reference services will be available.
- Equipment for literacy use will be available with cleaning guidelines to be adhered to.

IV. IT

- Create tutorials and conduct in-service trainings for staff.

V. Technical Services

- Work on priorities of processed and unprocessed materials.
- Restart deliveries with vendors.
- Proctors will be available.

VI. Circulation & Passport

- Passport Services limited hours
- Shelving procedures
- Processing Library Card applications for physical library cards
- Book Drops open. Staff no longer there full-time.
- Community Meeting Room rentals remain unavailable except to be a Voting Center
- LOTs checkouts of designated essential items
- Equipment rentals are still not available for checkout

VII. Bodhi

Bodhi is responsible for cleaning, disinfecting, and sanitizing their area including the retail space, supply area in the staff lounge and all signages and counter spaces. This process must be completed at the end of each shift. Additionally, Bodhi staff must adhere to the face mask and glove requirements of all its employees while inside the library building. Sneeze guards must be provided at the front counter. Bodhi is closed.

VIII. PLFF (Bookstore & Sorting Room)

PLFF Board President will work with the Business Manager to coordinate schedule, ensuring no more than 10 persons in the building at any given time. PLFF volunteers must wear face masks and gloves while inside the library building. Administration can provide disposal masks and gloves if needed. PLFF volunteers are responsible for cleaning, disinfecting, and sanitizing their work areas including the sorting room, bookstore office,

and the bookstore. The PLFF Bookstore is open by Honor Box only and is not accepting donations until further notice.

PHASE 2 LIBRARY HOURS

	Library	Admin.	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Monday	10am- 5pm	9am- 5:30 pm	10am- 4pm	Closed	Closed	Closed	Closed	Closed	10am-5pm
Tuesday	9am-5pm	9am- 5:30 pm	10am- 4pm	Closed	Closed	Closed	Closed	Closed	10am-5pm
Wednesday	10am- 5pm	9am- 5:30 pm	10am- 4pm	Closed	Closed	Closed	Closed	Closed	10am-5pm
Thursday	10am- 5pm	9am- 5:30 pm	10am- 4pm	Closed	Closed	Closed	Closed	Closed	10am-5pm
Friday	10am- 5pm	9am- 5:30 pm	10am- 4pm	Closed	Closed	Closed	Closed	Closed	10am-5pm
Saturday	10am- 5pm	Closed	10am- 4pm	Closed	Closed	Closed	Closed	Closed	10am-5pm

PHASE 3 – FULL SCALE REOPENING

Library building is open to the public with full level service and in accordance to federal, state, and local guidelines that may include continued use of face masks and social distancing. Patrons who do not adhere to library guidelines and policies may be asked to leave or be banned per library policies including and not limited to Policies 6025, 6030, 6040, 6050, 6055, 6065, and 6067.

Criteria for Full Scale Reopening:

1. The Governor's Stay-at-Home Order has been canceled and regional, state and national health officials have canceled current social distancing and gathering recommendations.
2. A sustained reduction in new COVID 19 cases within the community for at least 14 days.
3. The healthcare system has the capacity to withstand a moderate outbreak.
4. Community members have access to efficient testing and public health officials are able to trace COVID 19 contacts.
5. The library has access to the necessary materials to maintain high hygiene standards.
6. The library has access to enough staffing to run all core operations.

Services:

- A resumption of all services with an increased emphasis on hygiene.

Preparation:

- Restore any lab computers that have been removed to accommodate social distancing.
- Clear backlog of quarantined items and return to conventional turnaround on shelving items.
- Determine virtual programs fit into the spectrum of services going forward.
- Focus on ordering and processing of materials and clear any backlog.

PHASE 3 LIBRARY HOURS

	Library	Admin.	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	1pm- 5pm	Closed	1pm- 4pm	Closed	1pm-4pm	1pm-4pm	1pm- 4pm	1pm- 5pm	1pm-4:30 pm
Monday	9am- 8pm	9am- 5:30 pm	9am- 7pm	Closed	9am-7pm	9am-8pm	9am- 4pm	9am- 8pm	9am-7:30 pm
Tuesday	9am- 8pm	9am- 5:30 pm	9am- 7pm	12pm- 7:30pm	9am-7pm	9am-8pm	9am- 4pm	9am- 8pm	9am-7:30 pm
Wednesday	9am- 8pm	9am- 5:30 pm	9am- 7pm	Closed	9am-7pm	9am-8pm	9am- 4pm	9am- 8pm	9am-7:30 pm
Thursday	9am- 8pm	9am- 5:30 pm	9am- 7pm	12pm- 7:30pm	9am-7pm	9am-8pm	9am- 4pm	9am- 8pm	9am-7:30 pm
Friday	9am- 5pm	9am- 5:30 pm	9am- 4pm	Closed	9am-4pm	9am-5pm	9am- 4pm	9am- 5pm	9am-4:30 pm
Saturday	9am- 5pm	Closed	9am- 4pm	9am- 12:30pm	9am-4pm	9am-5pm	9am- 4pm	9 am-5 pm	9am-4:30 pm

PHASE 4 – FULL SCALE CLOSURE

Library building is completely closed to the public. Virtual program and services available.

Criteria for Limited Critical Services:

1. The Governor's Stay-at-Home Order has been reissued and regional, state and national health officials now recommend the public stay at home.
2. Strong social distancing recommendations remain in place.
3. Gatherings are limited to less than ten people.
4. The healthcare system does not have the capacity to withstand a reemergence of the virus outbreak.
5. Staff do not have access to the necessary materials to administer some essential services.
6. The library has access to enough staffing to run virtual programming and services.
7. Staff has the ability to telecommute.

Services:

- Access to wireless connection around the library building.
- Virtual programs and services.
- Assistance via email, chat service and phone.

Preparation:

- Provide staff with equipment, supplies and resources to perform work at home.

PHASE 4 LIBRARY HOURS

	Library	Admin,	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Monday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Tuesday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Wednesday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Thursday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Friday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Saturday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed

OTHER CRITERIA & GUIDELINES

Additional to the reopening phases, below are various service areas, divided into four phases demarcating different levels of restrictions: under a stay at home order, under strict social distancing recommendations, under moderate social distancing recommendations and without any restrictions.

If the Stay at Home Order is lifted before public and staff safety can be assured other factors should be used in determining what level of services the Library should offer. Among these should be:

1. A sustained reduction in new COVID 19 cases within the community for at least 14 days.
2. The healthcare system has the capacity to withstand a moderate outbreak.
3. Community members have access to efficient testing and public health officials are able to trace COVID 19 contacts
4. The library has access to the necessary materials to maintain high hygiene standards.
5. The library has access to enough staffing to run all of its core operations

How do we acquire the hygiene materials needed for opening?

Finding hygiene materials is a major issue due to worldwide shortages. Alcohol based hand sanitizer and disinfectant wipes are difficult to come by locally and with online orders there is a significant delay. Moreover, health professionals do not recommend that the public produce their own hand sanitizers. Amazon has placed libraries in their priority group for delivery of hygiene materials, but there still may be significant delays in receiving new supplies.

- Check with local janitorial supply vendors to see what they have available. We are working with CINTAS to ensure adequate cleaning and disinfectant supplies for the facility.
- Order early from online vendors to see if we can have supplies delivered within a reasonable time frame.
- The Placentia Library District will supply gloves, masks and cleaning supplies for staff while at work.

Entrance and Exit into the Building: Staff, Library Trustees, PLFF board members, and volunteers are required to enter through the loading dock entrance. Vendors, deliveries, and visitors must check in with Administration (M-F) and at the Information Desk on weekends. **A face mask is required for all individuals inside the building.**

- **Under Stay at Home Order:** Entrance to the building would be restricted to staff performing critical operations and staff obtaining supplies needed to work at home. Telecommuting would take place.

- **Gatherings of no more than 10:** Staff could enter and exit the building to obtain materials, and potentially work with members of the public on an appointment basis with curbside and delivery services.
- **Gatherings of no more than 50:** Staff could resume some desk functions, but the number of people in the building would need to be limited through monitoring procedures during open hours. Separate hours for vulnerable populations could be considered. Potentially work with members of the public on an appointment basis using appropriate distancing procedures and personal protective equipment.
- **No distancing limits:** Entrance to the building would not be restricted, though it may still make sense to establish separate hours for vulnerable populations.

Holds Pickup

The method for holds pickup could be scaled based on the severity of social distancing recommendations.

- **Under Stay at Home Order:** No holds pickups should take place. Traveling to the library to obtain materials is by and large not an essential service.
- **Gatherings of no more than 10:** Some version of curbside pickup, delivery, or self-service pickup could be instituted with strong limits on staff contact.
- **Gatherings of no more than 50:** Some version of normal hold pickup could take place using self-checkouts, but limits would need to be imposed on entrance and exit to the building as well as increased hygiene procedures.
- **No distancing limits:** Normal hold pickups could occur, but depending on recommendations, specialized hours for vulnerable populations could be instituted.

Materials Handling (including ILLs)

Materials handling is one of the most complex areas of operations during a pandemic due to the potential of virus transmission on shared objects such as books and DVDs. Current studies suggest the virus remains present on plastic surfaces for up to one week and on cardboard and paper surfaces for up to 24 hours. With this in mind different material types may require different handling or all materials may require quarantine for some period of time. Current recommendations state that using cleaning products such as Lysol, bleach or other disinfectants may not completely remove the virus from surfaces.

- **Under Stay at Home Order:** Book drops should remain closed and materials handling by staff should be at an absolute minimum. Materials returns are considered non-essential travel under a Stay at Home Order.
- **Gatherings of no more than 10:** If the Stay at Home Order is lifted, it will be possible to reopen book drops. However, materials returned may need to be quarantined for up to one week before being made available to the public or being handled by staff without protective measures.
 - As a result of the following study by the Institute of Museum and Library Services, library items will be quarantined for 3 days instead of 7 days as of

June 22, 2020: <https://www.ims.gov/news/research-shows-virus-undetectable-five-highly-circulated-library-materials-after-three-days>

- **Gatherings of no more than 50:** If social distancing is lessened to the point where medium sized gatherings are allowed, the library will be likely to open for select services, including some circulation of materials. In this phase it will be necessary to develop protocols for processing materials to be put back into circulation. Chief among these would be finding space to quarantine materials before they are shelved (Community Meeting Room), go back into circulation, go onto the hold shelf, or are routed to other libraries.
- **No distancing limits:** If distancing limits are lifted completely, materials handling could commence being done in the usual fashion, though with extra protective measures such as encouraging staff to wear gloves during the process of sorting items, shelving materials and checking items out to patrons.

Checkouts

Circulation of collections is a core function of the Library, but traditional checkout puts at risk both staff and patrons during a time of virus transition. The goal is to create a balance with restoring this core service and protecting staff and patrons.

- **Under Stay at Home Order:** Checkouts are limited to electronic services.
- **Gatherings of no more than 10:** Normal checkout procedures could not be managed under this restriction, though in conjunction with curbside hold pickup, and delivery, some checkouts of physical items could be managed.
- **Gatherings of no more than 50:** Self checkouts could be used, though self-checkout stations would require frequent disinfecting and limitations would need to be imposed on how many people were in the building at any given time.
- **No distancing limits:** Normal checkout could occur, but depending on recommendations, specialized hours for vulnerable populations could be instituted. Staff may be encouraged or required to take protective measures such as wearing masks or gloves while assisting patrons.

Programs

The community views library programs as a core service, but as we have seen public gatherings have been one of the main methods by which COVID 19 has been transmitted. With that in mind, the Library needs to be highly cautious about when and how it reinstates programming.

- **Under Stay at Home Order:** Only virtual programs would be allowed under a Stay at Home Order.
- **Gatherings of no more than 10:** Likewise, only virtual programs would be allowed under this guideline.
- **Gatherings of no more than 50:** If gatherings of up to 50 are allowed, the Library may consider hosting limited programs only if strong social distancing measures can be employed and only in cases where attendees have pre-registered.

Programs such as storytimes would still be disallowed due to the difficulty of enforcing distancing protocols with children. Virtual programs would be allowed under this guideline,

- **No distancing limits:** If all distancing recommendations are lifted, the Library could return with an active slate of programs with an increased emphasis on economic development focused programs.

Outreach Visits

Visits to facilities to provide programs or other services help encourage community use of the Library and assist in providing high priority services to the community, but they also pose a transmission risk.

- **Under Stay at Home Order:** Outreach visits and programs should not occur.
- **Gatherings of no more than 10:** Outreach visits and programs should not occur.
- **Gatherings of no more than 50:** Some outreach visits could occur on a facility by facility basis. This would also depend on the venue where services are being offered. Considerations should include: Is there a way to monitor and control how many people enter the venue? Are there typically more than fifty people inside the venue at any given time? Does the venue predominately serve more vulnerable populations? If the answer to any of these questions is yes, it may be best to forego offering services in these locations until restrictions are fully lifted.
- **No distancing limits:** Outreach visits and programs could resume as normal, though with special consideration paid to those that serve vulnerable populations.

Internet Access

Internet access is a critical resource for the community especially during times of economic distress. Patrons require internet access to apply for unemployment insurance, access social services, apply for jobs, and access educational resources. Moreover, internet access can be provided to patrons with a limited amount of danger to patrons and staff. **Our WiFi outside the library will be stronger for those wanting to use their own equipment outside the building.**

- **Under Stay at Home Order:** The current economic situation creates a variety of critical needs where access to the internet and computers are concerned. With this in mind, obtaining internet access and using public computers may be considered essential travel under a Stay at Home Order. Under these restrictions the Library can boost wireless signals at its locations. Because of the risks to staff and patrons alike, the Library will not allow computer access.
- **Gatherings of no more than 10:** Under these restrictions the Library will not allow computer access.
- **Gatherings of no more than 50:** Under these restrictions it may be possible to allow use of the computer stations in the main part of the library, however, to maintain recommended social distancing every other computer in the lab should either be removed or put out of order and disinfected between uses. Access to computers would need to be limited to one hour in conjunction with imposed capacity limits

on how many people are present in the Library at any given time. Job resources computers will be set up with extended time limits of 2 hours.

- **No distancing limits:** If distancing recommendations are canceled normal use of the Library's computer lab could commence with improved hygiene, including supplying access to hand sanitizer for patrons and staff.

Technology Help

The library is frequently a place where patrons learn how to use various forms of technology. The spread of coronavirus and social distancing impose unique difficulties in providing help with devices and on public computers. Because most technology help requires patrons and staff to be at close quarters, there will be limits on how help can be provided until social distancing recommendations are lifted.

- **Under Stay at Home Order:** Technology help would be available, over the phone, through email, through webforms and chat.
- **Gatherings of no more than 10:** Like under the Stay at Home Order technology help would not be provided except in cases where social distancing can be maintained.
- **Gatherings of no more than 50:** With a recommendation of gatherings of no more than 50 in place, we would likely reopen partial computer lab services, with this would come the increased demand for computer help. One potential solution for this would be to offer staff remote control of computer stations at the desk, though this would have considerable privacy implications and require additional IT support and training.
- **No distancing limits:** Normal technology help recommendations could commence with improved hygiene procedures.

Materials Processing and Ordering

With physical materials not circulating, processing and ordering materials besides digital materials is of diminished importance. As services begin to scale up as restrictions are lifted, a progressive ramping up of ordering and processing will be necessary to prepare for demand once the pandemic cycle has ended or slowed.

- **Under Stay at Home Order:** Ordering should be focused on digital materials and high demand future releases for physical items. Processing of newly arrived orders should wait until some restrictions are lifted.
- **Gatherings of no more than 10:** Ordering should remain focused on digital materials. As the Stay at Home Order is lifted, it will be time to consider commencing to order more bestsellers and other high circulation new items in preparation for further lifting of gathering or social distancing recommendations. Processing can occur if it can be done safely while maintaining social distance in work spaces.

- **Gatherings of no more than 50:** Ordering and processing of physical materials will ramp up during this period, though it still may be necessary to process materials in shifts so that social distancing can be maintained within work spaces.
- **No distancing limits:** Ordering would continue as normal during this period as budgets allow.

Shared Materials in the Library

Libraries frequently provide access to shared materials in their spaces ranging from office supplies such as staplers and hole punches to equipment like headphones and VR headsets. The Library also provides a wide variety of in-house games and toys. The risks of these shared items vary widely, but any shared items worn around the head and face or toys which children may put in their mouths constitute a high risk as potential vectors for disease transmission.

- **Under Stay at Home Order:** Under this order no shared items would be offered.
- **Gatherings of no more than 10:** As under the Stay at Home Order no shared materials would be offered
- **Gatherings of no more than 50:** Some shared materials could be offered under this recommendation, including shared office supplies as long they are disinfected regularly. Shared headphones, VR headsets, toys and games should not be allowed in circulation.
- **No distancing limits:** Shared office supplies would be allowed, however, as long as the virus continues actively circulating it may be wise to restrict the use of shared headphones, VR headsets and toys.

Volunteer Opportunities

The Placentia Library District hosts various volunteer opportunities. Due to the number of personnel and public attendees, there is a risk of potential disease transmission and social distancing guidelines.

- **Under Stay at Home Order:** There will be no on site volunteer opportunities. PTAC, Literacy Tutors, and Learners may meet through telecommunication channels.
- **Gatherings of no more than 10:** There will be no on site volunteer opportunities. PLFF volunteers may come in on the weekends to sort. PTAC, Literacy Tutors, and Learners may meet through telecommunication channels.
- **Gatherings of no more than 50:** The Placentia Library Friends Foundation volunteers may sort and operate the Bookstore. PTAC, Literacy Tutors and Learners may meet virtually and on site based on their comfort level and if they abide by social distancing guidelines. All other volunteers would be on an as needed basis.
- **No distancing limits:** Volunteers can be scheduled and meet as usual.

Board Meetings

The Placentia Library District Board of Trustees hold their regular meetings the third Monday of the month. Due to the number of personnel and public attendees, there is a risk of potential disease transmission and social distancing guidelines.

- **Under Stay at Home Order:** Under this order teleconference meetings will take place.
- **Gatherings of no more than 10:** As under the Stay at Home Order, teleconference meetings will take place.
- **Gatherings of no more than 50:** The Board of Trustees will continue meeting with limited staff present and public comment being available through teleconference.
- **No distancing limits:** The Board of Trustees will maintain in-person meetings in the Community Meeting Room.

STAFF ROLES & RESPONSIBILITIES

PHASE 1-4:

- If a staff or a staff's family member are feeling sick with COVID 19 like symptoms, please stay home. Staff is not recommended to attend work if they are displaying the following symptoms: cough, fever, chills, and/or chest pains.
- Staff are required to go to Administration for a temperature reading at the start of their shift.
- Staff must remain 6 feet apart at their workstations, during breaks, and with patrons.
- Staff are required to have their walkie talkies at all times.
- Staff are required to wear gloves when working with patrons or handling any items (i.e., returns, deliveries, etc.).
- Gloves will be available in each size in the following areas: Work Room, Public Services Staff Area, Information Desk and in staff offices.
- Staff must wear masks at all times during their shifts (disposable masks will be provided the first day and fabric masks will be given to staff to take home and launder).
- Staff must remove gloves and wash hands before entering the staff lounge to avoid contamination.
- Staff are asked to disinfect the staff lounge table, chair, refrigerator door handle and microwave handle/buttons where (any surfaces touched during breaks).
- One staff may use the Staff Lounge for their break or lunch at a time. Staff are permitted to take their lunches and breaks at their workstations or in their vehicles. Masks can be removed while eating.
- Staff is required to disinfect their workstation after each use.
- Returns will only be accepted in book drops and the Information Desk book returns slot.
- The Information Desk will utilize two workstations (one on each opposite end) and have a sneeze guard between them and patrons. There will be marked spaces for patrons to wait at.
- The Information Desk staff will provide services as usual, except for item returns.
- Self-checkout machines will be wiped between each use by staff on the Information Desk.
- All quarantine items (returns and PLFF donations) will be placed in the Community Meeting Room for a 1 week period. Staff are to label the cart with the date that the items are clear to check-in and re-shelve.
 - As a result of the following study by the Institute of Museum and Library Services, library items will be quarantined for 3 days instead of 7 days as of June 22, 2020: <https://www.ims.gov/news/research-shows-virus-undetected-five-highly-circulated-library-materials-after-three-days>
- A staff will be assigned to the entrance for patron count, mask checks and passport check-in.
- Remove Swing into Reading Bench until further notice.

- Knock and check restrooms before cleaning.
 - Use door stop to keep door open until finished as needed.
- Roamer should remove their gloves after cleaning each restroom and replace with a new pair.
- Occupied/Available locks will be installed.
- Children Restrooms
 - Check to ensure there are no groups in the restrooms.
 - Wipe entry and stall door handles.
 - Wipe sink handles.
 - Wipe the paper towel dispenser.
 - Wipe the in-stall trash can handle.
 - Wipe urinal handle.
 - Roamer should remove their gloves after cleaning each restroom and replace with a new pair.
 - Occupied/Available locks will be installed.
- Hemmerling Group Study Rooms
 - Wipe door handles.
 - Wipe table.
- All public spaces will be rearranged to comply with the social distancing as recommended by CDC.
- A staff will be assigned to sanitize public areas throughout the day.
- Certain computer stations will be unavailable by removing chairs, keyboards, mouse and include signage.
- Designated print, copy, coin, and computer stations will be available to the public.
- There will be a 1 hour time limitation for patrons at the computer stations, 2 hours in group study rooms for job seekers, and 30 minutes for all other patrons.
- No rentals or programs in the Community Meeting Room until further notice.
- No equipment rentals until further notice.
- Proctor tests will take place on Fridays.
- Volunteers will be coordinated on an as needed basis.
- Patrons will be encouraged to ask staff to help them locate an item to avoid browsing in the stacks.
 - Bookmark will be created and placed in books at check out with basic instructions on how to disinfect their library book
- Lunch at the Library will be a grab and go program with staff assigned by the parking lot book drop starting July 14th (pending lunch provider's food safety requirements).
- CDC infographics in Spanish and English in public and staff areas.
- Protocols for staff and the public will posted in respective areas.
- If a staff refuses to comply with these protocols, they may be asked to leave the library for the remainder of their shift at the direction of the Library Director.

Phase 4: Full Scale Closure

- Staff to resume virtual programming as assigned by the District.

PUBLIC AREAS (PHASE 2 PUBLIC AREA SIGNAGE)

Before entering this area, please follow these guidelines:

- **All areas:**
 - If you or a family member are feeling sick, please stay home. Please see our website for our virtual services.
 - Everyone must have a mask to enter the library.
 - Everyone must practice social distancing of 6 feet while in the Library.
 - If using the bathroom, please maintain a distance of 6 feet and wash your hands.
 - Frequently wash hands with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol (found at the following locations: Lobby restrooms, Lobby near Bodhi, Teens column, Adults column, and Gordon & Dixie Shaw Children's column).
 - The charging bike stations will be unavailable until further notice.
 - If you have a question for the Information Desk, please stand on the marked spots on the floor.
 - The Information Desk staff will provide services as usual, except for item returns.
 - If you would like to return an item, place it in the book drops located in the parking lot and side of the building (near gazebo), or in the return bins located to the far right of the Information Desk.
 - Patrons are encouraged to ask staff to help them locate an item to avoid browsing in the stacks. If you do browse, we advise patrons to wipe down their books.
 - Bookmark will be created and placed in books at check out with basic instructions on how to disinfect their library book
 - Bodhi is offering pickup/to go orders only. Patrons are not permitted to eat and drink their items in the library.
 - Furniture may not be moved or rearranged. All public spaces have been rearranged to comply with the social distancing as recommended by CDC.
 - Cover coughs and sneezes with a tissue or use the inside of your elbow.
 - Before and after using a computer, please use the hand sanitizer stations located throughout the library.
 - Patrons will be limited to 1 hour computer use per library card.
 - Job-seeking patrons may reserve a 2 hour maximum reservation in the library's Group Study Rooms. Reservations can be made online or at the Information Desk.
 - Patrons are asked to maintain a 30 minute limit to ensure other patrons may enter the library.
 - No rentals or programs in the Community Meeting Room until further notice.
 - No equipment rentals until further notice.

- o Certain LOTS items are available for checkout. Please see our Information Desk for what is currently available.
- o Proctor tests will take place on Fridays.
- o A staff will sanitize the computer, print, copy and coin dispenser stations throughout the day.
- o Crossroads Corner is closed to the public until further notice. Please see our website for virtual programs.
- o The Hangar is by appointment only. Appointments can be made by emailing Hangar@placentalibrary.org or calling (714)528-1906 ext. 206
- o Storytimes will be held virtually and can be attended on the Placentia Library's Facebook Live at "facebook.com/placentalibrary"

Luna, Luna! Wednesdays at 6:30 p.m.

Sunshine Babies/Toddler Tales Thursdays at 10:00 a.m.

Rise & Shine Saturdays at 10:00 a.m.

- o Summer Reading Program will be online.
- o CDC infographics in Spanish and English are available in public areas.
- o Individuals in violation of these protocols will be asked to leave the Library premises.

- o **Gordon & Dixie Shaw Children's Department**

- o Crossroads Corner is closed until further notice (Phase 3).
- o Frequently wash hands with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol (found at the following locations: Staff Work Room, Lobby restrooms, Lobby near Bodhi, Teens column, Adults column, and Gordon & Dixie Shaw Children's column).
- o Computer users must use the hand sanitizer station before and after computer use.
- o Cover coughs and sneezes with a tissue or use the inside of your elbow.
- o Patrons are encouraged to ask staff to help them locate an item to avoid browsing in the stacks.
- o If you take an item from a bookshelf that you are not going to checkout, place the item on top of the bookshelf to be disinfected by staff or put in the return bins.
- o Furniture may not be moved or rearranged. All public spaces have been rearranged to comply with the social distancing as recommended by CDC.
- o Everyone must have a mask to enter the library.
- o Everyone must practice social distancing of 6 feet while in the Library.
- o Library computer users will be limited to 1 hour computer use per library card.

- Patrons will be limited to 30 minutes for browsing.

- **Teens**
 - Frequently wash hands with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol (found at the following locations: Staff Work Room, Lobby restrooms, Lobby near Bodhi, Teens column, Adults column, and Gordon & Dixie Shaw Children's column).
 - Computer users must use the hand sanitizer station before and after computer use.
 - Cover coughs and sneezes with a tissue or use the inside of your elbow.
 - Patrons are encouraged to ask staff to help them locate an item to avoid browsing in the stacks.
 - If you take an item from a bookshelf that you are not going to checkout, place the item on top of the bookshelf to be disinfected by staff or put in the return bins.
 - Furniture may not be moved or rearranged. All public spaces have been rearranged to comply with the social distancing as recommended by CDC.
 - Everyone must have a mask to enter the library.
 - Everyone must practice social distancing of 6 feet while in the Library.
 - Library computer users will be limited to 1 hour computer use per library card.
 - Patrons will be limited to 30 minutes for browsing.

- **The Hangar**
 - By appointment only. Please email Hangar@placentialibrary.org or call (714)528-1906 ext.206 to schedule an appointment.
 - Everyone must have a mask to enter the library.
 - Everyone must practice social distancing of 6 feet while in the Library.
 - Online tutorials are available on our website.

- **Information Desk**
 - Stand on marked spots to maintain 6 ft. Social distance.
 - Return books at bookdrops or in return slots to the right of the desk.
 - Self-checkout machines are available for use.
 - Limited LOTS collection. Ask info desk for what is available.

- **Adults**
 - Frequently wash hands with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol (found at the following locations: Staff Work Room, Lobby

restrooms, Lobby near Bodhi, Teens column, Adults column, and Gordon & Dixie Shaw Children's column).

- Computer users must use the hand sanitizer station before and after computer use.
 - Cover coughs and sneezes with a tissue or use the inside of your elbow.
 - Patrons are encouraged to ask staff to help them locate an item to avoid browsing in the stacks.
 - If you take an item from a bookshelf that you are not going to checkout, place the item on top of the bookshelf to be disinfected by staff or put in the return bins.
 - Furniture may not be moved or rearranged. All public spaces have been rearranged to comply with the social distancing as recommended by CDC.
 - Everyone must have a mask to enter the library.
 - Everyone must practice social distancing of 6 feet while in the Library.
 - Library computer users will be limited to 1 hour computer use per library card.
 - Patrons will be limited to 30 minutes for browsing.
- **Arnold Passport Offices**
 - Maintain 6 ft. social distance from the Passport Agent.
 - 3 person limit per room (2 patrons, 1 passport agent). If a larger family, please have them stand outside the room.
 - Video tutorials available on our website.
 - Patrons will be asked to use hand sanitizer prior to entering the passport office(s).
 - Pens will not be provided to patrons outside of pens in the office.
- **Bathrooms**
 - Maintain 6 ft. social distance.
 - Hand washing signage.
- **Hemmerling Group Study Rooms**
 - Job-seeking patrons may use study room for 2-hour time period.
 - One person maximum allowed in Study Rooms.
 - Reservations can be made at www.placentialibrary.org, by calling (714)529-1906, or in person at the Information Desk.
- **Community Meeting Room**
 - This room will only be used for quarantining returned items, deliveries and PLFF donations.
 - No meeting room or equipment rentals until further notice.

PROCEDURES FOR SERVICES

PRE-REOPENING PHASE:

Dress Code: As per Placentia Library District Policy 2012.2 Casual Dress Days.

Pull List:

- All items need to be checked in first.
- Current holds will be checked, and patrons will be contacted to see if they would like to maintain their hold (telecommuting task-Circulation Supervisor to handle).

PHASE 1:

Dress Code: As per Placentia Library District Policy 2012.1 Dress Code for Library District Employees and Volunteers.

Curbside Pickup:

Phone Number (714) 329-1310

- Patrons are encouraged to check their accounts for status on items before coming to pick up.
- Emphasized signage to keep patrons in their cars and avoid approaching staff. On # spot signs & doors of the library.
- Patrons must be informed that their items may take up to 48 working hours to pull.
- Patrons will be informed that their requests will be automatically checked out to them as they are pulled from the shelves.
- Staff will call the patron once their items are ready for pick up.
- One staff will be scheduled an hour at a time for curbside service.
 - Consider having bookdrop and curbside pickup personnel together as backup.
- Designate 5 spots for curbside pick up to the right of the loading zone bookdrop (number parking spots).
 - Request to use 5 spots that were utilized for PLFF POD for car.
 - 1 spot (closest to bookdrop) for canopy and workstation for book drop employee.
- Patron will call or text (714) 329-1310 when parked in a designated spot.
 - On arrival, patrons will text staff their name, library card #, and spot they are parked in).
 - If patron does not have a cell phone, call when they are leaving their home and ETA. They will give their name, library card #, and their make/model of car as identifier.
- Staff will take out items to designated spot.
- Program kits will be included in curbside pickup items.

- Staff will confirm patron by their first and last name.
- Once confirmed, staff will place items in their trunk (no physical contact).
- Plastic bags will be available to transport items.
- Curbside staff will be assigned to the Information Desk when not providing immediate curbside delivery (whoever takes the call will finish the curbside completely through).
- If a patron comes without calling in, staff will see if their items are available.
- If their items have not been pulled yet, they will need to return another time when they are ready. Patrons will need to check their accounts for confirmation that their items are ready for pick up.
 - For patrons "Patrons should not come to the library for curbside pickup until they have received confirmation that their items are ready for pickup on their library account."
- If the items are already pulled, staff will service the patron.

Bookdrop:

- Weekends: Gazebo book drop will be open; however, drive up will be closed.
- One staff assigned, weather permitting (heat, rain, etc.) 10 a.m. to 4 p.m.
 - Can be shared task with Support Services and Public Services.
 - Consider having staff stationed at parking lot entrance off All America Way with signage.
- Patrons must park in an available spot.
 - Can avoid large numbers of returns by promoting book returns open during pre-opening.
- Staff must have their walkie talkies at all times.
- Staff must wear gloves and mask while working with public.
- Bookdrop open to self-serve any time before or after these hours.
- Card table, canopy and chair available for staff.
 - First bookdrop staff assigned to set up.
 - Last bookdrop staff assigned to take down and bring items inside. They must also spray down the empty cart with disinfectant and leave to dry overnight.
 - Workstation will be set up in the parking spot to the right of the book drop (parking space nearest the book drop).
- Laptop will be provided for them to work remotely from bookdrop location.
- Bookdrop scheduled by the hour.
- Items will be collected on wheeled cart.
 - Carts tend to tip so may require additional staff assistance.
 - Staff can request assistance via walkie talkies.

- Items will be checked in by the bookdrop staff under a z location status at a station in the Community Meeting Room.
- After they are checked in, they will be placed at the corresponding table in the Community Meeting Room.

Pull List:

- Bookmark will be created and placed in books checked out with basic instructions on how to disinfect their library book.
- One staff will be assigned to handle the pull lists (scheduled by the hour).
- Information Desk staff will assist with pull list as needed.
- Patrons must check their accounts for status on items before coming to pick up.
- Patrons must be informed that their items may take up to 48 working hours to pull.
- Pull lists will be a continuous assignment.
- Pull lists will start at 9 a.m. (opening).
- If a patron has put 10 or more items on hold and have not picked up their items after 5 days, staff will give a courtesy call to see if they would like an extension on their hold.
 - If someone else has a hold on one of the books, give courtesy call first then override if needed.
 - If courtesy call is given, the patron has 24 hours to respond if they would like to extend their hold. If they do not call back, items go back into circulation.
- Continue current pull list procedures.
 - Staff run the pull list report.
 - Check items from pull list in.
 - Search for item 3 times.
 - Items unable to be located:
 - Check item status to see last it was used. If it was last checked out over a year ago, it will be marked as lost/missing.
 - If item has been checked out recently, look for three times before moving to lost/missing.

Information Desk: Public Services & Support Services

- Assisting with curbside pickups
 - Answering the patron pick up items and verifying library card # and parking spot.
 - Checking out of the items.
 - Take deliveries to curbside patrons.
- Assisting with pull lists.

- Check-in in procedure.
- Name and expiration date.
- Alphabetize.
- Answering emails and phone calls.
- Checking home delivery forms.
 - Filling out spreadsheet for deliveries.
 - Emailing delivery messages.
- Staff will be scheduled by the hour.
- Bookmark will be created and placed in books at check out with basic instructions on how to disinfect their library book.

Home Deliveries:

- Placentia residents only.
- Staff must wear their employee badges and masks. Gloves will be provided should staff want to use them.
- Books, audiobooks and DVDs will be delivered. No LOTs items, video games or program kits.
- Staff assigned will dedicate entire shift to deliveries. No switching off within the same shift.
- Patrons will complete a form similar to Book A Librarian.
 - Patrons should request items like normal though Horizon and then complete the delivery request form.
 - Delivery request form will include full name, library card number, address, phone number, email, any information to access the home like gate codes/special instructions.
 - If staff are unable to deliver the items, staff will return to the library without delivering the items and contact the patron upon returning to the library.
 - Staff is to use their best judgement that if they feel safe or uncomfortable they may forfeit the delivery and email the patron.
 - Sample script: "Sorry, we were unable to deliver your items due to not having the gate code. In order to deliver, we would need you to provide your community gate code."
 - If they require their items immediately, offer curbside pickup as an alternative.
 - Options for redelivery will depend on the reason the delivery could not occur, staff availability, etc.
 - Staff are to follow all safety and behind the wheel laws.
 - It will also have a disclaimer that deliveries are no contact and will be left at their door. Once delivered they will be responsible for the items.

- Patrons will be informed that their items may take up to 48 working hours to pull. Form must be completed with more than 48 hours before scheduled delivery to their area.
- Delivery to certain areas certain days of the week (base off City of Placentia boundary map- 5 sections).
- Staff will use Google maps to map the most efficient route and print it for mileage reimbursement.
- Based on the map staff will provide an email the day of the delivery with a window of when to expect items (Wednesday 12:00-3:00 p.m.).
- When delivering items staff will place at the patron door and knock or ring bell. They do not need to wait for an answer as this is no contact delivery.
 - Take photo of where items are left as backup.
 - BLAST if patron says items were not delivered for time being.
- Once staff returns to the library, they will add the delivery date/time, image name of photo and their name to the form. Pictures should be transferred/saved to the server.
- Staff will send an email to patrons indicating their items were delivered.
- Consider buying plastic bags to transport items.
- Staff will not pick up returns when making deliveries.
 - Staff will not handle contaminated items.
 - Deliveries only to avoid cross-contamination of items.

Sanitization Stations:

- Sanitization stations can be found at the following locations: Outside the men's lobby restrooms, Lobby near Bodhi, Teens column, Adults column, Gordon & Dixie Shaw Children's column, Staff Work Room, and Public Services Staff Area.
- CDC signage will be posted in Spanish and English near sanitization stations.

Community Meeting Room:

- No rentals or programs in the Community Meeting Room until further notice.
- Designated carts will be used to move items into Community Meeting Room.
 - Books will be placed on tables for overflow of carts.
- Assigned staff will check in the items under the z location.
- Tables will be labeled M, T, W, Th, F to check in and shelve.
 - Deliveries will be stored under the tables of the corresponding day they were received.
 - At the start of the day, the items that are considered clean (after 7 day period) will be moved to the Information Desk prior to opening.

- Items will be checked in to P location at the Information Desk.
- Delivery items moved to respective staff locations.
- Staff should wear clean gloves and a mask while moving items.
- Table will be cleared before placing and new items on it.
- PLFF will not be accepting donations.
- Staff are asked not to linger or spend excess time in the quarantine space.
- Staff must wear masks and gloves while working in the Community Meeting Room.
- There will be assigned carts for bookdrops/returns.
 - Sanitized carts
 - Book deliveries/curbside
 - Pull lists/holds
 - Re-shelving items
 - Contaminated materials signage
 - Bookdrop/returns
 - Mail

PHASE 2:

Dress Code: As per Placentia Library District Policy 2012.1 Dress Code for Library District Employees and Volunteers.

Curbside Pickup:

Phone Number (714) 329-1310

- Emphasized signage to keep patrons in their cars and avoid approaching staff.
 - On # spot signs & doors of the library
- Curbside service hours will be the library's hours of operation.
- Curbside will not accept returns. Returns must be placed in the bookdrop.
- Patrons must check their accounts for status on items or wait for their automated notices before coming to pick up.
- Patrons will be informed that their items may take up to 48 working hours to pull.
- One staff will be scheduled an hour at a time for curbside service.
 - Consider having bookdrop and curbside pickup personnel together as backup.
- Designate 5 spots for curbside pick up to the right of the loading zone bookdrop (number parking spots).
- Patron will call or text (714) 329-1310 when parked in a designated curbside spot.
 - On arrival, patron will text staff their name, library card #, and spot they are parked in.
 - If patron does not have cell phone, call when they are leaving their home and ETA. They will give their name, library card #, and their make/model of car as identifier.
- Have cart with all holds and laptop or iPad to checkout items when services is extremely busy.
 - Program kits will be included in curbside pickup items.
- Staff will take out items to designated spot.
- Staff will confirm patron by their first and last name.
- Once confirmed, staff will place items in their trunk (no physical contact).
- Concerns with parking lot:
 - Not enough spots to park with apartment residents parked in plaza parking lot (P.D. needs to start enforcing).
 - Too much traffic back up if it's like a drive thru.
- Consider buying plastic bags to transport items.
- Curbside staff will be assigned to the Information Desk when not providing immediate curbside delivery (whoever takes the call will finish the curbside completely through).
- If a patron comes without calling in, staff will see if their items are available.

- If their items have not been pulled yet, they will need to return another time when they are ready. Patrons will need to check their accounts for confirmation that their items are ready for pick up.
 - For patrons "Patrons should not come to the library for curbside pickup until they have received confirmation that their items are ready for pickup on their library account."
- If the items are already pulled, staff will service the patron.

Bookdrop:

- Bookdrops will be open to the public.
- Staff will be assigned to empty the bookdrops more frequently throughout the day.
- Items will be checked in by the bookdrop staff under a different status at a station in the Community Meeting Room.
- After they are checked in, they will be placed at the corresponding table in the Community Meeting Room to quarantine.

Pull List:

- One staff will be assigned to handle the pull lists (scheduled by the hour).
- Information Desk staff will assist with pull list as needed.
- Patrons must check their accounts for status on items before coming to pick up.
- Patrons must be informed that their items may take up to 48 working hours to pull.
- Bookmark will be created and placed in books at check out with basic instructions on how to disinfect their library books.
- Pull lists will be a continuous assignment (shifts throughout the day).
- Pull lists will start at 9 a.m. (opening).
- If a patron has put 10 or more items on hold and have not picked up their items after 5 days, staff will give a courtesy call to see if they would like an extension on their hold.
 - If someone else has a hold on one of the books, give courtesy call first then override if needed.
 - If courtesy call is given, the patron has 24 hours to respond if they would like to extend their hold. If they do not call back, items go back into circulation.
 - If they confirm to extend their hold, they will be given up to 48 hours to pick up their hold(s).
- Continue current pull list procedures.
 - Staff run the pull list report.
 - Check items from pull list in.
 - Search for item 3 times.

- If items are unable to be located:
 - Check item status to see last it was used. If it was last checked out over a year ago, it will be marked as lost/missing.
 - If item has been checked out recently, look for three times before moving to lost/missing.

Information Desk: Public Services & Support Services (Tech portion= Systems Librarian chat feature for computer help)

- Two staff will be assigned at the Information Desk at a time.
- Assisting with curbside pickups.
 - Answering the patron pick up items and verifying library card # and parking spot.
 - Checking out of the items.
 - Take deliveries to curbside patrons.
- Assisting with pull lists.
 - Check-in in procedure.
 - Name and expiration date.
 - Alphabetize.
 - Bookmark will be created and placed in books with basic instructions on how to disinfect their library book.
- Answering emails and phone calls.
- Checking home delivery forms
 - Filling out spreadsheet for deliveries.
 - Emailing delivery messages.
- Assisting patrons in the library with reference and computer questions.
- Staff will be scheduled by the hour (1 hour minimum shifts).
- For returns, patrons will be advised to place items in book drops or return bins to the right of the information Desk.
- Self-Checkout machines will be available for patrons to use.
- Computer Help
 - There will be a computer help chat feature for patrons to use while at computer stations.
 - Staff will inform patrons that they must use the chat feature for computer help, no in-person help is available.
 - Signage and instructions will be at the computer stations.

Home Deliveries:

- Placentia residents only.
- Staff must wear their employee badges and masks. Gloves will be provided should staff want to use them.
- Books, audiobooks, and DVDs will be delivered. No LOTs items, video games, or program kits.

- o Staff assigned will dedicate entire shift to deliveries. No switching off within the same shift.
- o Patrons will complete a form similar to Book A Librarian
 - Patrons should request items like normal through Horizon and then complete the delivery request form.
 - Delivery request form will include full name, library card number, address, phone number, email, any information to access the home like gate codes/special instructions.
 - o If staff are unable to deliver the items, staff will return to the library without delivering the items and contact the patron upon returning to the library.
 - o Staff is to use their best judgement that if they feel safe or uncomfortable they may forfeit the delivery and email the patron.
 - o Sample script: "Sorry, we were unable to deliver your items due to not having the gate code. In order to deliver, we would need you to provide your community gate code."
 - o If they require their items immediately, offer curbside pickup as an alternative.
 - o Options for redelivery will depend on the reason the delivery could not occur, staff availability, etc.
 - o Staff are to follow all safety and behind the wheel laws.
 - It will also have a disclaimer that deliveries are no contact and will be left at their door. Once delivered they will be responsible for the items.
 - Patrons will be informed that their items may take up to 48 working hours to pull. Form must be completed with more than 48 hours before scheduled delivery to their area.
- o Delivery to certain areas certain days of the week (base off City of Placentia boundary map- 5 sections).
- o Staff will use Google maps to map the most efficient route and print it for mileage reimbursement.
- o Based on the map staff will provide an email the day of the delivery with a window of when to expect items (Wednesday 12:00-3:00 p.m.).
- o When delivering items staff will place at the patron door and knock or ring bell. They do not need to wait for an answer as this is no contact delivery.
 - Take photo of where items are left as backup.
 - BLAST if patron says items were not delivered for time being.
- o Once staff returns to the library, they will add the delivery date/time, image name of photo and their name to the form. Pictures should be transferred/saved to the server.
- o Staff will send an email to patrons indicating their items were delivered.
- o Consider buying plastic bags to transport items.

- Staff will not pick up returns when making deliveries.
 - Staff will not handle contaminated items.
 - Deliveries only to avoid cross-contamination of items.

Arnold Passports Offices: Limited Hours

- Passport applicants will wait in the general entry line.
- Entry desk staff will sign up the patrons by using Excel sheet using SharePoint.
 - Pagers will be issued to patrons.
- Passport agent will inform the entry staff when the Passport office is cleaned and ready for the next person via the SharePoint document.
 - Clean chair(s), desk, and pen(s) touched.
- Passport agent will call the next patron waiting by pager.
- Once they have been called back by pager, they will return to the "By Appointment" line.
- Entry desk staff will verify by their last name before they go to the Passport Office.
- If the patron has left the area, the patron has 5 minutes to check in for their appointment and go to the Passport Office.
- The earliest time a patron can ask to be put on the passport list: 15 minutes before passport hours.
 - Passport Hours:
 - M-TH 4 pm-7 pm (add to the form starting at 3:45 pm)
 - F, S 1 pm-4 pm (add to the form starting at 12:45 pm)
 - Sun 1 pm-4 pm (add to the form starting at 1 pm)
- Public Services staff can be trained in checking passport materials.
- Support Services staff are scheduled at the entry during passport hours.

Entry/exit staff:

- Entry staff will be required to have a walkie talkie on them at all times.
- A mask and gloves are required while working with patrons.
- Signage with 30 minute browsing time limit, 1 hour computer station time limit, and 2 hour job seeking time limit will be at the entry.
- Entry staff are responsible for ensuring patrons have masks on prior to entering the building.
 - Follow behavior and library conduct policies.
 - If a patron refuses, they can be asked to leave the library.
 - If the patron continues to refuse, the police department can be contacted by the staff in charge.
 - Inform patrons without a mask that they can utilize curbside pickup or home deliveries in the future.

- o The staff first assigned is responsible for setting up the workstation outside the lobby doors.
- o The staff last assigned is responsible for the breakdown of the workstation and bringing items inside the library.
- o The Systems Librarian will oversee power hookup and technical issues.
- o Entry desk staff will keep track of patrons entering and exiting the building by a laptop counting app.
- o Entry staff will have a laptop to keep track of the following: passports, hangar and group study room reservations.
- o Entry staff will maintain two lines maximum (delineators):
 - One line for general entry
 - One line for appointments
 - **Bodhi:**
 - o Will be open in Phase 3.
 - **Hemmerling Group Study Rooms:**
 - o If a patron is a job seeker, staff will check the reservation list and walkie to confirm the study room has been cleaned before patron can enter library.
 - o Patron will be instructed to go to the Information Desk to have the study room unlocked for them.
 - **Hangar:**
 - o If the patron is here for a Hangar appointment, the entry staff will walkie the Library Assistant, Makerspace to confirm the appointment.
 - o Library Assistant, Makerspace will walkie they are ready for the patron.
 - o The patron will be instructed to go to the makerspace once confirmed by the Library Assistant, Makerspace.
 - **Computers:**
 - o There is a one hour time limit for computer usage.
 - o Two people are permitted to be at a computer station together (I.e. parent and child, caregiver, patron with disabilities, etc.).
 - o Are you here for a computer? Check if there is one available.
 - o Roamer will clean, walkie the entry staff and then disarm the computer when the patron comes.
 - o Entry staff can check via the reservation station to view computers used and time remaining.
 - o If one is not available, have patron stay at front of the line until one is available.
 - **Arnold Passport Offices:**

- A passport line will be formed if there are more than 5 passport applicants waiting.
- Due to patron and staff safety concerns, we will not be providing pens to passport applicants. A pen will be available in the passport office.
- Staff will check patron documents when this occurs.
- Staff will take information of passport applicants and they can leave until called by the passport agent via a pager.
- Entry desk staff will inform passport patrons that they have a 5 minute window to check in for their appointment.
- Suggested to have Support Services staff scheduled at the entry desk during passport hours.
- Additional staff to assist with questions passport will be available.
- Passport patrons needing to renew will be advised to do it at home.
- Public Services staff will be trained on how to use pagers.
- Earliest time a patron can ask to be put on the passport list: 15 minutes before.
- Public Services staff can be trained in checking passport materials prior to patron seeing Passport Agent.

Roaming Staff:

- Janitorial Service will increase their hours to assist in cleaning public and staff areas. Specific areas include the following:
 - PLFF Vending Machines
 - Wiping includes:
 - All Monitors
 - All Keyboards
 - All Mice
 - All Chairs (non-fabric)
 - All Tabletops
 - Computer Stations
 - Study Tables
 - Teen Bar Top
 - Teen Tables
 - Children's Tables
 - Sneeze guards (Information Desk & Literacy)

- Hand sanitizer stations
- Magazine and newspaper racks (Children's & Adults)
- Any other frequently touched surfaces
- Adult Restrooms
 - Check to ensure there are no groups in the restrooms.
 - Wipe entry and stall door handles.
 - Wipe sink handles.
 - Wipe the paper towel dispenser.
 - Wipe the in-stall trash can handle.
 - Wipe urinal handle.
 - Wipe the handle of the baby changing stations.
 - Knock and check restrooms before cleaning.
 - Use door stop to keep door open until finished as needed.
 - Roamer should remove their gloves after cleaning each restroom and replace with a new pair.
 - Occupied/Available locks will be installed.
- Children Restrooms
 - Check to ensure there are no groups in the restrooms.
 - Wipe entry and stall door handles.
 - Wipe sink handles.
 - Wipe the paper towel dispenser.
 - Wipe the in-stall trash can handle.
 - Wipe urinal handle.
 - Roamer should remove their gloves after cleaning each restroom and replace with a new pair.
 - Occupied/Available locks will be installed.
- Hemmerling Group Study Rooms
 - Wipe door handles.
 - Wipe table.
- The roamer must be out on the floor the entirety of their shift to assist with assigned areas.
- Roamer will be scheduled by the hour.
- Computers:
 - Roamer will clean the computer station, walkie the entry staff and then disarm the computer when the patron comes.
 - The Systems Librarian will set up a password for the roamer to enter once they are done cleaning the station. This password will disarm the computer.
 - The password will allow the roamer time to clean and avoid unauthorized use.
 - Patrons will not have the password to unlock the computer to start a session, only the roamer.

Sanitization Stations:

- Sanitization stations can be found at the following locations: Outside the men's lobby restrooms, Lobby near Bodhi, Teens column, Adults column, Gordon & Dixie Shaw Children's column, Circulation Work Room, and Public Services Staff Area.
- CDC signage will be posted in Spanish and English near sanitization stations.

Hemmerling Group Study Rooms:

- Group study rooms will be repurposed as Job Searching stations during Phase 2.
- Each room will be equipped with:
 - A public computer allowing for a one hour limit.
 - Job searching and resume tips books and websites will be available.
- Patrons can book the Job Searching room by contacting the Information Desk at (714)528-1906, information@placentialibrary.org or at <https://www.placentialibrary.org/room-reservations>.
 - Reservations can be made up to 24 hours in advance.
 - Patrons must be 18 years or older, with a valid library card.
 - Only 1 person at a time is allowed in the room.
 - Reservations will be held for 10 minutes after the scheduled start time. If the patron does not show up within 10 minutes their reservation will be canceled.
 - One reservation per person, per day.
- The room must be used to search/apply for jobs, and/or creating/editing a resume or cover letter. Any non-job searching activities should be done on the regular public computers.
- Patrons may extend the use of the room up to 1 additional hour if no one is waiting.
- Staff must disinfect the room once a patron is finished before allowing another patron to enter.

Community Meeting Room:

- No rentals or programs in the Community Meeting Room until further notice.
- Designated carts will be used to move items into Community Meeting Room.
 - Books will be placed on tables for overflow of carts.
- Assigned staff will check in the items under the z location.
- Tables will be labeled M, T, W, Th, F to check in and shelve.

- Deliveries will be stored under the tables of the corresponding day they were received.
- At the start of the day, the items that are considered clean (after 7 day period) will be moved to the Information Desk prior to opening.
 - Items will be checked in to P location at the Information Desk.
 - Delivery items moved to respective staff locations.
 - Staff should wear clean gloves and a mask while moving items.
- Table will be cleared before placing and new items on it.
- PLFF & Donations:
 - Staff will assist patrons as needed with donations.
 - All items will remain in their original containers.
 - If space is unavailable, no donations will be accepted.
 - All items will be placed at a designated, labeled area in the Community Meeting Room.
- Staff are asked not to linger or spend excess time in the quarantine space.
- Staff must wear masks and gloves while working in the Community Meeting Room.
- There will be assigned carts for bookdrops/returns.
 - Sanitized carts
 - Book deliveries/curbside
 - Pull lists/holds
 - Re-shelving items
 - Contaminated materials signage
 - Bookdrop/returns

The Hangar:

- The Hangar will be available during normal Hangar hours, by appointment only.
 - Appointments can be made by calling (714)528-1906 ext. 206 or hangar@placentialibrary.org.
 - Standard Hangar appointments will be a half hour.
 - Appointments can be extended in half hour increments up to 2 hours depending on project and equipment needs.
 - Appointments are limited to one per-person, per day.
- There will be a maximum of 2 people in the Hangar at one time (one Hangar staff and one patron).
- Everyone must wear a mask and observe social distancing of 6 feet while in the Hangar.
- Glowforge usage restrictions will still apply.

Bodhi:

- Services will be available and managed by Bodhi.
- To Go only. Patrons cannot eat and drink in the library building due to mask requirement.
- Bodhi staff are required to wear masks and gloves while working with patrons.
- Bodhi will be open during Phase 3.

PLFF Bookstore:

- PLFF will not be accepting donations until further notice.
- The PLFF Bookstore will be open with payments to the Honor Box only.

PHASE 3:

Dress Code: As per Placentia Library District Policy 2012.1 Dress Code for Library District Employees and Volunteers.

Curbside Pickup:

Phone Number (714) 329-1310

- Emphasized signage to keep patrons in their cars and avoid approaching staff.
 - On # spot signs & doors of the library
- Curbside service hours will be the library's hours of operation.
- Curbside will not accept returns. Returns must be placed in the bookdrop.
- Patrons must check their accounts for status on items or wait for their automated notices before coming to pick up.
- Patrons will be informed that their items may take up to 48 working hours to pull.
- One staff will be scheduled an hour at a time for curbside service.
 - Consider having bookdrop and curbside pickup personnel together as backup.
- Designate a minimum of 3 designated spots for curbside pick up to the right of the loading zone bookdrop (number parking spots).
- Patron will call or text (714) 329-1310 when parked in a designated curbside spot.
 - On arrival, patron will text staff their name, library card #, and spot they are parked in.

- If patron does not have cell phone, call when they are leaving their home and ETA. They will give their name, library card #, and their make/model of car as identifier.
- Have cart with all holds and laptop or iPad to checkout items when services is extremely busy.
 - Program kits will be included in curbside pickup items.
- Staff will take out items to designated spot.
- Staff will confirm patron by their first and last name.
- Once confirmed, staff will place items in their trunk (no physical contact).
- Concerns with parking lot:
 - Not enough spots to park with apartment residents parked in plaza parking lot (P.D. needs to start enforcing).
 - Too much traffic back up if it's like a drive thru.
- Consider buying plastic bags to transport items.
- Curbside staff will be assigned to the Information Desk when not providing immediate curbside delivery (whoever takes the call will finish the curbside completely through).
- If a patron comes without calling in, staff will see if their items are available.
 - If their items have not been pulled yet, they will need to return another time when they are ready. Patrons will need to check their accounts for confirmation that their items are ready for pick up.
 - For patrons "Patrons should not come to the library for curbside pickup until they have received confirmation that their items are ready for pickup on their library account."
- If the items are already pulled, staff will service the patron.

Bookdrop:

- Bookdrops will be open to the public.
- Staff will be assigned to empty the bookdrops more frequently throughout the day.

Pull List:

- One staff will be assigned to handle the pull lists (scheduled by the hour).
- Information Desk staff will assist with pull list as needed.
- Patrons must check their accounts for status on items before coming to pick up.
- Patrons must be informed that their items may take up to 48 working hours to pull.
- Bookmark will be created and placed in books at check out with basic instructions on how to disinfect their library books.
- Pull lists will be a continuous assignment (shifts throughout the day).
- Pull lists will start at 9 a.m. (opening).

- If a patron has put 10 or more items on hold and have not picked up their items after 5 days, staff will give a courtesy call to see if they would like an extension on their hold.
 - If someone else has a hold on one of the books, give courtesy call first then override if needed.
 - If courtesy call is given, the patron has 24 hours to respond if they would like to extend their hold. If they do not call back, items go back into circulation.
 - If they confirm to extend their hold, they will be given up to 48 hours to pick up their hold(s).
- Continue current pull list procedures.
 - Staff run the pull list report.
 - Check items from pull list in.
 - Search for item 3 times.
 - If items are unable to be located:
 - Check item status to see last it was used. If it was last checked out over a year ago, it will be marked as lost/missing.
 - If item has been checked out recently, look for three times before moving to lost/missing.

Information Desk: Public Services & Support Services (Tech portion= Systems Librarian chat feature for computer help)

- Two staff will be assigned at the Information Desk at a time.
- Assisting with curbside pickups.
 - Answering the patron pick up items and verifying library card # and parking spot.
 - Checking out of the items.
 - Take deliveries to curbside patrons.
- Assisting with pull lists.
 - Check-in in procedure.
 - Name and expiration date.
 - Alphabetize.
 - Bookmark will be created and placed in books with basic instructions on how to disinfect their library book.
- Answering emails and phone calls.
- Checking home delivery forms
 - Filling out spreadsheet for deliveries.
 - Emailing delivery messages.
- Assisting patrons in the library with reference and computer questions.
- Staff will be scheduled by the hour (1 hour minimum shifts).
- For returns, patrons will be advised to place items in book drops or return bins to the right of the information Desk.
- Self-Checkout machines will be available for patrons to use.

- Computer Help
 - There will be a computer help chat feature for patrons to use while at computer stations.
 - Staff will inform patrons that they must use the chat feature for computer help, no in-person help is available.
 - Signage and instructions will be at the computer stations.

Home Deliveries will not be available.

Arnold Passports Offices open as per Phase 3 hours (page 18)

Entry/exit staff

- Continued use of face masks and social distancing and in accordance to federal, state, and local guidelines.
- Temperatures will continue to administered in Administration for employees, volunteers, and library board before the work shift or immediately entering the building.

Bodhi will be open.

Sanitization Stations:

- Sanitization stations can be found at the following locations: Outside the men's lobby restrooms, Lobby near Bodhi, Teens column, Adults column, Gordon & Dixie Shaw Children's column, Circulation Work Room, and Public Services Staff Area.
- CDC signage will be posted in Spanish and English near sanitization stations.

Hemmerling Group Study Rooms will be available. Reservations recommended.

Community Meeting Room will be available for rental.

The Hangar:

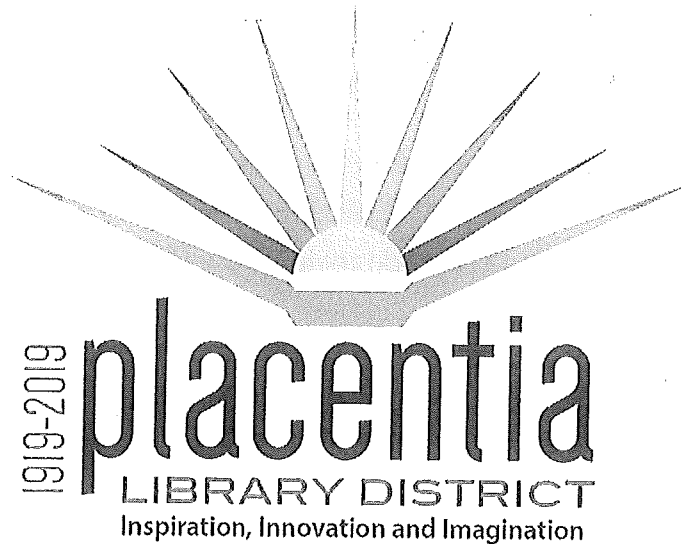
- The Hangar will be available during normal Hangar hours, by appointment only.
 - Appointments can be made by calling (714)528-1906 ext. 206 or hangar@placentiaLibrary.org.

- Standard Hangar appointments will be a half hour.
- Appointments can be extended in half hour increments up to 2 hours depending on project and equipment needs.
- Appointments are limited to one per-person, per day.
- There will be a maximum of 2 people in the Hangar at one time (one Hangar staff and one patron).
- Everyone must wear a mask and observe social distancing of 6 feet while in the Hangar.
- Glowforge usage restrictions will still apply.

PLFF Bookstore will be open. Donations will be accepted.

PHASE 4: Full Scale Closure

- Staff to resume virtual programming and telecommuting as assigned by the District.



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: Authorization to close the Library on December 3, 2021 for Staff Development Day.

BACKGROUND

There are two Staff Development Day (SDD) held annually which provides staff job-related continuing education and budget discussion opportunities. The last SDD was held on July 6, 2021 with an agenda that included active shooter training, review of the Public Behavior Policy, Customer Service, and SharePoint features. Staff requests closure on Friday, December 3, 2021 with a tentative agenda to include training on equity, diversity, inclusion (EDI) and preparation for holiday programs and activities. We will be taking our annual holiday card photo and we invite all Trustees to participate in the photo activity.

The training will be open to regular full-time and part-time personnel.

RECOMMENDATIONS

1. Authorize closure on December 3, 2021 for Staff Development Day.
2. Roll Call Vote.



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: Conference Authorization for the Library Board of Trustees and Library Staff to attend the Public Library Association (PLA) Biennial Conference in Portland, Oregon, March 23-25, 2022.

DATE: October 18, 2021

BACKGROUND

The Public Library Association Biennial Conference will be held in Portland, Oregon, March 23-25, 2022. The conference will offer over 100 educational sessions, with a specific focus on serving public libraries. It is expected there will be many sessions highlighting equity, diversity, and inclusion issues. Most events will take place at the Oregon Convention Center, including over 120 exhibitors showcasing the latest in publications, media, technology, equipment, services, and supplies.

The benefits of the PLA 2022 Conference include:

1. **Education:** PLA 2022 will feature hundreds of peer-driven topics, in both formal and informal settings, available for discussion, interactive learning, and information-sharing. With expert-led seminars, panels, group program offerings, and more—your staff's professional development needs are met as they move through a world of ideas that can be applied immediately upon return.
2. **Resources:** Make personal connections with knowledgeable exhibitors who represent nearly 300 companies and organizations. This provides the most effective engagement with new and current products, services, technologies, and titles, and helps your staff make the best choices, improve implementation, increase usage and circulation, and maximize your investment.
3. **Connections:** Attendees will receive unparalleled opportunities to connect with committed and imaginative colleagues and peers. Equip your staff with an ongoing source of collaborators, ideas, and successful innovation.
4. **Inspiration:** Dozens of memorable speakers, including thought-leaders and bestselling authors from a wide range of disciplines, entertain while motivating attendees to be bold and to innovate. Your staff will recognize many opportunities to take home ideas that will transform their libraries and themselves.
5. **The Bottom Line:** You'll find that PLA 2022 registration is a bargain when compared with other professional conferences. The hundreds of relevant opportunities that offer shareable knowledge, exposure to experts, and the chance to collaborate with a diverse group of colleagues all add up to quality professional development that will reinvigorate your staff and improve the day-to-day operations of your organization.

Registration fee includes entry to the Opening and Closing General Sessions, entry to the Big Ideas sessions offered each morning, access to educational programs, access to the exhibit hall, food and drinks at the Exhibits Opening Reception, All-Conference Reception, and Exhibits Closing Reception.

Staff requests authorization for the Library Trustees and designated library staff to attend the PLA biennial conference. Registration is now open with early bird discounted rate closing on January 7, 2022. Expenses to be covered in the General Fund.

RECOMMENDATIONS

1. Motion to authorize the Library Trustees, and Library Staff to attend the Public Library Association Biennial Conference, in Portland, Oregon, March 23-25, 2022.
2. Roll call vote.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: Approve Systems and Device Audit and Assurance Contract

DATE: October 18, 2021

BACKGROUND

The Placentia Library District relies heavily on technology and cloud-based services to serve the community. Since beginning work for the Placentia Library District, interim IT Consultant Yamaguchi has found numerous security vulnerabilities and a general lack of IT housekeeping practices. The amount of clean-up has well exceeded the weekly estimated hours given within the limited scope of the IT services contract. It has been requested that a supplemental contractor specializing in cyber security be contracted to further audit on premise and cloud systems in a timely manner.

DISCUSSION

Interim IT Consultant has conducted numerous security audits including but not limited to Active Directory users and permissions, Horizon access, Office 365 accounts, network drives access, website editing permissions, and cash register users and permissions. Server settings and computer work stations have been inconsistently setup for many years and security permissions have not been distributed consistently among departments and individual users. Standard operating procedures and the creation of a master list of user permissions levels will be established as part of this process.

In order to ensure a secure and reliable system staff is recommending a third-party security expert do a system and device audit of library equipment and setup. Staff is recommending E-Security Solutions to provide the following assessments:

- Document and Diagram Internal Network
- Internal Network Vulnerability Scan
- Firewall Audit and Assurance
- Wifi Access Controller Audit
- Active Directory Audit and Assurance
- Microsoft Office 365 Audit and Assurance
- Windows Workstation Audit and Assurance
 - - *Note: Review a sample of 2 workstations from environment
- Public Computers Audit and Assurance
 - - *Note: Review a sample of 2 computers used by public

E-Security solutions provided initial breach response for the past phishing incident and already has a good understanding of library systems and IT setup at the library. They are

locally located in Orange County and have an established account with the Placentia Library District. They are also the lowest bidder who responded.

The District received three quotes, as follows:

1. E-Security Solutions - \$7,500
2. Lumen Technology - \$11,750
3. Windstream Technologies - \$23,817

Attachment A is a copy of E-Security Solutions Scope of work.

RECOMMENDATIONS

1. Authorize E-Security Solutions to perform a systems and device audit of the District's equipment and setup.
2. Roll call vote.

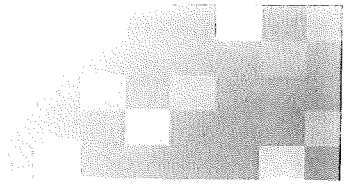
We have prepared a quote for you

Systems and Device Audit and Assurance - 2021

Quote # 013461 | Version 1


Prepared for:

Placentia Library District



Products

Qty	Description	Price	Ext. Price
	Document and Diagram Internal Network - 1		
	Internal Network Vulnerability Scan 1 subnet (/24 or smaller) w/o rescan - 1		
	Sonicwall Firewall (1) Audit and Assurance Small Up to 100 Users - 1		
	Sonicwall Wifi Access Controller - 1		
	Active Directory Audit and Assurance -1		
	Microsoft Office 365 Audit and Assurance - 1		
	Windows Workstation (2) Audit and Assurance - 1		
	- *Note: Review a sample of 2 workstations from environment		
	Public Computers (2) Audit and Assurance - 1		
	- *Note: Review a sample of 2 computers used by public		
	50% payment due up front, 50% due upon completion		
1	Pro Services: Fixed Price Project - Systems and Device Audit and Assurance	\$7,500.00	\$7,500.00
	Subtotal:		\$7,500.00

Prepared For	Prepared By	Details
Placentia Library District 411 E. Chapman Ave Placentia, CA 92870 Jeremy Yamaguchi jyamaguchi@placentialibrary.org (714) 519-1370	eSecurity Solutions  Neil McCarty 949-261-5555 Ext 123 Fax 949-261-5556 nmccarty@esecuritysolutions.com	Systems and Device Audit and Assurance - 2021 Quote #: 013461 Version: 1 Delivery Date: 09/24/2021 Expiration Date: 09/30/2021

One-Time Summary

Description	Amount
Products	\$7,500.00
Total:	\$7,500.00

Shipping, Handling and other fees may apply. We reserve the right to cancel orders arising out of pricing or other errors.

<p>By signing this Sales/Services Order, customer is agreeing to the terms of Sales/Service Order and related applicable Agreements. If not covered by a Customer specific Agreement, Standard Agreements will apply. Copies of Standard Agreements can be found on www.eSecuritySolutions.com/Agreements</p>	<p style="text-align: center;"><u>Applicable Additional Services</u> <u>Agreements</u> 1) Master Services Agreement (MSA) and/or 2) Professional Services Agreement</p>
--	--

Signature _____

Date _____

Systems and Device Audit and Assurance

Objectives

Provide a high-level review and recommendations of a Windows Systems, Firewalls, and other types of devices and applications. This may include a review of rule set and security setting for best practices.

Scope

eSecurity Solutions will provide the following services (all services conducted remotely from the eSecurity Solutions office):

- Planning and scheduling
- Review, discuss, and document findings
- Remote review:
 - Review “system” configuration via remote access to the device which may require installing an agent to scan the device, GUI access to the devices, or SSH access to the device
 - Examples of a top-level review:
 - Administration
 - Configuration
 - Logging and Monitoring
 - Network Access Control
 - Threat Prevention
 - Create a basic report that documents findings and provides high level recommendations
- Final review of finding and recommendations call with Your Organization

Observation Categories

When reviewing settings and configuration, we focus on core areas (but not limited to these areas).

EXAMPLES of CORE AREAS EXAMINED

Administration

Authentication includes password policies, session timeouts, lockout policies and other settings used for both administration and user access. Examples of administration:

- External Authentication
- Lockout policies
- Password policies
- Session timeouts

Configuration

Configuration includes settings for the network, user monitoring, system health monitoring, and security updates. Examples of configuration:

- Network subnets and segmentation



- Internet high availability and load sharing
- Update/patch download and installation settings
- System and health monitoring settings

Logging and Monitoring

Most devices typically allow logging of authentication to the administrative console, changes to the policies and settings, network flow and traffic, and advanced controls. Several types of logging, monitoring, and reporting tools are available to ingest the logs from devices, provide log searches, real-time monitoring, and advanced reporting for devices. Examples of logging:

- Administrator audit logging
- Policy and setting changes logging
- Logging level settings
- Network time servers
- Remote Syslog server

Access Control

When reviewing network access control, we look at:

- Network and system access policies (a.k.a., access rules)
 - Access controlled by IP or by user/group
 - Outbound (internal to external) access control
 - Inbound (external to internal, public facing server) access control
 - Internal to internal access control
 - VPN access is control
- Policies that are not restrictive enough or too restrictive
- Required use of TLS (by either application type or service type) for transfer of system data
- Excessive and duplicate policies
- VPN or Remote Access configuration

Threat Prevention

Advanced Threat Prevention is designed to monitor, control, and block attacks using technology including Antivirus, Application Control, Botnet Prevention, IPS (intrusion prevention system), packet handling (i.e., blocking port scans, packet floods, and spoofing), reputation defense, sandboxing (APT blocker), and Web/URL filtering. When reviewing threat prevention, we look at:

- Configuration to detect and respond to inbound and outbound network attacks and analyze and respond to downloads or uploads of malicious code and scripts
 - Antivirus
 - Application Control
 - APT & Sandbox



- Intrusion Prevention Services
- Geo Location & Botnet Protection
- SSL Decryption
- URL Filtering

Deliverables

eSecurity Solutions will analyze and interpret all data collected, resulting in a snapshot of the Your Organization device configuration posture. This snapshot will be detailed in a report outlining the strengths and weaknesses of Your Organization's current posture and will provide recommendations for improvements.

In addition to the comprehensive report, eSecurity Solutions will generate an Executive Summary, which will provide a high-level summary of findings, as well as checklists of action items suggested for remediation grouped by priority and sensitivity.

The final reports will be completed within 5 business days of completing the remote assessment and after the Your Organization has provided eSecurity Solutions with all requested follow items (if any are requested). Upon complete of the final report, eSecurity Solutions will schedule a time that works with both eSecurity Solutions and Your Organization to review the report over a remote session and phone.

Requirements

eSecurity Solutions will:

- Review this scope of work at the start of the project and verify goals and existing environment are accurate to complete the documentation.
- Execute on the steps listed in the scope of work in a timely fashion and inform Your Organization of progress on a weekly basis.
- Review the existing documentation and the time required to complete the project and request any adjustments if necessary.

Your Organization will:

- Make available to eSecurity Solutions all necessary documentation and resources (staff) relevant to this project.
- Make time to review and comment on portions of documentation completed by eSecurity Solutions during the different phases
- Make time to attend any meetings scheduled with eSecurity Solutions or provide plenty of advanced notice if re-scheduling is required
- Promptly review and reply to email response from eSecurity Solutions

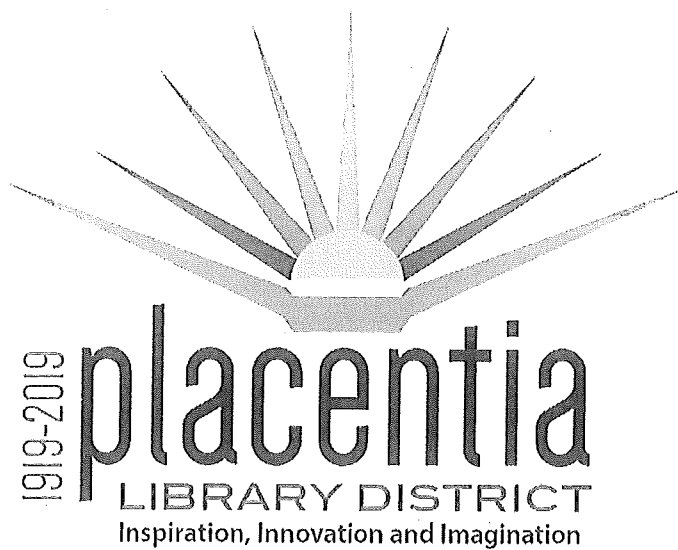
Adverse Conditions and Unaccounted Items

Disclosure of adverse conditions that potentially could affect this project.

- Your Organization ability to response in a timely fashion to eSecurity Solutions requests via email or phone.



- Your Organization ability to schedule time for conference call with eSecurity Solutions review portions of complete documentation and provide information in a timely fashion.
- Scope creep (changing of scope), this SOW specifically outlines what is included in the scope and deliverable, any changes to scope or deliverables will require quoting out additional services.



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

THRU: President Jo-Anne Martin

FROM: David DeBerry, General Counsel

SUBJECT: Adjustment to Compensation of Library Director

DATE: October 18, 2021

BACKGROUND

The Board of Trustees has completed its annual performance evaluation of the Library Director and the sub-committee consisting of President Martin and Secretary Carline is recommending an adjustment in compensation for the Library Director.

DISCUSSION

The Board of Trustees appoints the Library Director and annually reviews the Library Director's performance and determines whether an adjustment to the compensation provided to the Library Director is appropriate. That review has taken place and the Board sub-committee of President Martin and Secretary Carline is recommending that the Board of Trustees approve an increase of 3% in the Library District's annual contribution to the Library Director's PARS retirement account retroactive to September 8, 2021, from 8% to 11%. This would increase the Library District's contribution by \$5,416 annually. All other terms of compensation remain the same.

Pursuant to the Brown Act, specifically Govt. Code § 54953, a summary report of any recommendation on the compensation to be paid to a local agency executive, in this case the Library Director, must be made orally.

RECOMMENDATIONS

1. The sub-committee recommends that the Board of Trustees approve by motion, a 3% increase in the District's contribution to the Library Director's PARS retirement account.
2. Roll call vote.



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: Status on Trademark of Placentia Library District and Placentia Public Library

DATE: October 18, 2021

BACKGROUND

At the August 16, 2021, the Library Board of Trustees authorized District Counsel to work with Knobbe Martens Law Office to trademark Placentia Library District and Placentia Public Library.

The District has been looking into the cost and potential of trademarking the name of the Placentia Library District (“District”). The primary purpose of the trademark would be to ensure that persons not authorized to do so, do not use the name in a manner which may misrepresent to the public that they are officially speaking on behalf of the District. Under common law, the District does have some protection against others using its name, but its rights are more limited than they would be if the name was registered with the California Secretary of State.

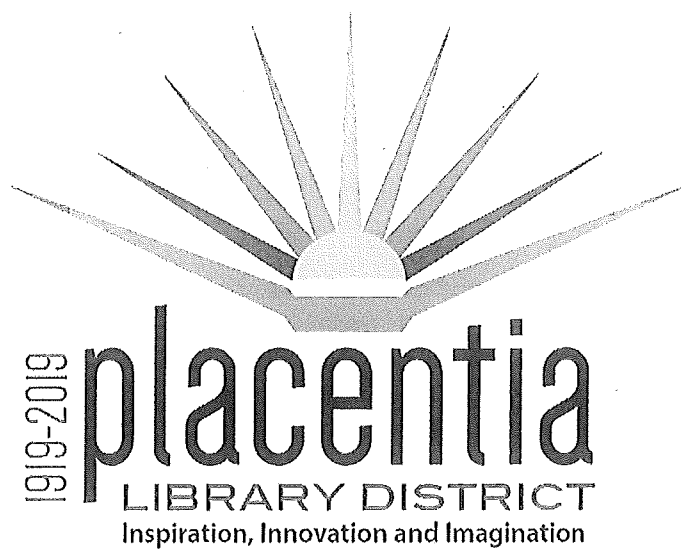
Trademarking Placentia Library District will prevent use of the District’s name by an individual, organization, or company, in association with a product or service similar to the District.

DISCUSSION

District Counsel will provide a report on the status of the trademark application.

RECOMMENDATION

Actions to be determined by the Library Board of Trustees.



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Yesenia Baltierra, Assistant Library Director

SUBJECT: Database Analysis Presentation

DATE: October 18, 2021

BACKGROUND

Public libraries offer access to an array of collection, both physical and digital materials. Electronic databases (digital materials) contain an abundance of information from scholarly peer-reviewed articles, full-text education journals, newspaper articles, magazine subscriptions. Each reliable source of information is organized and indexed by subject terms and keywords, heightening the searchability and navigation experiences for patrons. Digital collection connects readers wherever they are, especially when their in-person visit is not doable. It supports lifelong learning and enables job seekers, graduates and business owners to access resources for skill-building and local innovation.

The Placentia Library District collections are developed to meet the information needs of our community. Our current collection holding consists of 73,933 print and 14 electronic which includes Consumer Reports, Heritage Quest, Hoopla, Overdrive, Tutor.com, ABC Mouse, just to name a few. Additionally, three subscriptions are funded by the California State Library – ProQuest, Britannica Encyclopedia Online, Brainfuse, and New York Times articles.

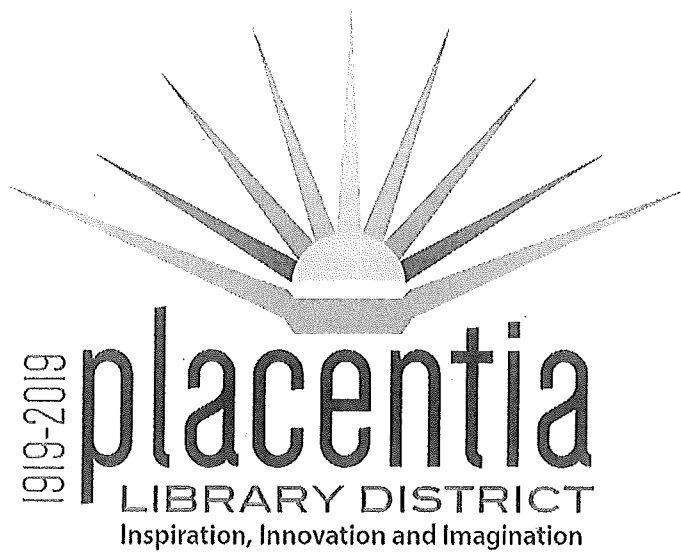
Our District also offers audio and video materials, totaling 82,452 items which circulates 257,526 in the 2020-2021 fiscal year and 189,483 2019-2020 fiscal year and 248,246 in the 2018-2019 (pre-pandemic). Since 2015, digital holdings at public libraries have increased, with e-books providing more flexibility and convenience for patrons, especially during the pandemic. With the District's Phase 3 Re-Opening – In-Person Service, we are witnessing a decline in the usage of databases we offer.

The Library Board of Trustees approved a 10% budget for library materials for the 2021-2023 Fiscal Year, \$105,391 is allocated specifically for digital content.

Yesenia Baltierra, Assistant Library Director will provide a presentation and analysis on the District's databases and usage from 2018-2019 to present. Handouts will be available during the meeting.

RECOMMENDATION

To be determined by the Library Board of Trustees.



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

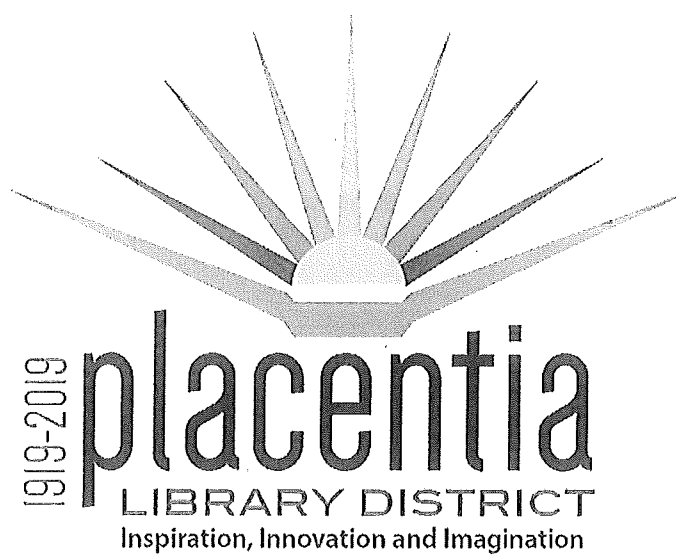
TO: Library Board of Trustees
FROM: Jeremy Yamaguchi, IT Consultant
SUBJECT: IT Updates
DATE: October 18, 2021

BACKGROUND

Mr. Jeremy Yamaguchi, District IT Consultant, will provide an update on current progress and projects.

RECOMMENDATION

To be determined by the Library Board of Trustees.



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: Teen Program AD Hoc Committee (TPAC) Report by Director Contreras
DATE: October 18, 2021

BACKGROUND

At the August 16, 2021 Library Board of Trustees meeting, the Board approved the formation of the Teen Program Ad Hoc Committee (TPAC) to address the development of teen programs offered at the District. Director Contreras introduced the TPAC members:

- Audrienne Bridges-Skipper, Teacher's Aide at PYLUSD
- Ethan Ly, Valencia High School Senior
- Reuben Skipper, longtime patron & Publicist
- Teresa Thompson, resident
- Theresa Kintz, resident

Additionally, TPAC will include the following from the District:

- President Martin
- Trustee Dahl
- Library Director Contreras
- Assistant Library Director Baltierra
- Supervising Librarian Amireh

The first meeting was held on October 5, 2021, in the Library History Room. TPAC seeks consideration and authorization from the Library Board of Trustees for the following recommendations:

1. "Sensitive Content" Definition - Any topic that would affect an entire family, inclusive of topics such as sexuality, religion, politics, and mental health.
2. Zoom Link - Will be posted and available to patrons.
3. Parental Consent – With unanimity parental permission is not required as sensitive programs will be open to patrons over 14 years of age.
4. Presenter background – Biography of presenters will be available on District website and/or newsletter.
5. Presentation content/handouts – Available upon request.
6. Post Program Questions – Include a list of questions for families to discuss after the program, to continue conversations within family members.
7. Assessment – Surveys will be conducted after programs. Staff to analyze attendance data, input received from patrons, and other data and make recommendations moving forward.

Attachment A is the October 5, 2021 TPAC Minutes.

RECOMMENDATION

Authorize TPAC's recommendations as presented, inclusive of input received from the Library Board of Trustees.

October 5th Teen Program Ad Hoc Committee (TPAC) Meeting

Welcome

President Martin opened the meeting reiterating the goal of this committee is to find an amicable solution that best meets the needs of students, parents and patrons.

Introduction

The following TPAC members introduced themselves and their backgrounds: Jo-Anne Martin, Board President; Sherri Dahl, Trustee; Jeanette Contreras, Library Director; Yesenia Baltierra, Assistant Library Director; Wendy Amireh, Supervising Librarian; Ethan Ly, VHS Student and PTAC Member; Teresa Thompson, Resident; Theresa Kintz, Resident; Audrienne Bridges-Skipper, Teacher's Aide at PYLUSD; Reuben Skipper, Patron & Publicist.

Background & History of Teen Programs

Assistant Library Director Baltierra provided background information on the Placentia Teen Advisory Council (PTAC) and their role in program planning. PTAC members meet to discuss programs and subjects of interest, vote on program options, and option with the highest votes is forwarded to library staff for consideration. Library staff will consult and seek input from the National Youth Adult Library Services Association (YALSA) and other libraries before a decision is made. Time of year, budget, and staff availability are factors which impact programming planning and implementation.

Current Teen Programs

Wendy Amireh, Supervising Librarian, provided a list of current teen programs, inclusive of the following: PTAC returning to in-person, volunteer program, Teen Review Crew, Take & Makes, Superbowl of Books, Yoga (liability waiver required), PTAC's Monster Mash and the annual Summer & Winter Reading Programs.

Discuss & Development of Goals

The Library Director facilitated the meeting and opened the discussion with the following goals:

- Definition of "sensitive" topics
- Guidelines and processes for future teen programs and activities
- Address committee concerns
- Next steps

Key points shared by committee members:

- Teen attendance concern with parental consent – Ethan
- Parental consent not necessary if parents can attend and presentation handouts are available prior to program – Theresa K.
- Lack of space for teen to express themselves – Reuben
- Virtual program may not be available as Library is currently open for in-person – Wendy
- Program covering sensitive topics drives and encourages family dialogue – President Martin

Actions Summary

The TPAC recommends the following actions to be presented to the Board:

1. "Sensitive content" is to be defined as any topic that would affect an entire family, inclusive of topics such as sexuality, religion, politics, and mental health.
2. Link to virtual programs will be posted and available to patrons.
3. Parental Consent – With unanimity parental permission is not required as sensitive programs will be open to patrons over 14 years of age.
4. Presenter background – Biography of presenters will be available on District website and/or newsletter.
5. Presentation content – Available upon request.
6. Post Program Questions – Include a list of questions for families to discuss after the program.
7. Assessment – Surveys will be conducted after programs. Staff to analyze attendance data, input received from patrons, and other data and make recommendations moving forward.

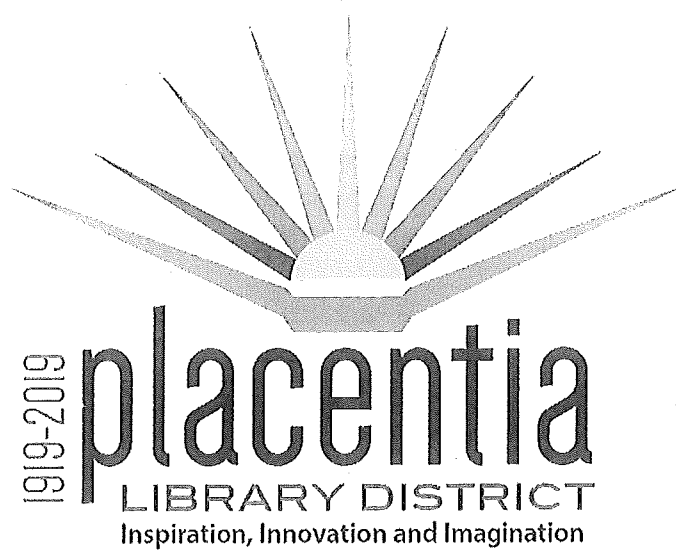
The Library Director will present TPAC recommendations to the Board at the October 18, 2021 Library Board of Trustees meeting.

Agenda Building

Discuss Board's recommendations and actions from the October 18, 2021 meeting.

Next Meeting

The next TPAC meeting will be November 2nd, 2021 at 3:30 p.m. in the History Room.



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PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: Joint-Use Committee Update
DATE: October 18, 2021

BACKGROUND

President Martin will provide a report on the Joint-Use Committee meeting.

Attachment A is the Minutes from the October 7, 2021 Meeting.

MINUTES
PLACENTIA LIBRARY DISTRICT

Agenda Item 34
Attachment A

MEETING WITH THE PLACENTIA LIBRARY DISTRICT AND CITY OF PLACENTIA
TO DISCUSS TO THE JOINT USE AGREEMENT
OCTOBER 7, 2021

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CALL TO ORDER

Members Present: President Jo-Anne Martin, Secretary Gayle Carline, Library Director Jeanette Contreras, Councilmember Ward Smith; Mayor Craig Green; City Administrator (CA) Damien Arrula.

Members Absent: None.

Staff Present: Luis Estevez, Deputy City Administrator (DCA); Karen Crocker, Director of Community Services; Alyssa Stolze, Executive Assistant.

Guests: None.

BACKGROUND

By its terms, the Joint Use Agreement, or "JPA," expired on May 21, 2012. The Library and City have now entered into a new agreement governing the use of the Common Area that was executed by notary on October 29, 2019. The Library and the City have continued to meet on a monthly basis to discuss ongoing and upcoming projects pertaining to the Common Area and shared costs.

**CITY OF PLACENTIA
UPDATES**

CA Arrula reported out on the State of the City, progress of the Audi dealership, annexation negotiation discussions being continued, annual reports with surrounding cities, statuses on continued city-wide improvement projects, such as Kraemer Park Fountain, park initiative projects and the Blue-Ribbon Committee, and updates regarding the Fire Department operations.

**PLACENTIA LIBRARY
DISTRICT UPDATES**

Director Contreras provided updates regarding increase in program attendance, Teen Program Advisory Committee meeting, the Monster Mash program, the removal of #3-#5 of the curbside parking signs, and noted possible additional cameras for the civic center courtyard, outside the Library. DCA Estevez will discuss cameras with the Police Department and inform Jeanette of any updates or interest.

**STRONGER TOGETHER
GRANT**

Director Contreras presented the State Library's Stronger Together Grant and the opportunity for partnership with the City for a bookmobile. The maximum award for the grant would be \$250,000 with the electric van for the book mobile costing an estimated \$116,000. Director Contreras presented the request for partnership regarding maintenance for the van, a charging station spot in the parking lot, and signs in certain areas of the City with the Bookmobile hours and locations. Councilmember Smith will email Director Contreras his contact regarding electrical parking station grants through Southern California Edison. Director Contreras will also provide DCA Estevez the number of signs, size of vehicle, locations, and estimates by the end of next week. The grant is due with all estimates by November 15th.

**JOINT USE FACILITY: TEEN
CENTER IS COLLABORATION
WITH CITY, DISTRICT, AND
BOYS & GIRLS CLUB**

Director Contreras presented the opportunity for the Library, City and Boys & Girls Club to collaborate together to revitalize the Teen Center for the Boys & Girls Club and have partnered programs for teens. Director Crocker confirmed she has been working with Christine Marick, Chief Professional Officer, and due to lack of staffing the City will be opening recruitment to have staff to move the Boys & Girls Club from the Backs Building to the Teen Center. It is the goal of the Boys & Girls club to have

targeted programming for teens one to two times a week. Director Crocker's assistant will coordinate a meeting for Director Contreras, Director Crocker, and Boys & Girls Club Representatives to discuss a partnership.

**CIVIC CENTER LEGACY
BRICK PROJECT**

DCA Estevez provided the background of the heritage project and how this is in the horizon for the fountain and plaza, and would be done as a cohesive project with the City and the Library should it take place in the Common Area. DCA Estevez will meet with the Placentia Community Foundation and provide a report at the next meeting.

ACTION ITEMS

DCA Estevez and Director Contreras will meet to discuss the Stronger Together Grant.

NEXT MEETING

The next meeting is scheduled for Thursday, November 4th, 2021 at 3:30 p.m. Email Alyssa Stolze with any agenda items.



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