



DATE: October 7, 2021

AGENDA ITEM # 4

**TO:** Library Commission  
**FROM:** Jaime Chew, Staff Liaison  
**SUBJECT:** Work Plan

**RECOMMENDATION:**

Update Library Commission Work Plan in preparation for presentation to City Council on November 2, 2021

---

**BACKGROUND & DISCUSSION**

Each year, the Library Commission review and updates their Work Plan to share with City Council, and to work on items that are of value to the Library and the community that it serves.

Staff recommends that the Commission discuss and update their Work Plan in preparation for the presentation to the City Council on November 2, 2021.

Attachment:

1. 2020 – 2021 Work Plan
2. Draft Presentation

## LIBRARY COMMISSION

### 2020/21 Work Plan

(As of February 4, 2021)

Goal	Projects	Assignments	Target Date	City Priority related to	Status
<p style="text-align: center;">Improve Infrastructure Carter, Gee, Wheeler</p>	<p>Los Altos Main Branch Infrastructure</p>	<p>Assess near- and longer-term needs of the Friends of the Library for space and other accommodations, accounting for processes that have evolved due to COVID-19</p> <p>Evaluate feedback from patron surveys for services and facilities against the current allocations of those in past year—to recommend potential changes for consideration</p> <p>Propose actionable changes to parking policies that may be implemented now, with minimal impact to patrons</p>	<p>September 2021 and beyond as COVID-19 dictates</p>	<p>Support 2020 – 2021 Council Strategic Goals and Objectives</p> <p>Reopening in a safe manner in line with State and County guidelines</p>	<p>Library Parking Study – Memo from Commissioner Gee (June 18, 2020)</p> <p>Chair Bedard to be liaison with Friends of the Library, attending monthly meetings</p>
	<p>Woodland Branch Infrastructure</p>	<p>Assess services offered</p> <p>Identify and evaluate facility changes that may be cost effectively implemented to improve services, parking, and safety</p>		<p>September 2021</p>	<p>Reopening in a safe manner in line with State and County guidelines</p>

<p>Improve Services</p> <p>Bedard, Chan, Crane</p>	<p>Current</p>	<p>Assess current services, both digital and in-person, in light of pandemic</p> <p>Evaluate and provide feedback to staff and community on current services based on data and evaluation</p> <p>Assist in helping expedite any service needs surfaced by COVID-19</p>	<p>September 2021</p>	<p>Support 2020 – 2021 Council Strategic Goals and Objectives</p> <p>Reopen in a safe manner in line with guidelines and mitigating using services</p>	<p>Subcommittee members appointed</p> <p>Categorized services, programs and devices that Library provides (see attached list)</p> <p>Received county data</p>
	<p>Futures</p>	<p>Assess future services, especially in light of what library services will be post-pandemic</p> <p>Evaluate and assess the development of future services</p> <p>Evaluate and advise on new services as needed. Some examples would be:</p> <ul style="list-style-type: none"> <li>• Open data and access to government resources (County real estate records, other open government initiatives)</li> <li>• Equipment and art banks, (Kindles, DVD players, Art), Tech Innovation</li> </ul>	<p>September 2021</p>	<p>Support 2020 – 2021 Council Strategic Goals and Objectives</p> <p>Provide community and county staff (quantitative and qualitative) feedback to drive services adoption and rollout</p>	<p>Subcommittee members appointed</p> <p>County implemented BookDash Service and expanded Wi-fi to parking area</p>

		Programming (Robotics, Maker space, 3D printing), other equipment			
<p>Improve Awareness</p> <p>Carter, Chan, Wheeler</p>	Coordinate Schools / Library	<p>School library liaisons</p> <p>Research class offered between local schools and library to determine means for raising visibility</p>	When pandemic-related restrictions are lifted	Reopening in a safe manner in line with State and County guidelines	
	Reach out to other City Commissions for ideas, needs, access to constituencies	<p>Senior</p> <ul style="list-style-type: none"> <li>Continue to assess most effective means of communicating with seniors in order to raise awareness of Library resources and services</li> </ul> <p>Youth</p> <ul style="list-style-type: none"> <li>research social media platforms that would be ideal for reaching youth in order to increase their awareness of Library resources and events</li> <li>expand ads to high school papers</li> </ul> <p>Public Art</p> <ul style="list-style-type: none"> <li>assist Librarian with developing ideas to publicize the revolving art displays that are managed by a Los Altos volunteer organization</li> </ul> <p>Historical</p>	September 2021	Reopening in a safe manner in line with State and County guidelines	<p>Progress Report Memo from Commissioner Wheeler (March 22, 2020)</p> <p>LALE approved full sponsorship of 12 ads, one per month. 6 ads have been created and published in the Town Crier starting in August 2020.</p> <p>Commissioner Chan created a tool to analyze the e-resources quarterly data. It shows how each resource is used over past</p>

		<ul style="list-style-type: none"> <li>Assist with publicizing exhibits/events related to historical artifacts and the special book collection</li> </ul>			<p>quarters, and will help identify which should be considered for promotion.</p> <p>(To be considered 2/4/21) Memo submitted by Commissioner Carter proposing the regular use of Public Service Announcements (PSAs) to publicize resources and events.</p>
	Public Outreach	Continue to evaluate and implement outreach programs through all reasonably available means	September 2021	Reopening in a safe manner in line with State and County guidelines	
Futures Crane, Gee, Liu	NCLA	<p>Appoint a representative to serve on NCLA</p> <p>Monitor, participate and assist as necessary</p>	December 2020		Cindy Hill appointed to represent the Library Commission on NCLA
	Futures Roadmap	Define a roadmap that leads to a redeveloped main branch, with alternative paths and potential	September 2021		Library Commission role to be determined

		<p>improvement scenarios—e.g., improved services, strategy for Main branch vs. Woodland</p> <p>Coordinate with Infrastructure and Services subcommittees in refining the roadmap, as needed</p> <p>Define role of Library Commission in achieving the roadmap, including role in redevelopment effort</p>			
<p>Work Plan Bedard, Liu</p>	<p>Create and Update</p>	<p>Modify and edit the work plan document to match the Commission's current goals and objectives</p>	<p>October 2020</p>		<p>Chair Bedard and Commissioner Liu have updated the work plan to reflect goals and objectives for 2020 - 2021</p>



# 2022 Work Plan (Draft)

Los Altos Library Commission  
September 20, 2021


# Library Commission Roster

<b>Name</b>	<b>Term Expiration</b>	<b>Subcommittee Assignments</b>
Carolle Carter, (Los Altos)	September 2025	Infrastructure, Awareness
Pierre Bedard, Chair (Los Altos)	September 2025	Services, Workplan
Ying Liu (Los Altos Hills)	August 2024	Futures, Workplan
Nelvin Gee (Los Altos)	September 2023	Infrastructure, Futures
Freddie Wheeler (Los Altos)	September 2023	Infrastructure, Awareness
Sharvari Dixit, (Los Altos Hills)	September 2024	Awareness, Services
Julie Crane (Los Altos)	September 2025	Services, Futures
Councilmember Sally Meadows		
Staff Liaison Jaime Chew		





# Goals thru September 2022

- Support 2021 – 2022 Council Strategic Goals and Objectives
  - Reopen libraries in a safe manner in line with State and County guidelines
  - Provide community and county staff (quantitative and qualitative) feedback to help drive services adoption and rollout
- 

# Infrastructure (Carter, Gee, Wheeler)

Projects	Assignments	Status
<b>Los Altos Branch Infrastructure</b>	<ul style="list-style-type: none"><li>• Assess near- and longer-term needs of the Friends of the Library for space and other accommodations, accounting for processes that have evolved due to COVID-19</li><li>• Evaluate feedback from patron surveys for services and facilities against the current allocations of those in past year—to recommend potential changes for consideration</li><li>• Propose actionable changes to parking policies that may be implemented now, with minimal impact to patrons</li></ul>	<ul style="list-style-type: none"><li>• Library Parking Study – Memo from Commissioner Gee (June 18, 2020)</li><li>• Chair Bedard to be liaison with Friends of the Library, attending monthly meetings</li></ul>
<b>Woodland Branch Infrastructure</b>	<ul style="list-style-type: none"><li>• Assess services offered</li><li>• Identify and evaluate facility changes that may be cost effectively implemented to improve services, parking, and safety</li></ul>	<ul style="list-style-type: none"><li>• Approved recommendation of Commissioner Wheeler’s Proposal to Mitigate Noise at Woodland to County staff for consideration</li></ul>

# Services (Bedard, Crane, Dixit)

Projects	Assignments	Status
<b>Current</b>	<ul style="list-style-type: none"><li>• Assess current services, both digital and in-person and help the library get back to pre-pandemic levels</li><li>• Evaluate and provide feedback to staff and community on current services based on data and evaluation</li><li>• Assist in helping expedite any service needs surfaced by COVID-19</li></ul>	<ul style="list-style-type: none"><li>• Categorized services, programs and devices that Library provides (see <a href="http://library.bedard.com/services">library.bedard.com/services</a>)</li><li>• Proposed book drop-off services</li><li>• Evaluated BookDash Service</li><li>• Received county data</li></ul>
<b>Futures</b>	<ul style="list-style-type: none"><li>• Evaluate and assess the development of future services in line with new service commitments by County and Community Librarians</li><li>• Identify, evaluate and advise on new services as needed. Some examples would be:<ul style="list-style-type: none"><li>• Increased use of GoGo Biblio</li><li>• Better senior and language-based services</li><li>• Open data and access to government resources</li><li>• Equipment and art banks, Tech Innovation Programming (Robotics, Maker space, 3D printing), other equipment</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Receiving and acting on county data, 2019 Key Findings from Patron Satisfaction Survey, and upcoming 2021 Survey</li></ul>

# Awareness (Carter, Chan, Wheeler)

Projects	Assignments	Status
<b>Coordinate Schools / Library</b>	<ul style="list-style-type: none"> <li>• School library liaisons</li> <li>• Research class offered between local schools and library to determine means for raising visibility</li> </ul>	
<b>Reach out to other City Commissions for ideas, needs, access to constituencies</b>	<ul style="list-style-type: none"> <li>• Senior. Continue to assess most effective means of communicating with seniors in order to raise awareness of Library resources and services</li> <li>• Youth. Research social media platforms that would be ideal for reaching youth in order to increase their awareness of Library resources and events.</li> <li>• Youth. Expand ads to high school newspapers</li> <li>• Public Art. Assist Librarian with developing ideas to publicize the revolving art displays that are managed by a Los Altos volunteer organization</li> <li>• Historical. Assist with publicizing exhibits/events related to historical artifacts and the special book collection</li> </ul>	<ul style="list-style-type: none"> <li>• Progress Report Memo from Commissioner Wheeler(March 22, 2020)</li> <li>• To date - six ads have been created by the Awareness Subcommittee and published in the Town Crier starting in August 2020. LALE has approved full sponsorship of 12 ads, one per month</li> <li>• Commissioner Chan created a tool to allow the subcommittee to analyze the e-resources quarterly numbers. It will help show how each resource is used over past quarters and will help identify which resources should be considered for promotion.</li> <li>• Memo submitted by Commissioner Carter proposing the regular use of Public Service Announcements (PSAs) to publicize resources and events.</li> </ul>
<b>Public Outreach</b>	Continue to evaluate and implement outreach programs through all reasonably available means	

# Futures (Crane, Gee, Liu)

Projects	Assignments	Status
<b>NCLA</b>	<ul style="list-style-type: none"><li>• Appoint a representative to serve on NCLA</li><li>• Monitor, participate and assist as necessary</li></ul>	Cindy Hill appointed to represent the Library Commission on NCLA (Dec 2020)
<b>Futures Roadmap</b>	<ul style="list-style-type: none"><li>• Define a roadmap that leads to a redeveloped main branch, with alternative paths and potential improvement scenarios—e.g., improved services, strategy for Main branch vs. Woodland</li><li>• Coordinate with Infrastructure and Services subcommittees in refining the roadmap, as needed</li><li>• Define role of Library Commission in achieving the roadmap, including role in redevelopment effort</li></ul>	Library Commission role to be determined

# Workplan (Bedard, Liu)

Projects	Assignments	Status
<b>Futures Roadmap</b>	Create and Update	Modify and edit the work plan document to match the Commission's current goals and objectives



Timeline /  
Next Steps