

CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov



CITY OF
HAYWARD
HEART OF THE BAY

Agenda

Thursday, December 7, 2017

4:30 PM

Conference Room 4A

Council Technology Application Committee

CALL TO ORDER

ROLL CALL

PUBLIC COMMENTS:

(The Public Comment section provides an opportunity to address the City Council Committee on items not listed on the agenda as well as items on the agenda. The Committee welcomes your comments and requests that speakers present their remarks in a respectful manner, within established time limits, and focus on issues which directly affect the City or are within the jurisdiction of the City. As the Committee is prohibited by State law from discussing items not listed on the agenda, any comments on items not on the agenda will be taken under consideration without Committee discussion and may be referred to staff.)

1 APPROVAL OF MINUTES

[MIN 17-159](#)

Approval of Meeting Minutes from September 28, 2017

REPORTS/ACTION ITEMS

2 Fiber Grant/Fiber Master Plan - Oral Update

**3 Formation of an Updated City of Hayward Social Media-use
Policy and Associated Practices and Procedures for Social
Media Communication, Monitoring, and Policy Compliance**

[RPT 17-173](#)

Formation of an Updated City of Hayward Social Media-Use
Policy and Associated Practices and Procedures for Social
Media Communication, Monitoring, and Policy Compliance

4 New Library Technology Update

[RPT 17-181](#)

New Library Technology Update

**5 Authorization to Negotiate and Execute an Agreement with Dude Solutions
for the Purchase of Computerized Maintenance Management
System and Facility Condition Assessment**

[RPT 17-174](#) Provide Feedback on Proposed Agreement with Dude Solutions
for the Purchase of Computerized Maintenance Management
System and Facility Condition Assessment

6 Permitting Software - Oral Report

FUTURE AGENDA ITEMS

COMMITTEE MEMBER/STAFF ANNOUNCEMENTS AND REFERRALS

ADJOURNMENT



CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

File #: MIN 17-159

DATE: December 7, 2017

TO: Council Technology Application Committee

FROM: Director of Information Technology/CIO

SUBJECT

Approval of Meeting Minutes from September 28, 2017

RECOMMENDATION

That the Committee approves the meeting minutes from the September 28, 2017 meeting.

ATTACHMENTS

Draft Minutes of September 28, 2017



Council Technology Application Committee (CTAC)

Meeting Minutes of September 28, 2017

Members Present: Al Mendall, Elisa Marquez, Mark Salinas

Staff: Adam Kostrzak, Nathaniel Roush, John Stefanski, Kelly McAdoo, Linda Mitchell

Guests: Brett Woollum, Tekify, CTC Group

Public Comments: None

1. Approval of Minutes:

Minutes of June 28, 2017 Approved

2. Fiber Grant – Oral Update

Administrative Analyst John Stefanski gave the Committee an update on the Fiber Grant. We're working with CTC Technology on the design of the RFP (Request for Proposal) which will be released late October. Construction was scheduled to begin in September 2017, but was pushed back a year to secure permits with Cal Trans and Union Pacific. We completed the property appraisal and the City will be contributing as a part of the grant right-of-way value of 3.6 million dollars. We used Wayne Prescott for the appraisal, the evaluation is based on a 3-foot wide corridor that goes down throughout the industrial corridor for 11 miles.

3. Public Safety Computer Aided Dispatch Update – Staff Report

Information Technology Manager, Nathaniel Roush updated the Committee on Public Safety Computer Aided Dispatch. The CIP (Capital Improvement Program) funds for FY18 were approved upon the update to the New World Computer Aided Dispatch CAD System for the Enterprise Platform. One of the key features with CAD Enterprise is called Proximity Dispatching that will provide improved call routing based on travel time, one way streets, vehicle height restrictions, vehicle weight restrictions, and turn delays. In our current implementation we do not have that functionality. The next feature is the customization of the dispatch screens, right now in MSP(our current implementation) we are limited, we can't move around a lot of the boxes to personalize and customize the experience for dispatchers. The third feature is DSS (Decision Support Software). This feeds data from CAD right into a dashboard, such that emergency services will receive information that allows them to make strategic decisions to help Public Safety deployment. The project scope is not a small scale project, involving a build team from the Police Department, the Fire Department, and Information Technology to facilitate and help with the implementation. A Project Manager from Tyler (CAD Developer) is assigned to this particular project, there are also 280 hours outlined just for training addressing a significant gap from the last implementation. The fiscal impact of \$445,000 was approved for Fiscal Year 2018 for this project; \$275,000 for professional services, training and software related costs, the remaining \$170,000 is to cover data storage, service set-up, network configuration, and all of the other infrastructure components.

The next step in the process is to have everyone comment and review on this particular update, then submit it to City Council for final contract approval. As mentioned before the CIP funds for this project have been approved allocated to Information Technology for FY18.

**4. Consider the Proposed Council Technology Application Committee
2017/2018 Quarterly meeting schedule and Agenda Planning Calendar – Staff Report**

Chief Information Officer Adam Kostrzak presented to the Committee a tentative schedule of future Council Technology Application Committee meetings. The meetings will begin in December with the next three meetings laid out, an update will be provided as we go along to fill out the schedule for the future. There is one item that is TBD (To be determined) for show and tell, we're working on content for that gap in 2018.

Future Agenda Items

Website Update
City WiFi
Guidelines on content for Social Media
Water Billing
Ongoing updates on Fiber Master Plan/Fiber Grant
Microcells/SB649
Traffic Management System

Committee Member/Staff Announcements and Referrals

Next Meeting: December 7, 2017

Meeting adjourned at 4:59pm



CITY OF HAYWARD

Hayward City Hall
777 B Street
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File #: RPT 17-173

DATE: December 7, 2017

TO: Council Technology Application Committee

FROM: City Manager

SUBJECT

Formation of an Updated City of Hayward Social Media-Use Policy and Associated Practices and Procedures for Social Media Communication, Monitoring, and Policy Compliance

RECOMMENDATION

That the Committee discusses and provides direction on draft Social Media-Use Policy update (Attachment II) and proposed practices and procedures for social media communication, monitoring, and compliance.

ATTACHMENTS

Attachment I	Staff Report
Attachment II	Draft Social Media-Use Policy



DATE: December 7, 2017

TO: Council Technology Applications Committee

FROM: City Manager

SUBJECT: Formation of an Updated City of Hayward Social Media-Use Policy and Associated Practices and Procedures for Social Media Communication, Monitoring, and Policy Compliance

RECOMMENDATION

That the Committee discusses and provides direction on draft Social Media-Use Policy update (Attachment II) and proposed practices and procedures for social media communication, monitoring, and compliance.

BACKGROUND

The City's Social Media-Use Policy was first developed in 2014. The last policy update took effect February 2, 2017, a copy of which can be found in Attachment II. It sets forth general standards and responsibilities for the acceptable use of social media platforms. There has been no formal approval of this policy via an administrative rule.

The development of the social media policy and responsibility for adherence to it has been vested with the Community and Media Relations Officer, a position that has been vacant since March 2016. Currently, it is the responsibility of the Community and Media Relations Division (CMR) of the City Manager's Office. The CMR is managed by the City Manager's Office Management Analyst II, staffed by the Graphics and Communications Technician, AV Specialist, Video Specialist, and supported by communications consultant Chuck Finnie, who also serves as city public information officer.

DISCUSSION

Staff is in the process of conducting a review and audit of the main City of Hayward social media accounts—those with links from the www.hayward-ca.gov home page and administered by the CMR—as well as departmental accounts for performance and policy compliance. The CMR also is in the process of drafting specific standards for use of Nextdoor, which has yet to be added to the Social Media-Use Policy.

There are several policy and procedural questions for discussion based on CMR review and experience since the effective date of the current Social Media-Use Policy. These include but are not necessarily limited to the following:

Oversight and Centralization

The City and its constituent departments and divisions have more than 16 social media accounts and account off-shoots. Administrative access for posting to these accounts is diffuse and spread through the CMR and those departments and divisions with a social media presence—the Library, Police and Fire departments, Hayward Executive Airport, and the City Clerk.

Oversight of content and compliance with branding, image and graphic standards is a challenge and far from fool-proof due in part to sheer number of accounts, pages, and competing time demands on members of the CMR team.

To help reign in the wide breadth of social media content, staff will be evaluating solutions that will enable a streamlined oversight and approval workflow of the City's social media. Specifically, an advanced subscription of Hootsuite, would allow for intra- and inter-departmental and divisional review of content prior to publication.

Comment Monitoring

The Social Media-Use Policy establishes content standards governing comments posted to City of Hayward accounts by members of the public. Currently, monitoring is primarily a manual function performed by the Graphics and Communications Technician. CMR also utilizes Meltwater, a subscription service that monitors City of Hayward traditional and social media exposure, to assist in content monitoring.

Elected and Appointed Official Accounts

The Social Media-Use Policy governs accounts of the City and its constituent departments and divisions. It does not extend to personal accounts of elected and appointed city officials. Staff recommends no changes to this approach.

However, there is value from a public information and communication standpoint in the sharing of city social media posts by elected and appointed city officials, through their personal accounts, especially by members of the Hayward City Council. In this spirit, staff believes it is entirely appropriate and sensible for the CMR division to follow and be available to support and consult with elected and appointed city officials on the use of social media in furtherance of city public information, communication, branding and marketing goals and objectives.

Similarly, if elected or appointed officials seek guidance on the differentiation of their personal voice and views from that of their official position or role when using social media, staff believes it is entirely appropriate and sensible for members of the CMR team to be available to assist.

STRATEGIC INITIATIVES

This agenda item is a routine operational item and does not relate to one of the Council's Strategic Initiatives.

FISCAL IMPACT

The Meltwater service mentioned in this report costs \$2,400 annually. The advanced subscription to Hootsuite may cost up to \$6,000 annually. Both would be funded out of the CMR division budget.

NEXT STEPS

Following feedback from the CTAC, staff will prepare for execution an administrative rule by the City Manager and provide training on the policy to appropriate staff members.

Prepared and Recommended by:

John Stefanski, Management Analyst II
Chuck Finnie, Communications Consultant

Approved by:



Kelly McAdoo, City Manager



Social Media— Use Policy

Standards and Procedures

Effective Date
November 28, 2017

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Purpose and Application

The purpose of this policy is to establish general standards and responsibilities for the acceptable use of social media platforms by the City of Hayward and its constituent departments. The maturation of “Web 2.0” and its centrality in the modern communications landscape requires the selection and management of social media accounts to be both strategic and well-controlled. Likewise, the City’s interest in determining what information is disseminated to the public and by what means requires a set of clear, well-established procedures for the effective use of social media channels.

This policy applies to all users of the City’s social media accounts, regardless of their particular employment status or job function. The policy also applies to members of the public who comment or otherwise interact with the City through its social media channels.

Terms and Definitions

For the purposes of this document, the terms “Web 2.0,” “Social Network” and “Social Media” are used interchangeably in reference to online platforms that allow content publication, social interaction and online community development. Popular social networks currently employed by the City of Hayward include Facebook, Twitter, LinkedIn, Youtube, Instagram and Nextdoor. Other widely used platforms that the City may or may not choose to employ in the future include Pinterest or Google +, in addition to any new channels that may prove suitable as technology advances.

The term “Authorized User” refers to any City employee, contractor, consultant or other individual responsible for the use, administration, management, monitoring of social media on behalf of the City.

Benefits of Social Media Tools

When used appropriately and in accordance with appropriate regulations and policies, social media tools provide government agencies and departments with exceptional opportunities (at little to no cost):

- Enhance the speed, reach and targeting of communications
- Solicit community input on city programs and performance
- Improve information exchange between city residents and city employees
- Increase the City’s ability to broadcast messages to the widest possible audience
- Provide highly flexible channels for strategic brand-building efforts

Social Media Standards

The following section outlines standards for the use, management and creation of social media channels for the City of Hayward and its constituent departments and agencies.

General Standards

1. The City's official website (<http://www.hayward-ca.gov>) is and will remain the primary online hub for all City information. Consequently, social media channels should be used in conjunction with the City's website whenever appropriate.
2. Social media is not acceptable as a primary method of information dissemination during an emergency. In these cases, social media may be used to amplify the broadcast of this information, but only after standard emergency public information protocols have been followed.
3. No department or City agency may establish or terminate a social media identity, account, profile, page or site without the approval of the City's Community & Media Relations Division manager and the City Manager's Office. All new social media tools proposed for City use shall require the same approval.
4. All official City social media outlets are considered an extension of the City's network and are subject to all related administrative policies, including but not limited to policies on computer use.
5. All official social media profiles must clearly identify the pages as created and managed by the City of Hayward, identified as a department, agency or division of the city.
6. Whenever possible, posts to social media accounts should include links directing users back to the City's official website for further information, online services or official statements from the City.
7. Only authorized individuals chosen by respective department heads shall have permission to create, publish or comment on behalf of any official City of Hayward social media channel. A roster of approved content creators/moderators will be maintained by the Community & Media Relations Division. Department heads are responsible for maintaining the accuracy of this list.
8. Official City social media channels are subject to the California Public Records Act and Proposition 59. Any content posted to these channels is a public record. The department maintaining the channel – in conjunction with the City Attorney and City Clerk – is responsible for responding completely and accurately to any public records request for content posted to social media channels.
9. Employees should be made aware that their use of social media will be perceived as representing the City and City government, and should tailor their use accordingly.
10. Visitors to all City social media channels should immediately encounter links to the City's official website and – when appropriate – links to the specific City agency or department related to the social media channel.

Prohibited Use and Activities

The following section pertains to both employee uses of City social media accounts as well as public-generated content (posts to pages, comments, etc.). *This section is taken from the full Commenting Policy found on page 16 of this document.* The following activities are unacceptable and are prohibited on any and all of the City's social media platforms and shall be removed as soon as possible:

- Any use of social media that does not comply with federal, state and local laws and regulations, or with the City's policies set forth in this document and elsewhere
- Profane language or content, including sexually explicit images, cartoons or jokes
- Any content that includes ethnic slurs, personal insults, language that is harassing, defamatory, fraudulent or discriminatory on the basis of race, creed, color, age, religion, gender marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation
- Content in support or opposition to political campaigns or ballot measures
- Solicitations of commerce
- Conduct or encouragement of illegal activity
- Comments not topically related to the content being commented on
- Anything that contains confidential information or information that compromises the security of City networks or information systems
- Content that violates a legal ownership interest of another party
- Content that violates the terms of use governing the social media account
- Hyperlinks to content that falls under one of the categories above

Mandatory Notices

On each social media site, visitors shall be informed that the City disclaims any and all responsibility and liability for any materials that the City deems inappropriate for posting, which cannot be immediately removed. Furthermore, visitors shall be informed that comments posted by members of the public are the opinion of the commentator or poster only, and the posting of a comment does not imply the City's endorsement or agreement, nor do public comments necessarily reflect the opinions or policies of the City. The City neither guarantees the authenticity, accuracy, appropriateness nor security of external links, websites, or content linked thereto. Any content generated by City staff or the public posted to an official City of Hayward social media site is subject to public disclosure.

Personal Social Media Usage

Although this policy is not intended to govern employees' use of personal social media accounts for personal purposes (outside the workplace and using non-City information systems), postings and user profiles on personal social media accounts must not state or imply that the views, conclusions, statements or other content are an official statement,

position or communication of the City of Hayward, or that they represent the views of the City or any city officer or employee.

Administration

The City's various social media sites are governed by a common administrative policy, which outlines rules and regulations for the development, manipulation and management of each official City platform.

Inventory & Security

- A full inventory of the City's official social media accounts shall be maintained by the the City Manager's Office, Community & Media Relations Division Manager.
- The Community & Media Relations Division shall also maintain an up-to-date list of the login and password information for all official City of Hayward social media accounts.
- Department directors or their designees are responsible for providing updated information regarding any changes to login information or other administrative tools.
- The IT department shall establish guidelines for password security for all social media accounts. All City accounts not in compliance with these guidelines shall develop new, compliant passwords.
- The IT department and Community & Media Relations Division manager reserve the right to immediately edit or remove content from any of the City's social media accounts if it is determined that the content represents a security risk (malware, etc.) or if it violates the policies in this document.
- If a designated administrator is removed from the role, the department director shall inform the Community and Media Relations Division immediately in order to change all social media account passwords.
- All authorized account administrators must sign an acknowledgement form indicating that they agree to follow all of the terms, standards and guidelines set forth in this policy document.

Documentation

The following documentation is required for each authorized social media channel in order to ensure threshold levels of activity, content quality, message uniformity and brand integrity:

- Channel-specific standard operating procedures
- City and departmental branding standards
- Overarching design standards
- Outline of intended purpose and use for each channel

Approved Channels

The City of Hayward has approved the following social media channels for use by City departments and agencies. Other social media tools proposed for official City use must secure approval by the City Manager's Office (Community & Media Relations Division manager).

- Facebook
- Twitter
- YouTube
- LinkedIn
- Instagram

New Account Proposals

Requests to develop new social media accounts, pages or profiles – or proposals to employ new social media channels that have not yet been approved – should be made in writing to the Community & Media Relations Division manager. Proposals should outline the following information clearly and succinctly:

- Name of channel (e.g., Facebook, Twitter, YouTube, etc.)
- Rationale for development
- Proposed departmental manager for the channel
- Summary of intended use, including types of content to be disseminated, proposed username, tentative posting schedule, etc.

Twitter

Twitter is an information network made up of 280-character messages called Tweets. It is an easy way for people to discover the latest news related to subjects they care about. For representatives of the City, Twitter provides an exceptional way to reach a wide range of followers with concise messaging.

Administrative Guidelines

The City's primary Twitter account will be administered by the City Manager's Office (Community & Media Relations Division manager). Authorized secondary accounts (i.e., airport, animal shelter, police, fire, economic development, etc.) will be managed by the employee designated by the department director to maintain the account. Only designated individuals will be allowed to publish content and handle administrative duties on the account. Twitter is a high-volume medium which encourages regular sharing. As such, multiple Twitter posts are much less likely to turn followers off than the same number on other channels. As a general rule of thumb, Twitter posts require a slightly lower threshold of importance or novelty than Facebook or LinkedIn to justify their existence.

Content

Official Twitter accounts for the City of Hayward shall be used for the following purposes:

- Quick dissemination of information that does not warrant inclusion on the City's website.
- Redirection of followers to content available on the City's website or Facebook page
- Promotion of City-sponsored activities, meetings, events and programs
- "Retweets" of important regional or local information, or messages originated by other City of Hayward Twitter accounts

USERNAMES for all primary City of Hayward social media accounts (including Twitter) shall be "cityofhayward" unless securing that handle proves impossible. Secondary accounts (i.e., PD, FD, ED, Library, etc.) shall begin with "Hayward" (e.g., @haywardlib, @haywardpd, etc.)

PROFILE IMAGES uploaded at 81 x 81 px (72 dpi) shall depict the appropriate departmental or City logo.

PROFILE INFO should include a clear identification of the account and a link to relevant City website.

HEADER IMAGES should be uploaded at 520 x 260 px (72 dpi) and should clearly depict a scene relevant to the profile. If no header image is used, a neutral Twitter background is acceptable.

BACKGROUNDS custom backgrounds should be avoided unless appropriately configured.

TWEETS should be clear, concise and relevant to the department issuing them. Moreover, account administrators should adhere to AP style conventions for grammar and punctuation. All tweets should mirror information found on the City's website and other information channels as closely as possible.

INTERACTION with constituents via @ replies and direct messages is highly encouraged. By choosing to participate in this venue, the City is making a commitment to the medium. Replies should be timely and should follow the same protocols established in the general standards section of this document.

FOR THE PURPOSES OF PUBLIC RECORDS RETENTION, account administrators shall not delete information from the application unless adequate retention steps have been taken to preserve the data, either electronically or in printed form.

Facebook

Facebook is the world's largest social network, boasting more than one billion users. Its stated mission is to give people the power to share and make the world more open and connected. Facebook is an extraordinary platform for connecting with constituents, broadcasting important messages and soliciting public input for various issues. Facebook's "virality" – its capacity for content to be widely disseminated on the strength of the social network – is also unparalleled, creating opportunities for exceptional reach when sharing valuable or important content.

Administrative Guidelines

The City's primary Facebook account will be administered by the City Manager's Office (Community & Media Relations Division manager). Authorized secondary Facebook pages (i.e., economic development, animal shelter, airport, police, fire, etc.) will be managed by the employee designated by the department director to maintain the account. Only designated individuals will be allowed to publish content and handle administrative duties on each authorized page. Facebook pages should be used judiciously, since the medium is more sensitive to "burnout" than a rapid-fire service like Twitter, in which users post multiple times every day. All official City Facebook pages should "like" all other City Facebook pages.

Content

Official Facebook pages for the City of Hayward and its various departments/agencies are purposed with the following:

- Dissemination of important or interesting (yet relevant) news or information to "fans."
- Redirection of visitors to content available on the City's website.
- Promotion of City-sponsored activities, meetings, events and programs
- Communication with visitors via replies and direct messages.
- When appropriate, informal polls to gauge community sentiment on various issues.

Successful Facebook pages require constant attention and timely, relevant content. Department directors and their authorized social media designees will be responsible for ensuring that content is not stale.

USERNAMES for all primary City of Hayward social media accounts (including Facebook) shall be "cityofhayward" unless securing that handle proves impossible. Secondary accounts (i.e., PD, FD, ED, Library, etc.) shall begin with "Hayward" (e.g., Hayward Public Library, Hayward Executive Airport, etc.) The Community & Media Relations Division manager shall approve all proposed usernames.

PROFILE IMAGES uploaded at 180 x 180px (72 dpi) must depict the appropriate department or City logo.

COVER PHOTOS should be uploaded at 851 x 315 px (72 dpi) and should clearly depict a scene relevant to the profile. Changes to cover photos should be reviewed by the Community & Media Relations Division manager.

CATEGORY should always be "Government Organization."

ABOUT section should be populated according to the following format:

SHORT DESCRIPTION: Welcome to the official Facebook page for... (Hayward Police Department, Hayward Animal Shelter, Hayward Public Library, etc.)

LONG DESCRIPTION: Provide a more extensive description of the department or agency, its purpose, services, etc. Keep this section below 200 words. Be sure to include a direct link to the relevant City website or page.

GENERAL INFORMATION: This section shall be reserved on all official City pages to disclose the official commenting policy and public records notification. In addition to any department-specific information (PD/FD emergency contact info, etc.), this section should read exactly as follows *without exception*:

CITY OF HAYWARD SOCIAL MEDIA COMMENT POLICY

The City of Hayward's use of social media is provided as a public service. What follows is an abbreviated version of the City's full Social Media Policy available here:

<https://www.hayward-ca.gov/your-government/departments/community-media-relations-division#>.

The City of Hayward disclaims liability for ads, videos, promoted content or comments accessible from any external web page. The responsibility for external content or comments rests with the organizations or individuals providing them. Any inclusion of external content or comments on social media sites does not imply endorsement by the City of Hayward. Comments posted to this site will be monitored during regular City business hours only. The City disclaims any and all responsibility and liability for inappropriate content posted to its social media sites that cannot be removed in an expeditious or otherwise timely manner. The following types of content are prohibited to both administrators and commenters on the site and the City reserves the right to remove any such content without notice:

- Comments not topically related to City programs, services, projects, issues, events and activities, or the particular post being commented upon

- Posts and comments that promote or advertise commercial services, entities or products except as stipulated in City marketing plans and determined by the City to be essential to economic development
- Political statements, including comments that endorse or oppose political candidates or ballot propositions
- Religious statements, including comments that endorse or oppose any type of religious opinions or activities
- Posts and comments that promote, foster or perpetuate discrimination on the basis of creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation
- Posts and comments that include vulgar, offensive, threatening or harassing language, personal attacks or unsupported accusations
- Obscene or sexual content or links to obscene or sexual content illegal activity or encouragement of illegal activity
- Information that may tend to compromise the safety or security of the public or public systems.
- Content that violates a legal ownership interest of any other party
- Links to external sites that fall under one of the aforementioned categories

All comments and private messages received via City of Hayward social media sites are public records and subject to public disclosure.

COMMENTS from visitors to each City Facebook page shall be allowed (and monitored for appropriateness) unless the administering department is unable to do so. If the authorized administrator for the page is unable to effectively monitor and manage the page's comments section, the commenting feature must be turned off.

RICH MEDIA such as photos and video are both acceptable and encouraged in Facebook posts. If posted media includes photos or video of the public, staff must secure waivers by all individuals depicted. This waiver policy does not pertain to City employees during regular office hours.

BRAND INTEGRITY may not be compromised in any way on the City's various Facebook pages. Therefore, each page will be initially set up by the Community & Media Relations Officer and the IT department to ensure consistent city branding and settings. Departments and their authorized social media administrators are expected to adhere to standard AP style in all posts and shall avoid jargon and abbreviations.

FACEBOOK APPLICATIONS shall not be allowed without advance approval from the IT department in order to avoid security risks.

FOR THE PURPOSES OF PUBLIC RECORDS RETENTION, account administrators shall not delete information from the application unless adequate retention steps have been taken to preserve the data, either electronically or in printed form.

LinkedIn

LinkedIn is the world's largest professional network, boasting more than 250 million members. Unlike Facebook and Twitter, LinkedIn is specifically geared toward career advancement, recruiting, professional networking, tailored industry news and the sharing of best practices. LinkedIn is a more "serious" network and inappropriate for short missives or light content. The City of Hayward's use of LinkedIn shall be limited to brand- and awareness building and professional recruiting.

Administrative Guidelines

The City's LinkedIn account will be administered by the City Manager's Office (Community & Media Relations Division manager). This will be the sole official LinkedIn account for the City of Hayward and all departmental information meant for publication on LinkedIn shall be posted here.

Content

The City's LinkedIn account shall be used for the following actions:

- Brand awareness activities to raise Hayward's profile as a place of business and as an employer.
- Recruiting qualified candidates for City positions (informed by HR)

USERNAMES for all primary City of Hayward social media accounts (including LinkedIn) shall be "cityofhayward" unless securing that handle proves impossible.

HORIZONTAL LOGO uploaded at 100 x 60 px (72 dpi) shall depict the official City logo.

PROFILE INFO should include the City's boilerplate description.

COVER PHOTO should be uploaded at 646 x 220 px (72 dpi) and should depict a relevant city scene.

UPDATES should be clear, concise and relevant at all times. All content should follow standard AP style and should be thoroughly spell- and fact-checked.

Youtube

YouTube is a video hosting and distribution platform that allows billions of people to discover, watch and share originally-created videos. Users are able to subscribe to “channels,” providing them with updates when new videos are uploaded and the opportunity to comment on videos they have watched. Because of its ubiquity, YouTube is the industry standard for video hosting. For the purposes of City business, YouTube provides a flexible, simple platform for quickly uploading, publishing and repurposing City video content both on its own YouTube channel and across its various web properties and social media channels via embeds and links.

Administrative Guidelines

The City encourages the use of video to inform the public, enhance Hayward’s brand image and advance departmental goals. All standard Social Media policies (including the post and commenting policy) apply to YouTube as well and should be strictly followed. Please note that if images of members of the public appear in a video to be posted to YouTube (and subsequently to other channels), a permission waiver must be secured in advance of publication for each individual appearing in video. Videos covering public meeting proceedings of the City or a City related entity shall be hosted and promoted on the City’s Granicus webpage.

Content

Official YouTube channels for the City of Hayward shall be used for the following purposes:

- Video storytelling or public information (interviews, discussions, etc.)
- Chronicling City business (sponsored events, neighborhood discussions, etc.)
- Brand building and awareness

USERNAMES for all primary City of Hayward social media accounts (including Twitter) shall be “cityofhayward” unless securing that handle proves impossible. Secondary accounts (i.e., PD, FD, ED, Library, etc.) shall begin with “Hayward” (e.g., haywardlib, haywardpd, etc.)

COVER ART uploaded at 2560 x 1440 px (72 dpi) shall depict an appropriate scene relevant to the department administering the channel.

PROFILE PHOTO should include the departmental logo uploaded at 270 x 270 px (72 dpi).

PROFILE INFO should include a short description of the department, its purpose and services offered, as well as a link to the City’s website.

COMMENTING should be disabled on all videos. City YouTube channels are not the most efficient engagement portals and authorized social media administrators should remain focused on interactions taking place on Facebook and Twitter.

VIDEO QUALITY is critical. Low-quality, grainy, shaky videos or videos with poor sound quality are not acceptable for upload, although medium-quality video will be considered providing the audio portion is clear and the content is both compelling and informative.

VIDEO APPROVAL must be obtained by the department director or the department's authorized social media administrator.

ALL VIDEOS published to YouTube must also be published to the proper section of the City website and the appropriate Facebook page or Twitter account, if appropriate.

Instagram

Instagram is an online photo-sharing, video-sharing and social networking service that enables its users to take pictures and videos, apply digital filters to them, and share them on a variety of social networking services, such as Facebook, Twitter, Tumblr and Flickr. The City of Hayward's use of Instagram shall be limited to brand-building highlighting the City's natural, artistic and architectural assets.

Administrative Guidelines

The City's Instagram account will be administered by the City Manager's Office (Community & Media Relations Division manager). This will be the sole official Instagram account for the City of Hayward. Departments or individuals who wish to include photos on the City's official Instagram account must send their request (and their photo) to the Community & Media Relations Officer).

Content

The City's Instagram account shall be used for the following actions:

- Showcase the City's artistic, architectural and natural assets
- Highlight compelling Hayward scenery, activities and events

USERNAMES for all primary City of Hayward social media accounts (including Instagram) shall be "cityofhayward" unless securing that handle proves impossible.

PROFILE IMAGE uploaded at 110 x 110 px (72 dpi) shall depict the official City logo.

PROFILE INFO should include the City's boilerplate description.

PHOTOS should abide by the city's Social Media Posting & Commenting Policy and should not reflect any of the prohibited content contained therein.

COMMENTS to Instagram photo posts shall be allowed, but shall be monitored to ensure conformity with the Social Media Posting & Commenting Policy.

Social Media Posting & Commenting Policy

The following policy shall govern all posts and comments by both City Social Media site administrators and public visitors to City Social Media sites:

Privacy Policy & Disclaimer

Any individual accessing, browsing and using a City of Hayward social media site – whether as a visitor or an administrator – unequivocally accepts the social media policies (hereafter “Policies”) set forth in this document. These terms and conditions apply only to the Social Media sites (defined here as third party hosted online platforms that facilitate social interaction and dialogue, such as Facebook, Twitter and YouTube) that are managed by the City of Hayward.

The City maintains the right to modify these Policies without notice. Any modification is effective immediately upon posting the modification on the Social Media Policy page unless otherwise stated. Continued use of a City of Hayward Social Media site following the posting of any modification signifies acceptance of such modification.

All users of a City of Hayward Social Media site are also subject to the site’s own Privacy Policy. The City of Hayward has no control over a third-party site’s privacy policy or their modifications to it. The City of Hayward also has no control over content, commercial advertisements or other postings produced by the Social Media site that appear on the City of Hayward Social Media site as part of the site’s environment.

The City of Hayward operates and maintains its Social Media sites as a public service to provide information about City programs, services, projects, issues, events and activities. The City of Hayward assumes no liability for any inaccuracies these Social Media sites may contain and does not guarantee that the Social Media sites will be uninterrupted, permanent or error free.

Posting & Commenting Policy

Although posts and comments are encouraged on the City of Hayward Social Media sites that allow posts, these sites are limited public forums and are moderated by City staff. All posted content (comments, photos, links, etc.) must be related to discussion of City programs, services, projects, issues, events and activities.

The following are prohibited on City of Hayward Social Media sites:

- Comments not topically related to City programs, services, projects, issues, events and activities, or the particular post being commented upon
- Posts and comments that promote or advertise commercial services, entities or products except as stipulated in City marketing plans and determined by the City to be essential to economic development
- Political statements, including comments that endorse or oppose political candidates or ballot propositions
- Religious statements, including comments that endorse or oppose any type of religious opinions or activities
- Posts and comments that promote, foster or perpetuate discrimination on the basis of race, creed, color, age, religion, gender, gender identity, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation
- Posts and comments that include vulgar, offensive, threatening or harassing language, personal attacks or unsupported accusations
- Obscene or sexual content or links to obscene or sexual content illegal activity or encouragement of illegal activity
- Information that may tend to compromise the safety or security of the public or public systems.
- Content that violates a legal ownership interest of any other party

The City of Hayward reserves the right to remove posted content that does not comply with these Policies. All posts and comments uploaded to City of Hayward Social Media sites that allow posts will be periodically reviewed. **All posts and comments are public records subject to public disclosure under the Public Records Act and Proposition 59.**

Communications made through City of Hayward Social Media sites in no way constitute a legal or official notice or comment to the City of Hayward. To comment about a specific City project or program, please contact the appropriate department.

Links & Embedded Content

Links to other Social Media and/or External Websites Provided on City Social Media Sites

The City of Hayward may provide links to other websites or Social Media profiles as a resource to visitors. Once visitors click on these links and leave the City's official page, the policies articulated here

no longer apply. Furthermore, visitors who choose to follow these links to external sites or Social Media profiles should be advised that the City is not responsible for the content that appears on these pages.

The City of Hayward reserves the right to delete links posted by visitors to its Social Media sites if they are deemed to violate the policies set forth in this document.

Links by Other Entities to City Social Media Sites

Advance permission to link to City of Hayward Social Media sites is unnecessary. Entities and individuals linking to official City of Hayward Social Media sites may not in any way suggest a relationship or affiliation with the City, or that the City endorses, sponsors or recommends their products, opinions or site content.

Embedded Content from City Social Media Sites on Other Sites

Content embedded from any City of Hayward Social Media site shall not be misrepresented in any way, although advance permission for use is unnecessary. The use of content embedded from City of Hayward Social Media sites on a third-party site may not in any way imply the City of Hayward's endorsement, support, sponsorship or approval of that site.

Copyright Policy

Material made available via official City of Hayward Social Media sites is the property of the City of Hayward and intended for informational purposes only. Any re-use, transmission, duplication or distribution of any material found on an official City of Hayward Social Media site must be clearly attributed to the City of Hayward. Commercial uses of copyrighted material found on City of Hayward Social Media sites is prohibited without the express written consent of the City of Hayward. Use of the City rosette and tagline ("Heart of the Bay") are trademarked and copyrighted and may not be used for any non-governmental purpose.

Contact Us

If you have any questions or concerns about the City of Hayward Social Media Policy or its implementation, or if you find incorrect information or are interested in seeking permissions that fall outside of the guidelines above, please contact us at PIO@hayward-ca.gov.



CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

File #: RPT 17-181

DATE: December 7, 2017
TO: Council Technology Application Committee
FROM: Director of Information Technology/ CIO
SUBJECT New Library Technology Update

RECOMMENDATION

That the Committee reviews and comments on this informational report.

ATTACHMENTS

Attachment I	Informational Report
Attachment II	User Technology Summary Inventory
Attachment III	Layout and Sample Renderings



DATE: December 7, 2017

TO: Council Technology Application Committee

FROM: Director of Information Technology/ CIO

SUBJECT New Library Technology Update

RECOMMENDATION

That the Committee reviews and comments on this informational report.

SUMMARY

This informational report provides an overview of the user technology equipment to be installed in the new library facility. Staff seeks the Committee's comments and feedback to inform the User Technology Plan and Inventory. Staff will integrate the committee's feedback into the final plan for implementation in the new library facility.

DISCUSSION

A summary inventory of user technology proposed to be installed in the new library facility is included with this report in Attachment II. Layouts and sample renderings showing locations, descriptions, and sample imagery of the proposed user technology is included with this report as Attachment III.

Council approved the final plans and specifications for the 21st Century Library and Heritage Plaza construction project and called for bids on [May 26, 2015](#)¹. The approved project plans include the general layout, locations, and types of user technology to be installed throughout the new library facility. The 21st Century Library project construction began on November 30, 2015 and is projected to be completed in spring 2018.

Extensive, data-driven community engagement work involving thousands of Hayward residents and stakeholders helped inform the design of the 21st Century Library and Heritage Plaza project, including the user technology to be integrated and installed throughout the new facility. This work began in 2007 and continued through 2017 as the technology inventory

¹ Source URL: <https://hayward.legistar.com/MeetingDetail.aspx?ID=454184&GUID=7CD463F3-CFEB-4ADB-B836-DFC19D7730F0&Options=&Search=>

was finalized. A detailed timeline of community engagement work is in the Public Contact section of this informational report.

FISCAL IMPACT

Funding for the 21st Century Library and Heritage Plaza project, including the recommended procurement of furnishings, is available and was appropriated by Council in 2015 from the Measure C and Calpine Library funds.

Council on May 26, 2015 authorized the plans and specifications of the 21st Century Library and Heritage Plaza Project, and on September 15, 2015 awarded the construction contract and appropriated a total \$65,680,000 for the project's completion. The project budget appropriation includes \$4,580,000 for expenditures in the "Fixtures, Furnishings and Equipment (FF&E)" category. (See Table 1.)

Table 1. Overall project budget summary - 21st Century Library and Heritage Plaza

Category	
Construction Contract	\$49,290,599
Construction Contingency	\$3,259,401
Design and Administration	\$3,900,000
Construction Inspection, Testing and Administration	\$3,500,000
Fixtures, Furnishings and Equipment (FF&E)	\$4,580,000
Library Books, Media, and Collections	\$850,000
Property Acquisition	\$300,000
Total	\$65,680,000

Of the \$4,580,000 in the project's FF&E expenditure category, a combined total of \$1,300,000 is earmarked in five Sub-Categories that encompass the various types of user technology to be implemented in the new facility (see highlighted rows in budget category detail, Table 2.)

Table 2. Budget category detail - Fixtures, Furnishings & Equipment (FF&E)

Sub-Category	Budgeted	Notes
Library shelving	\$0	Incl. in Construction
Moveable Furnishings	\$2,250,000	
Moveable Equipment	\$400,000	
Building Signage	\$0	Incl. in Construction
Computers and Printers	\$460,000	
Telecom - Active Equipment LS	\$65,000	
Security system - Active Equipment LS	\$55,000	
AV - Active equipment LS	\$325,000	
FF&E Design Fees	\$0	Incl. in Architectural Services
Public Art 1% of construction	\$463,000	
Donor Coordination and Signage	\$150,000	
FF&E Contingency	<u>\$412,000</u>	
Subtotal FF&E Costs	\$4,580,000	

Sub-category “Moveable Equipment” includes up to \$400,000 for user technology equipment such as sewing machines and a laser cutter in the Makerspace, as well as appliances like the refrigerators in the staff kitchen and community room server.

Sub-category “Computers and Printers” includes up to \$460,000 for desktop, laptop, and tablet personal computers, peripherals, printers and related equipment and software.

Sub-category “Telcom – Active Equipment” includes up to \$65,000 for telephony, internet connectivity and related equipment.

Sub-category “Security System – Active Equipment” includes up to \$55,000 for security systems, monitors, controls, and related equipment and software.

Sub-category “AV – Active Equipment” includes up to \$325,000 for audiovisual equipment such as video presentation screens, projectors, speakers, microphones, and related equipment and software.

The exact expenditures for user technology equipment in the public and staff areas of the new library will depend on the specific products and equipment purchased. Staff is in the process of identifying specific technology products for purchase using existing open contracts with technology vendors such as CDWG. Based on an initial review of current available pricing for typical products, staff anticipates that the total combined budgeted amount of \$1,300,000 in these five Sub-Categories will be sufficient to cover combined expenditures for user technology (See Attachment II for a summary and detail inventory of technology equipment and software to be purchased).

SUSTAINABILITY FEATURES

The 21st Century Library and Heritage Plaza project is designed to meet Zero Net Energy and LEED Platinum certification standards. All equipment including user technology installed in the project will be selected to meet those certification standards, for example by purchasing high-efficiency EnergyStar rated equipment, limiting electrical plug loads, and so forth.

PUBLIC CONTACT

On May 26, 2015, Council approved the final plans and specifications for the 21st Century Library and Heritage Plaza construction project and called for bids. The approved project plans include the general layout, locations, and types of user technology to be installed throughout the new library facility.

Extensive, data-driven community engagement work involving thousands of Hayward residents and stakeholders helped inform the design of the 21st Century Library and Heritage Plaza project, including the user technology to be integrated and installed throughout the new facility. This work began in 2007 and continued through 2017 as the technology inventory was finalized. Scores of community focus groups, multiple opinion surveys, and dozens of

public meetings were undertaken, involving many thousands of Hayward community members. What follows is a summary of the community engagement and surveys undertaken for this project and the user technology within it:

2007: Extensive community surveys, interviews, and focus groups are convened to inform a comprehensive community needs assessment, involving over 1,800 participants.

2008: The Community Needs Analysis for the Future Hayward Library report, which includes initial assessments of projected user technology needs in the new library facility, is presented to Council and made available to the public in the Library and on the City website.

2010: Community stakeholder focus groups are convened to discuss and develop preliminary building design options, including initial technology integration concepts.

2010: The Hayward Library & Community Learning Center Building Program – containing detailed space allocations and technology concepts for the new facility – is published and made available to the public in the Library on the City’s website.

2010: Library Commission public meetings to review and discuss preliminary building design options including user technology concepts for recommendation to Council.

2010: City Council and Library Commission jointly convene in a public work session to review preliminary building design options including user technology concepts.

2013: City Council convenes in work session to review new design visualizations of the 21st Century Library and Heritage Plaza, including preliminary user technology options.

2014: Measure C, a half-cent local sales tax to fund critical City facilities and services including the 21st Century Library and Heritage Plaza project, is passed by Hayward voters by a 2-to-1 margin.

2014: Multiple community meetings to gather more public input and feedback on the 21st Century Library project design development, including specific user technology options.

2014: Teen design team is convened over several weeks. The new library teen area was designed entirely by the teens themselves, and included discussion of technology options in the adjacent technology areas of the new library facility’s second level.

2014: A comprehensive project website is launched, www.haywardlibrary.org. The site provides public access to all relevant project renderings, documents, and data, and includes a feedback feature for submitting comments and questions about the project online.

2015: Council approves the final plans and specifications of the 21st Century Library and Heritage Plaza construction project and called for bids. The approved project plans include the general layout, locations, and types of user technology equipment to be implemented throughout the new library facility.

2016: Hayward Youth Commission reviews the 21st Century Library draft furniture package including specific locations and types of user technology to be implemented throughout the facility

2016: Hayward Library Commission reviews and approves the 21st Century Library final furniture package including specific locations and types of user technology to be implemented throughout the facility.

2017: Council Technology Application Committee reviews the draft 21st Century Library User Technology Plan and Inventory, and provides comments and feedback to inform the final plan.

NEXT STEPS

Staff will integrate the Committee's comments and feedback into the 21st Century Library User Technology Plan and Inventory for implementation in the new library facility.

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

Recommended by: Adam Kostrzak, Director of Information Technology/ CIO

Approved by:



Kelly McAdoo, City Manager

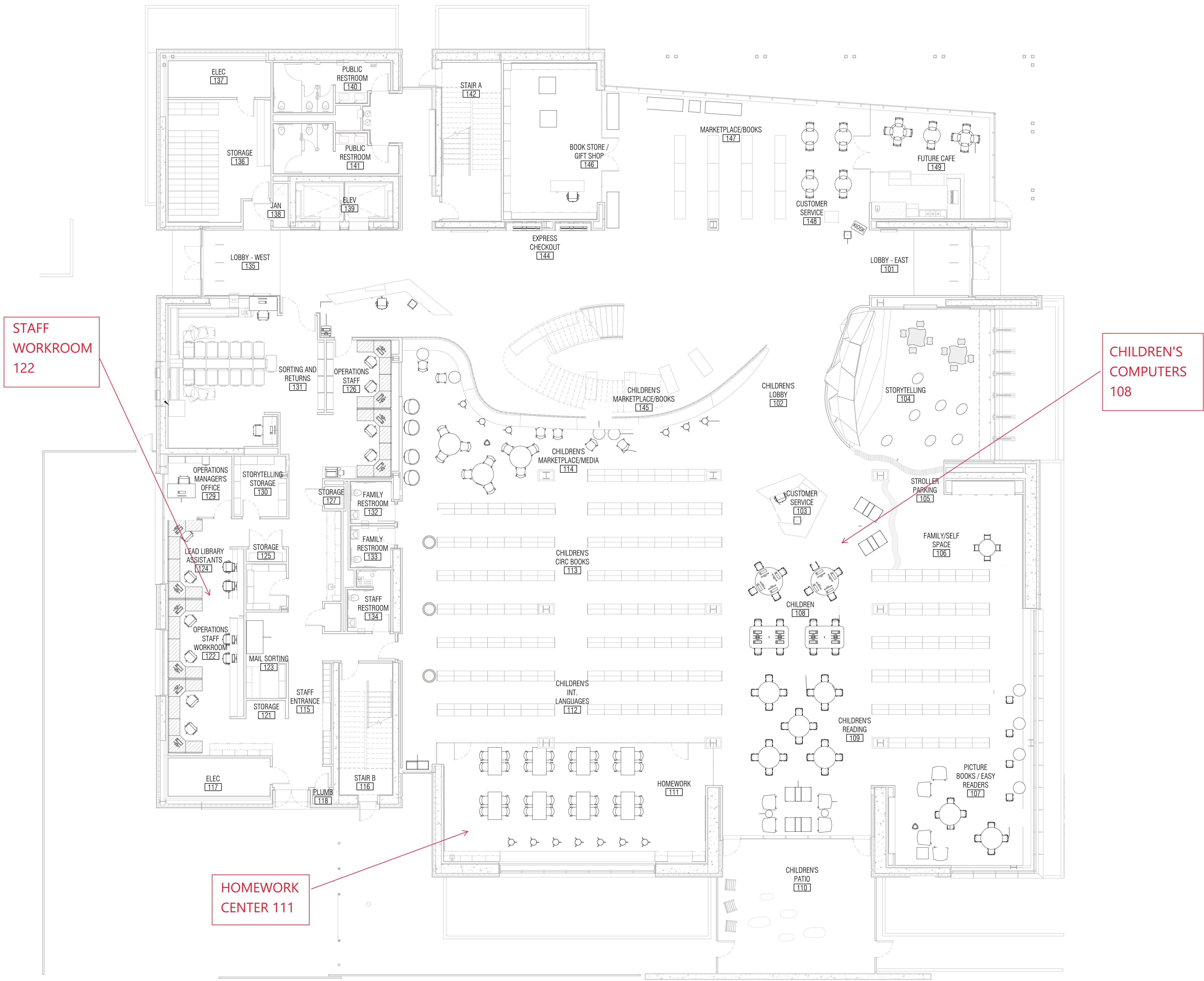
Room #	Room Name	Description	Qty	Notes
101	Lobby 101	Security Gate - NEW	1	Vendor: Bibliotheca
101	Lobby 101	Flat panel presentation TV	2	Informational signage
103	Customer Service - Children's 103	RFID pad	2	Library checkout equipment. Vendor: Bibliotheca
103	Customer Service - Children's 103	VOIP phone - OLD	1	Customer service phone
103	Customer Service - Children's 103	Desktop Computer	2	Customer service PC
103	Customer Service - Children's 103	Desktop printer	1	Customer service printer
104	Storytelling 104	Flat panel presentation TV	1	For presentations
105	Storytelling 104	Laptop	1	For presentations
108	Children's Computers 108	AWE Early Literacy Station	6	Computers for very young children
108	Children's Computers 108	Tablet	8	Mounted in columns - OPAC - OPAC
108	Children's Computers 108	Laptop	8	Children's public access computers
108	Children's Computers 108	Thin Client PC	8	Children's public access computers
111	Homework Center 111	VOIP phone - NEW	1	Room phone
111	Homework Center 111	Countertop networked printer	1	For tutor/student use
111	Homework Center 111	Flat panel presentation TV	1	For presentations
111	Homework Center 111	Laptop	8	For tutor/student use
115	Staff / Delivery Entrance 115	VOIP phone - OLD	1	Room phone
115	Staff / Delivery Entrance 115	Thin Client PC	1	Shared staff quicklook PC
122	Staff Workroom 122	VOIP phone - OLD	6	Dedicated staff phone
122	Staff Workroom 122	Countertop networked printer	1	Shared staff network printetr
122	Staff Workroom 122	Desktop Computer	6	Dedicated staff PC workstation
122	Staff Workroom 122	Small refrigerator (under counter)	1	Shared staff food storage
122	Staff Workroom 122	Thin Client PC	4	Shared staff quicklook PC
122	Staff Workroom 122	Washer/Dryer (over/under stack)	1	For laundering children's plush items, linens, etc.
126	Operations Staff 126	VOIP phone - OLD	4	Dedicated staff phone
126	Operations Staff 126	Large copy/scan/fax/print	1	Current vendor: KBA Docusys
126	Operations Staff 126	Desktop Computer	4	Dedicated staff PC workstation
129	Operations Manager 129	VOIP phone - OLD	1	Dedicated staff phone
129	Operations Manager 129	Desktop Computer	1	Dedicated staff PC workstation
131	Sorting & Returns 131	Automated Materials Handling (AMH)	1	15-bin book sorting system. Vendor: Bibliotheca
131	Sorting & Returns 131	VOIP phone - OLD	1	Room phone
131	Sorting & Returns 131	Desktop Computer	1	Shared staff workstation for AMH
131	Sorting & Returns 132	AMH public intakes (book returns)	3	Vendor: Bibliotheca
135	Lobby 135	Security Gate - OLD	1	Vendor: Bibliotheca
135	Lobby 135	Flat panel presentation TV	1	Environmental dashboard display
143	Customer Service - Main Lobby 143	Self Checkout - OLD	2	Vendor: Bibliotheca
143	Customer Service - Main Lobby 143	RFID pad	1	Vendor: Bibliotheca
143	Customer Service - Main Lobby 143	VOIP phone - OLD	2	Customer Service phone
143	Customer Service - Main Lobby 143	Desktop Computer	2	Customer service PC
143	Customer Service - Main Lobby 143	Desktop printer	1	Customer service printer
144	Express Checkout 144	Self Checkout countertop units	4	Vendor: Bibliotheca
148	Customer Service - Greeter Kiosk 148	RFID pad	1	Vendor: Bibliotheca
148	Customer Service - Greeter Kiosk 148	VOIP phone - NEW	1	Customer Service phone
148	Customer Service - Greeter Kiosk 148	Laptop	1	Staff "greeter" kiosk. Needs laptop security cable.
149	Friends Book Shop 149	VOIP phone - NEW	1	Room phone
149	Friends Book Shop 149	Point of Sale System	1	Square stand kit w/ barcode scanner
202	Meeting Room Large 202 A/B	VOIP phone - NEW	2	Room phone
202	Meeting Room Large 202 A/B	Laptop	2	For presentations
202	Meeting Room Large 202 A/B	Projector / screen	2	For presentations
204	Customer Service - Tech Center 204	RFID pad	1	Library checkout equipment. Vendor: Bibliotheca
204	Customer Service - Tech Center 204	VOIP phone - OLD	1	Customer Service phone
204	Customer Service - Tech Center 204	Desktop Computer	2	Customer service PC
204	Customer Service - Tech Center 204	Desktop printer	1	Customer service printer
206	Customer Service - Tech Center 204	Laptop	12	Needs storage cabinet

Room #	Room Name	Description	Qty	Notes
206	Teen Room 206	VOIP phone - NEW	1	Room phone
206	Teen Room 206	Xbox One	1	Teen gaming equipment
206	Teen Room 206	PS4 w/ VR	1	Teen gaming equipment
206	Teen Room 206	Projector /screen	1	For presentations
207	Public Computers 207	Desktop Computer	20	Public access internet / productivity PCs
207	Public Computers 207	Tablet	4	Mounted in columns - OPAC
207	Public Computers 207	Thin Client PC	20	Public access internet PCs
208	DMCLab - Video Booth 208	Desktop Computer	1	High performance PC for digital video processing
208	DMCLab - Video Booth 208	DLSR still camera	1	Needs tripod
208	DMCLab - Video Booth 208	Green screen (retractable)	1	Backdrop for interview video
208	DMCLab - Video Booth 208	Interview microphones	4	2 handheld w. stands, 2 lapel. For AV production
208	DMCLab - Video Booth 208	Studio headphones	2	For AV production
208	DMCLab - Video Booth 208	Video Camera w/ tripod	1	For AV production
208	DMCLab - Video Booth 208	Video editing software	1	For AV production
210	Digital Media Creation Lab 210	Digital creative production software	8	Adobe Creative Suite (Photoshop, Premiere, Illustrator, etc.)
210	Digital Media Creation Lab 210	Design & illustration software	8	Autodesk Suite (Inventor, AutoCAD, Maya, Sketchbook, etc.)
210	Digital Media Creation Lab 210	VOIP phone - NEW	1	Room phone
210	Digital Media Creation Lab 210	Desktop Computer	8	High performance PCs for graphics processing
210	Digital Media Creation Lab 210	Desktop printer	1	For DMCLab student use
210	Digital Media Creation Lab 210	Drawing tablet	4	For digital illustration /graphics processing
210	Digital Media Creation Lab 210	Flat panel presentation TV	2	For presentations
210	Digital Media Creation Lab 210	Laptop	2	For DMCLab student use
211	DMCLab - Audio Booth 211	Audio editing software	1	Adobe Creative Suite
211	DMCLab - Audio Booth 211	Desktop Computer	1	High performace PC for digital audio processing
211	DMCLab - Audio Booth 211	Studio mic stand w/ popscreen	2	For AV production
211	DMCLab - Audio Booth 211	Studio microphones	2	For AV production
212	DMCLab - Audio Booth 211	Studio headphones	4	For AV production
214	Copy/Print Center 214	Pay-to-print printer/scanner	3	For public print/copy. Current vendor: Pinnacle
215	Computer Classroom 215	Desktop Computer	1	Dedicated instructor PC
215	Computer Classroom 215	Flat panel presentation TV	1	For presentations
215	Computer Classroom 215	Thin Client PC	16	Public access PCs
220	Staff Kitchen 220	Coffee Maker	1	Office coffeemaker
220	Staff Kitchen 220	Dishwasher	1	Staff kitchen appliance
220	Staff Kitchen 220	Microwave	1	Staff kitchen appliance
220	Staff Kitchen 220	Refrigerator	1	Staff kitchen appliance
221	Staff Work Space 221	Laptop	2	Shared staff quicklook PCs
222	Professional/Technical Staff 222	VOIP phone - OLD	8	Dedicated staff phone
222	Professional/Technical Staff 222	Desktop Computer	8	Dedicated staff PC workstation
222	Professional/Technical Staff 222	Medium Printer	1	Shared staff network printer
223	IT Analyst Office 223	VOIP phone - NEW	1	Dedicated staff phone
223	IT Analyst Office 223	Desktop Computer	1	Dedicated staff PC workstation
224	Library Manager Office 224	VOIP phone - OLD	1	Dedicated staff phone
224	Library Manager Office 224	Desktop Computer	1	Dedicated staff PC workstation
225	Library Manager Office 225	VOIP phone - OLD	1	Dedicated staff phone
225	Library Manager Office 225	Desktop Computer	1	Dedicated staff PC workstation
233	Maker Space 233	VOIP phone - NEW	1	Room phone
233	Maker Space 233	3D Printer	1	Received Lulzbot Taz 6 through grant
233	Maker Space 233	Flat panel presentation TV	1	For presentations
233	Maker Space 233	Laptop	4	For presentations and Makerspace participant use
233	Maker Space 233	Laser Cutter	1	Maker equipment
233	Maker Space 233	Medium Printer	1	For Makerspace users
233	Maker Space 233	Sewing Machine	4	Maker equipment
233	Maker Space 233	Soldering iron	4	Maker equipment

Room #	Room Name	Description	Qty	Notes
233	Maker Space 233	Ventilation box	1	for Laser Cutter exhaust, solder fumes
236	Meeting Room B 236	VOIP phone - NEW	1	Room phone
236	Meeting Room B 236	Flat panel presentation TV	1	For presentations
236	Meeting Room B 236	Laptop	1	For presentations
244	Meeting Large - Warming Kitchen 24	Microwave (commercial)	2	Commercial sized for events
244	Meeting Large - Warming Kitchen 24	Refrigerator (commercial)	1	Commercial sized for events
305	Community Learning Center 305	Flat panel presentation TV	1	For presentations
305	Community Learning Center 305	Laptop	1	For presentations
308	Customer Service - 3rd Floor 308	RFID pad	1	Vendor: Bibliotheca
308	Customer Service - 3rd Floor 308	Self Checkout - OLD	2	Vendor: Bibliotheca
308	Customer Service - 3rd Floor 308	VOIP phone - NEW	1	Customer Service phone
308	Customer Service - 3rd Floor 308	Tablet	8	Mounted in columns - OPAC
308	Customer Service - 3rd Floor 308	Desktop Computer	2	Customer service PC
308	Customer Service - 3rd Floor 308	Desktop printer	1	Customer service printer
322	Admin Volunteer Staff 322	VOIP phone - NEW	4	Dedicated staff phone
322	Admin Volunteer Staff 322	Large copy/scan/fax/print	1	Current vendor: KBA Docusys
322	Admin Volunteer Staff 322	Coffee Maker	1	Office coffeemaker
322	Admin Volunteer Staff 322	Desktop Computer	4	Dedicated staff PC workstation
322	Admin Volunteer Staff 322	Laptop	2	Shared staff/volunteer quicklook PCs
323	Library Director 323	VOIP phone - OLD	1	Dedicated staff phone
323	Library Director 323	Desktop Computer	1	Dedicated staff PC workstation
324	Education Services Mgr 324	VOIP phone - OLD	4	Dedicated staff phone
324	Education Services Mgr 324	Desktop Computer	4	Dedicated staff PC workstation
325	Literacy Coordinator 325	VOIP phone - OLD	1	Dedicated staff phone
325	Literacy Coordinator 325	Desktop Computer	1	Dedicated staff PC workstation
327	Literacy Computer Lab 327	Desktop printer	1	For tutor/learner use
327	Literacy Computer Lab 327	Thin Client PC	7	Literacy learner PCs
329	Literacy Staff 329	VOIP phone - OLD	5	Dedicated staff phone
329	Literacy Staff 329	Coffee Maker	1	Office coffeemaker
329	Literacy Staff 329	Desktop Computer	5	Dedicated staff PC workstation
329	Literacy Staff 329	Medium Printer	1	Shared staff network printer
335	Friends Volunteer Office 335	VOIP phone - NEW	1	Room phone
335	Friends Volunteer Office 335	Desktop Computer	1	Shared office/volunteer PC workstation
335	Friends Volunteer Office 335	Medium Printer	1	Shared staff/volunteer printer

SAMPLE RENDERINGS
INDICATED IN RED

ATTACHMENT III



FURNITURE SCHEDULE - LVL 01				
TAG	Count	DESCRIPTION	Family	Cost
(E)	13	CHAIR - STAFF ADJUST	Chair-Adjustable Staff	
B-1	1	BENCH - WOOD	HermanMiller_Collection_Nelson_PlatformBench	\$4000
B-2	4	BENCH - VINYL	Steelcase Coalesce - Milbrae - Seating - Bench	\$4070
C-3	7	CHAIR - STAFF ADJUST	Allsteel - Seating - Clarity - Guest Chair	
C-4	18	CHAIR - KI XYLON	Chair_Stacking-Ki-Xylon	\$555
C-5	3	CHAIR - STAFF STOOL	HON - BASYX - PERCH STOOL	
C-7	47	CHAIR - MULTI PPURPOSE CAPER	HermanMiller_Seating_Caper_St_ackingChair	\$625
C-13	3	STOOL - STEP STOOL	kik-stool	\$100
CC-1	48	CHILD'S CHAIR - TMC POLVER	TMC Polver	
CC-2	13	CHILD'S CHAIR - STOOL	HermanMiller_Collection_Tomn_dJerryStool	\$820
CC-3	7	CHILD'S CHAIR - STONES	Knoll_Studio_Lin_Stones	\$284
CC-4	4	CHILD'S CHAIR - TODDLERS	Community Playthings Me-Do-It Chair	
CPU	8	CPU - SELF CHECK UNITS		
CT-1	1	CHILD'S TABLE - 36" ROUND TODDLERS	Community Playthings	
CT-2	8	CHILD'S CHAIR -SIDE TABLE	Knoll_Studio_Barber_Osgerby_S ide_Table	\$1250
CT-3	10	CHILD'S TABLE - 48" ROUND	Watson Tonic Round Simple Table	\$970
CT-4	2	CHILD'S TABLE - 53"x83" COMPUTER	Watson Tonic Rectangle Simple Table	\$11994
CT-5	2	CHILD'S TABLE - 60" ROUND COMPUTER	Watson Tonic Round Simple Table	\$3204
CT-6	2	CHILD'S TABLE - PUZZLE TABLE W/ 4 STOOLS	BCI_Puzzle Table+ Chairs	\$600
DS-1	2	DISPLAY SHELVING - TYPE 1	Shelving	
DS-2	1	DISPLAY SHELVING - TYPE 2	Shelving	
FS-1	1	FURNITURE SYSTEM - MOLO WALL	Molo Wall	
FS-4	2	FURNITURE SYSTEM - POWER TOWER	Ki Isle Power Tower	
LC-2	8	LOUNGE CHAIR - SWOOP	HermanMiller_Seating_Swoop_OA200_PlywoodLoungeChair	\$2003
LC-3	4	LOUNGE CHAIR - SUSANNE	Knoll_Studio_Takahama_Suzann e_Lounge_Seating	\$4922
LC-5	4	LOUNGE CHAIR - MITT	Bernhardt_Design-Chair-Lounge-Mitt	
LC-6	4	LOUNGE CHAIR - ROCKER	LOLL - Adirondack Collection - Rocker	\$277
OPAC	1	MOBILE COMPUTER STATION	Furniture-Workstation-Midmark-Care_Exchange-6203-002 Cabinet-File 4 Drawer	
S-1	1	STORAGE - FILE CABINET	Watson Seven Flip	
T-11	1	TABLE - 36"x72" FLIP UP TABLE	Watson Seven Flip	
T-17	8	TABLE - 30"x60" FLIP UP TABLE	Knoll_Studio_Krusin_Pixel_Column_Leg_Table_Round_Fixed_Top	
T-21	7	TABLE - 36" ROUND CAFE	HermanMiller_Collection_Nelson_PedestalTable	
T-25	2	TABLE - 16" SIDE TABLE	HermanMiller_Seating_Swoop_OA301 - Box Table	
T-26	2	TABLE -25" SQUARE BOX TABLE	Work Station Cubicle	
WS-1	5	EXISTING WORKSTATION - 72"x72"	Work Station Cubicle	
WS-2	5	EXISTING WORKSTATION - 72"x84"	Desk	
WS-3	3	NEW WORKSTATION - DESK		

KEY NOTES



EXISTING WORK STATION

FURNITURE GENERAL NOTES

- SEE ROOM FINISH SCHEDULE FOR ADDITIONAL INFORMATION.
- FURNITURE IS SHOWN FOR REFERENCE ONLY. NOT IN CONTRACT

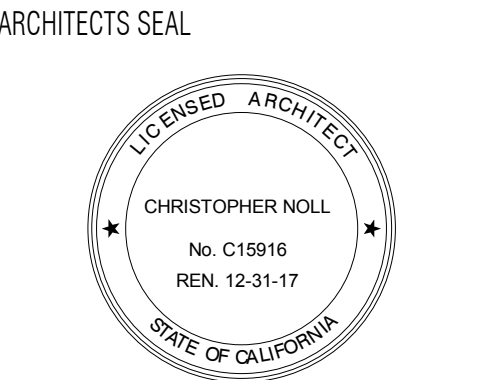
architects and planners
noll tam &
729 Heinz Avenue
Berkeley, CA 94710
tel 510.542.2200
fax 510.542.2201

PROJECT TITLE
**CITY OF HAYWARD
21ST CENTURY LIBRARY &
COMMUNITY LEARNING
CENTER FOR HAYWARD**

22695 MISSION BLVD
HAYWARD CA 94541

PROJECT: 06992 / FILE: E-2098

APPROVALS



ISSUE TITLE
FOR REVIEW

ISSUE DATE

NOLL & TAM JOB NUMBER **21235.10**

REVISIONS

NO.	DATE	DESCRIPTION
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SHEET TITLE
FURNITURE PLAN - LEVEL 1

SHEET NUMBER

A9.31



SAMPLE RENDERINGS
INDICATED IN RED

MEETING
ROOM B
236

MAKERSPACE
233

STAFF
WORKROOM
221

COMPUTER
CLASSROOM
215

TECHNOLOGY
CENTER 207

DIGITAL MEDIA
CREATION LAB
210

LEVEL 02 - USER TECHNOLOGY PLAN
1/8" = 1'-0"

FURNITURE SCHEDULE - LVL 02				
TAG	Count	DESCRIPTION	Family	Cost
(E)	11	CHAIR - STAFF ADJUST	Chair-Adjustable Staff	
B-1	2	BENCH - WOOD	HermanMiller_Collection_Nels on_PlatformBench	\$4000
B-2	2	BENCH - VINYL	Steelcase Coalesse - Millbrae - Seating - Bench	\$4070
C-1	12	CHAIR - READER CHAIR	Knoll_Studio_Krusin_Side_Ar m_Chair	\$2197
C-2	100	CHAIR - HIGH DENSITY STACKER	KI OPT4 CAD	
C-3	72	CHAIR - STAFF ADJUST	Allsteel - Seating - Clarity - Guest Chair	
C-5	1	CHAIR - STAFF STOOL	HON - BASYX - PERCH STOOL	
C-6	48	CHAIR - COMP CHAIR	Steelcase - Seating - Cachet 487 Series - Swivel Base Stool	\$760
C-7	6	CHAIR - MULTIPURPOSE CAPER	HermanMiller_Seating_Caper StackingChair	\$625
C-8A	17	CHAIR - KI DONI	Chair-Guest-KI-Doni	
C-8B	10	CHAIR - KI RUCKUS	Classroom-Chair-KI-Ruckus-St ack	
C-9	5	STOOL - WOOD TABLE	GUNLOCKE TRILLIA - STOOL	\$900
C-10	15	STOOL - COUNTER	GUNLOCKE CONVO - STOOL	\$1200
C-11	24	STOOL - MAKER SPACE	Stool_Ki_600-Series	\$200
C-12	9	STOOL - COUNTER	Knoll Pilon Stool	\$620
C-13	1	STOOL - STEP STOOL	kik-stool	\$100
DS-2	3	DISPLAY SHELVING - TYPE 2	Shelving	
FS-1	1	FURNITURE SYSTEM - MOLO WALL	Molo Wall	
FS-2	3	FURNITURE SYSTEM - WHITEBOARD	Watson Etch	
FS-4	2	FURNITURE SYSTEM - POWER TOWER	KI Isle Power Tower	
LC-1	8	LOUNGE CHAIR - MILLBRAE	Steelcase Coalesse - Millbrae - Seating - Contract Lounge	
LC-2	16	LOUNGE CHAIR - SWOOP	HermanMiller_Seating_Swoop _OA200_PlywoodLoungeChair	\$2003
LC-5	6	LOUNGE CHAIR - MITT	Bernhardt_Design-Chair-Loung e-Mitt	
S-1	3	STORAGE - FILE CABINET	Cabinet-File 4 Drawer	
S-2	6	STORAGE - CHAIR DOLLY	DOLLY FOR HIGH DENSITY STACKERS	\$381
T-3	3	TABLE - 42"x42" STUDY	Watson Tonic Squares Simple Table	\$2341
T-6	1	TABLE - WOOD 36"x225" LIBRARY TABLE	Table-Wood	
T-7	10	TABLE - 53"x83" COMPUTER TABLE	Watson Tonic Bench 53	\$10946
T-8	5	TABLE - WOOD 42"x72" LAMP	Watson Tonic Rectangle Simple Table	\$2781
T-9	3	TABLE - 42"x96" BAR HEIGHT	Watson Tonic Rectangle Simple Table	\$5406
T-10	16	TABLE - 24"x96" FLIP UP COMPUTER TABLE	Watson Seven Flip	
T-11	2	TABLE - 36"x72" FLIP UP TABLE	Watson Seven Flip	
T-13	4	TABLE - KI PILLAR TABLES	KI - Pillar Table	
T-14	40			
T-15	6	TABLE - 36"x66" MAKER 3 BRANCH	Table-Maker Table	
T-17	4	TABLE - 30"x60" FLIP UP TABLE	Watson Seven Flip	
T-18	6	TABLE - 30"x60" FLIP UP TRAPEZOID	Watson Seven Trapezoid Table	
T-23	3	TABLE - 36 ROUND, ADJ HT	Table-Round-AH3-Adj_Base-KI -Athens	
T-25	2	TABLE - 16" SIDE TABLE	HermanMiller_Collection_Nels on_PedestalTable	
T-26	4	TABLE - 25" SQUARE BOX TABLE	HermanMiller_Seating_Swoop _OA301 - Box Table	
WS-2	7	EXISTING WORKSTATION - 72"x84"	Work Station Cubicle	
WS-3	3	NEW WORKSTATION - DESK	Desk	
WS-6	1	NEW WORKSTATION - Corner + Single Panel	Work Station Cubicle Single Sided	
WS-7	6	NEW WORKSTATION - 26"x36" Extension Panel	Work Station Extension Long	

KEY NOTES



FURNITURE GENERAL NOTES

- SEE ROOM FINISH SCHEDULE FOR ADDITIONAL INFORMATION.
- FURNITURE IS SHOWN FOR REFERENCE ONLY, NOT IN CONTRACT

architects and planners

noll & tam

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PROJECT TITLE

**CITY OF HAYWARD
21ST CENTURY LIBRARY &
COMMUNITY LEARNING
CENTER FOR HAYWARD**

22695 MISSION BLVD
HAYWARD CA 94541

PROJECT: 06992 / FILE: E-2098

ARCHITECTS SEAL

LICENSED ARCHITECT

CHRISTOPHER NOLL

No. C15916

REN 12-31-17

STATE OF CALIFORNIA

ISSUE TITLE

FOR REVIEW

ISSUE DATE

NOLL & TAM JOB NUMBER **21235.10**

REVISIONS

NO.	DATE	DESCRIPTION
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SHEET TITLE

FURNITURE PLAN - LEVEL 2

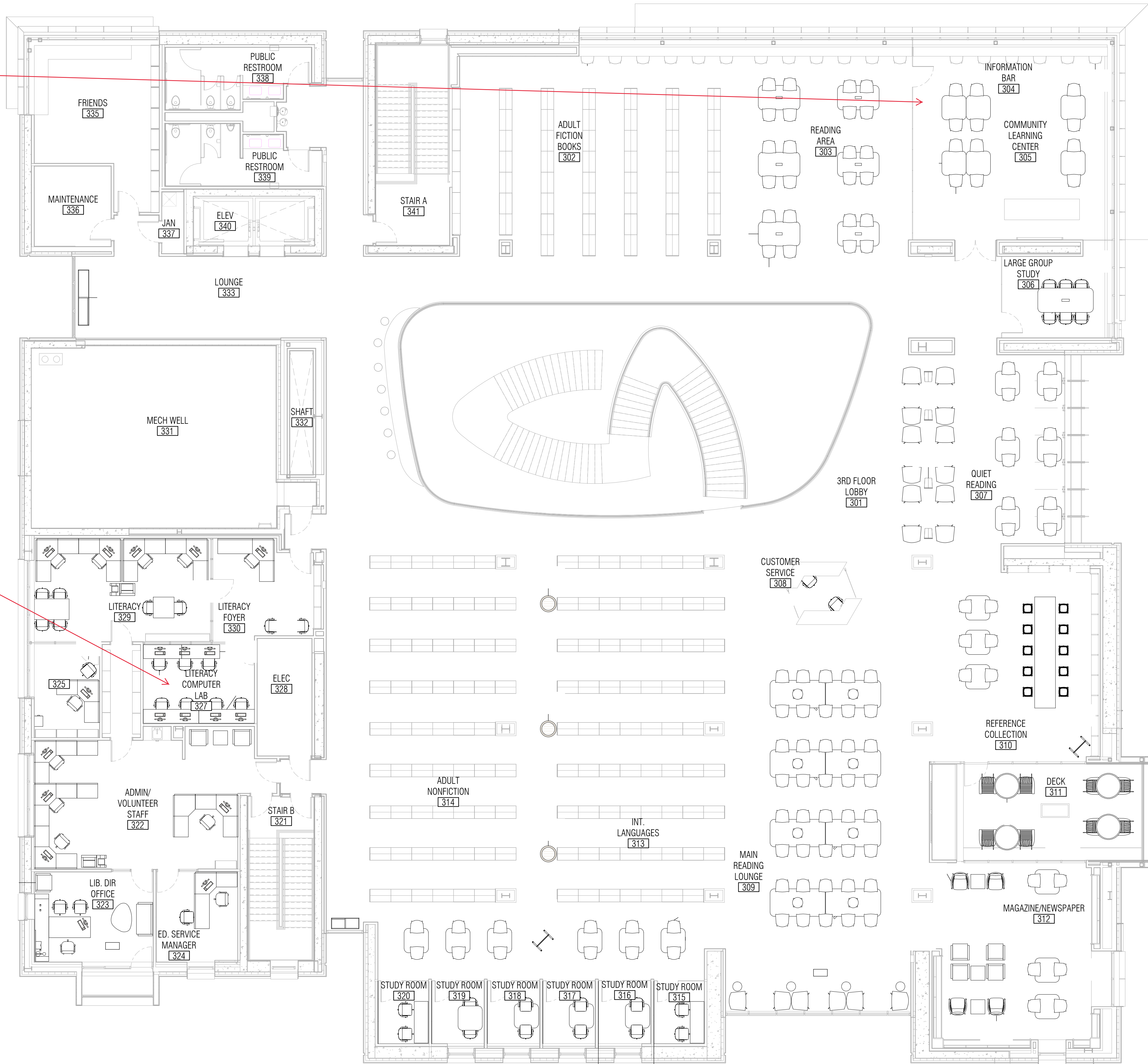
SHEET NUMBER

A9.32

SAMPLE RENDERINGS
INDICATED IN RED

COMMUNITY
LEARNING
CENTER 305

LITERACY
COMPUTER
LAB 327



FURNITURE SCHEDULE - LVL 03			
TAG	Count	DESCRIPTION	Family
(E)	11	CHAIR - STAFF ADJUST	Chair-Adjustable Staff
B-1	2	BENCH - WOOD	HermanMiller_Collection_Nelson_PlatformBench
B-2	1	BENCH - VINYL	Steelcase Coalesse - Millbrae - Seating - Contract Lounge
C-1	130	CHAIR - READER CHAIR	Knoll_Studio_Krusin_Side_Arm_Chair
C-3	39	CHAIR - STAFF ADJUST	Allsteel - Seating - Clarity - Guest Chair
C-9	10	STOOL - WOOD TABLE	GUNLOCKE TRILLIA - STOOL
C-12	7	STOOL - COUNTER	Knoll Piton Stool
C-13	3	STOOL - STEP STOOL	kik-stool
FS-2	2	FURNITURE SYSTEM - WHITEBOARD	Watson Elch
FS-3	6	FURNITURE SYSTEM - ACOUSTICAL WALL MOUNTED FABRIC	BuzziSkin
LC-1	7	LOUNGE CHAIR - MILLBRAE	Steelcase Coalesse - Millbrae - Seating - Contract Lounge
LC-2	18	LOUNGE CHAIR - SWOOP	HermanMiller_Seating_Swoop_OA200_PlywoodLoungeChair
LC-4	4	LOUNGE CHAIR - CROSSHATCH	HermanMiller_Collection_CrosshatchLoungeChair
OC-1	8	OUTDOOR CHAIR - ADIRONDACK FLAT	Adirondack_Chair_and_Table - Chair_16611
OT-1	4	OUTDOOR TABLE - 44" ROUND ALFESCO	Table-Round
S-1	1	STORAGE - FILE CABINET	Cabinet-File 3 Drawer
T-1	8	TABLE - 48"x96" LIBRARY TABLE	Watson Tonic Rectangle Simple Table
T-2	1	TABLE - 42"x96" CONF RM	Watson Tonic Rectangle Simple Table
T-3	28		Watson Tonic Squares Simple Table
T-4	2	TABLE - 24"x72" STUDY ROOM	Watson Seven Flip
T-5	6		Watson Tonic Rectangle Simple Table
T-6	1	TABLE - WOOD 36"x225" LIBRARY TABLE	Table-Wood
T-10	2	TABLE - 24"x96" FLIP UP COMPUTER TABLE	Watson Seven Flip
T-12	2	TABLE - 24"x66" COMPUTER TABLE	Watson Seven Flip
T-19	4	TABLE - CAMPFIRE PERSONAL TABLE	Steelcase Turnstone - Campfire - C Table
T-20	1	TABLE - 36"x60" STAFF	Knoll_Studio_Krusin_Pixel_4Leg_Table_Square_or_Rectangular_Fixed_Top
T-22	2	TABLE - 36" SQUARE STAFF	Knoll_Studio_Krusin_Pixel_4Leg_Table_Square_or_Rectangular_Fixed_Top
T-24	1	TABLE - COFFEE TABLE	HermanMiller_Collection_NoguchirRudderTable
T-25	4	TABLE - 16" SIDE TABLE	HermanMiller_Collection_Nelson_PedestalTable
T-26	4	TABLE - 25" SQUARE BOX TABLE OA301 - Box Table	HermanMiller_Seating_Swoop_OA301 - Box Table
WS-4	2	NEW WORKSTATION - 72"x96" EXECUTIVE	Work Station Cubicle
WS-5	9	NEW WORKSTATION - 72"x72"	Work Station Cubicle
WS-6	1	NEW WORKSTATION - Corner + Single Panel	Work Station Cubicle Single Sided
WS-7	2	NEW WORKSTATION - 26"x36" Extension Panel	Work Station Extension Long

FURNITURE GENERAL NOTES

- SEE ROOM FINISH SCHEDULE FOR ADDITIONAL INFORMATION.
- FURNITURE IS SHOWN FOR REFERENCE ONLY, NOT IN CONTRACT

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PROJECT TITLE

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21ST CENTURY LIBRARY & COMMUNITY LEARNING CENTER FOR HAYWARD

22695 MISSION BLVD
HAYWARD CA 94541

PROJECT: 06992 / FILE: E-2098

APPROVALS

ARCHITECTS SEAL

CHARTERED ARCHITECT
CHRISTOPHER NOLL
No. C15916
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STATE OF CALIFORNIA

ISSUE TITLE

FOR REVIEW

ISSUE DATE

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REVISIONS

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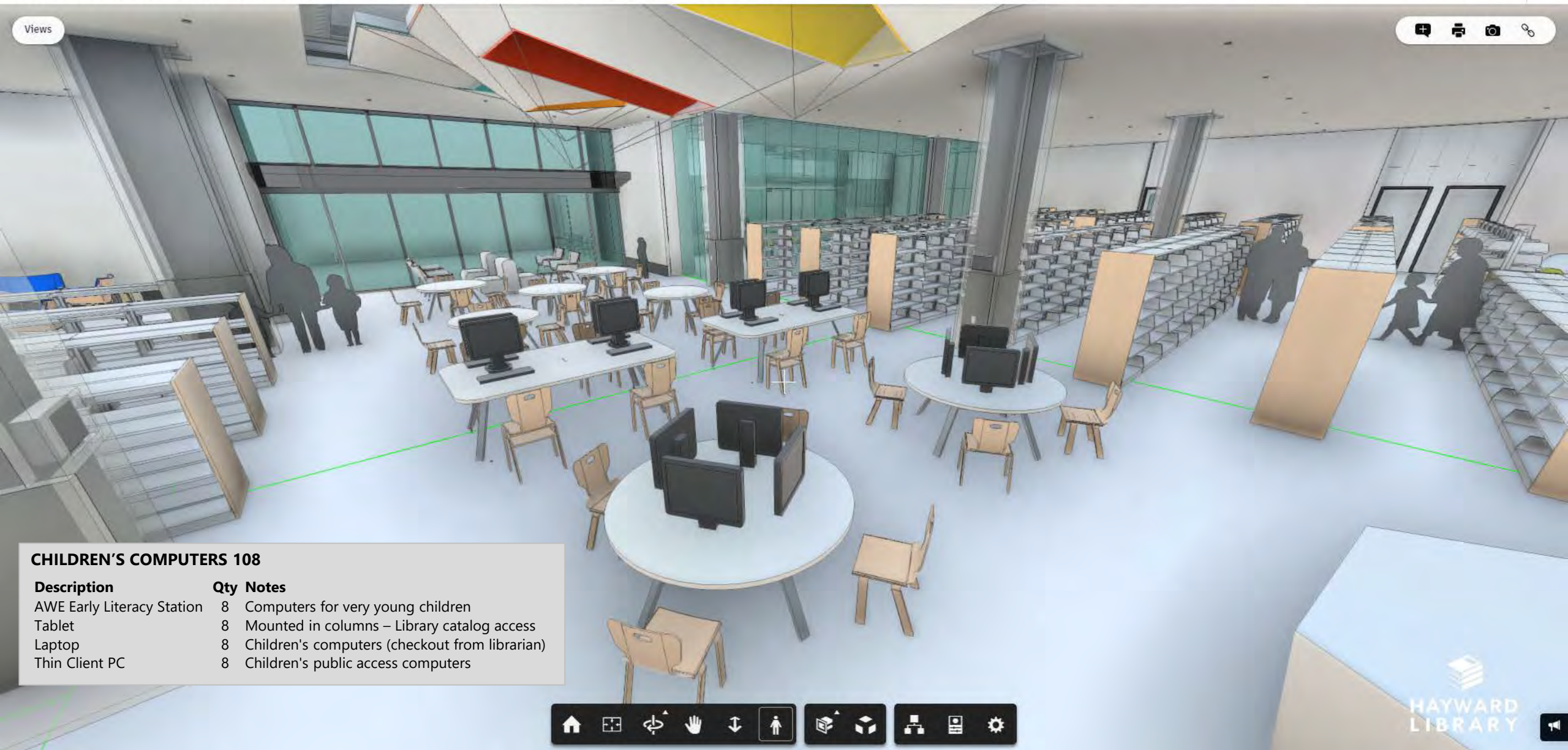
SHEET TITLE

FURNITURE PLAN - LEVEL 3

SHEET NUMBER

A9.33

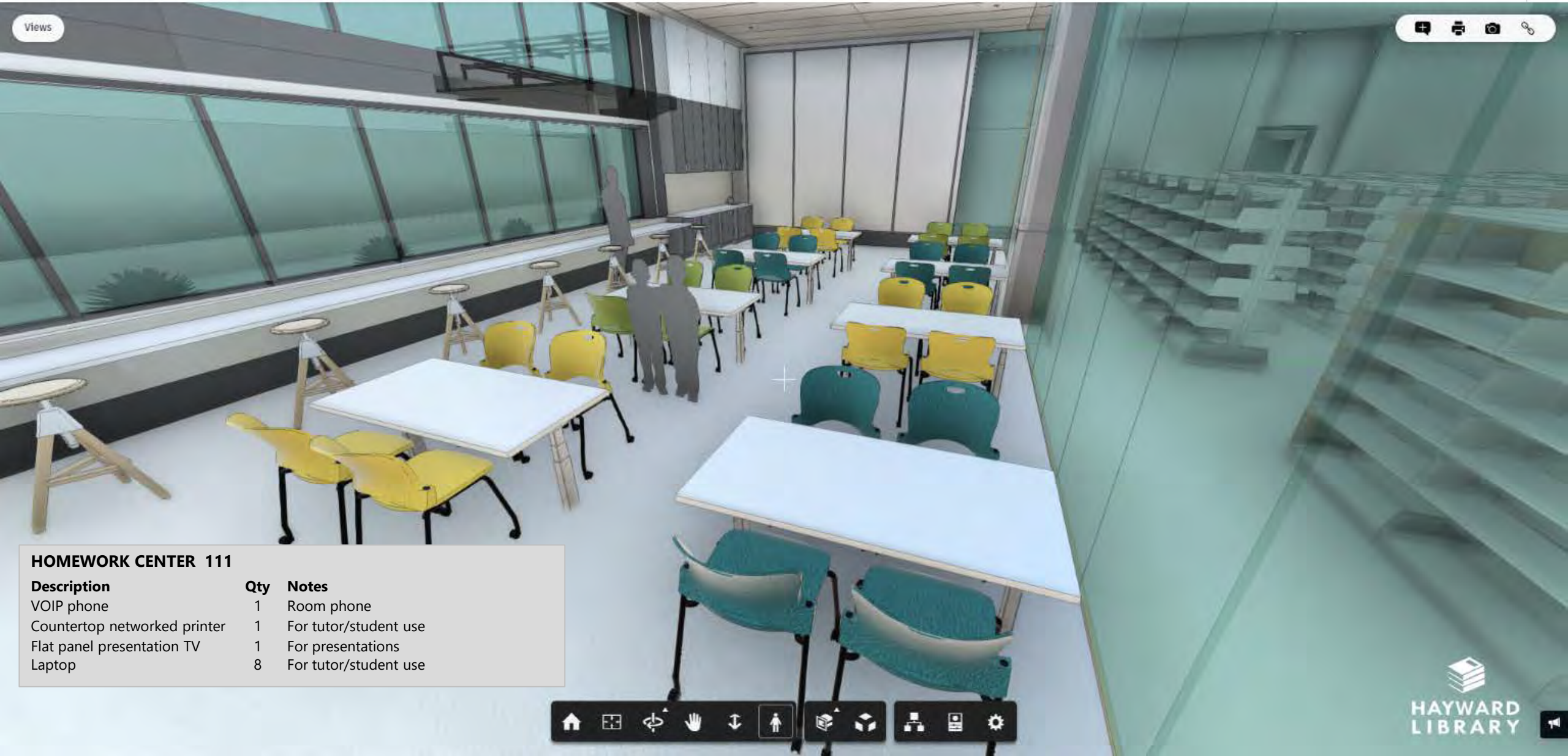
Views



CHILDREN'S COMPUTERS 108		
Description	Qty	Notes
AWE Early Literacy Station	8	Computers for very young children
Tablet	8	Mounted in columns – Library catalog access
Laptop	8	Children's computers (checkout from librarian)
Thin Client PC	8	Children's public access computers

Views

Icons for chat, print, camera, and share.



HOMEWORK CENTER 111

Description	Qty	Notes
VOIP phone	1	Room phone
Countertop networked printer	1	For tutor/student use
Flat panel presentation TV	1	For presentations
Laptop	8	For tutor/student use

Navigation icons for home, view, rotate, hand, zoom, and other controls.

Views



STAFF WORKROOM 122		
Description	Qty	Notes
VOIP phone	6	Dedicated staff phones
Countertop networked printer	1	Shared staff network printer
Desktop Computer	6	Dedicated staff PC workstations
Small refrigerator	1	Shared staff food storage
Thin Client PC	4	Shared staff quicklook PCs



Views



TECHNOLOGY CENTER 204/207

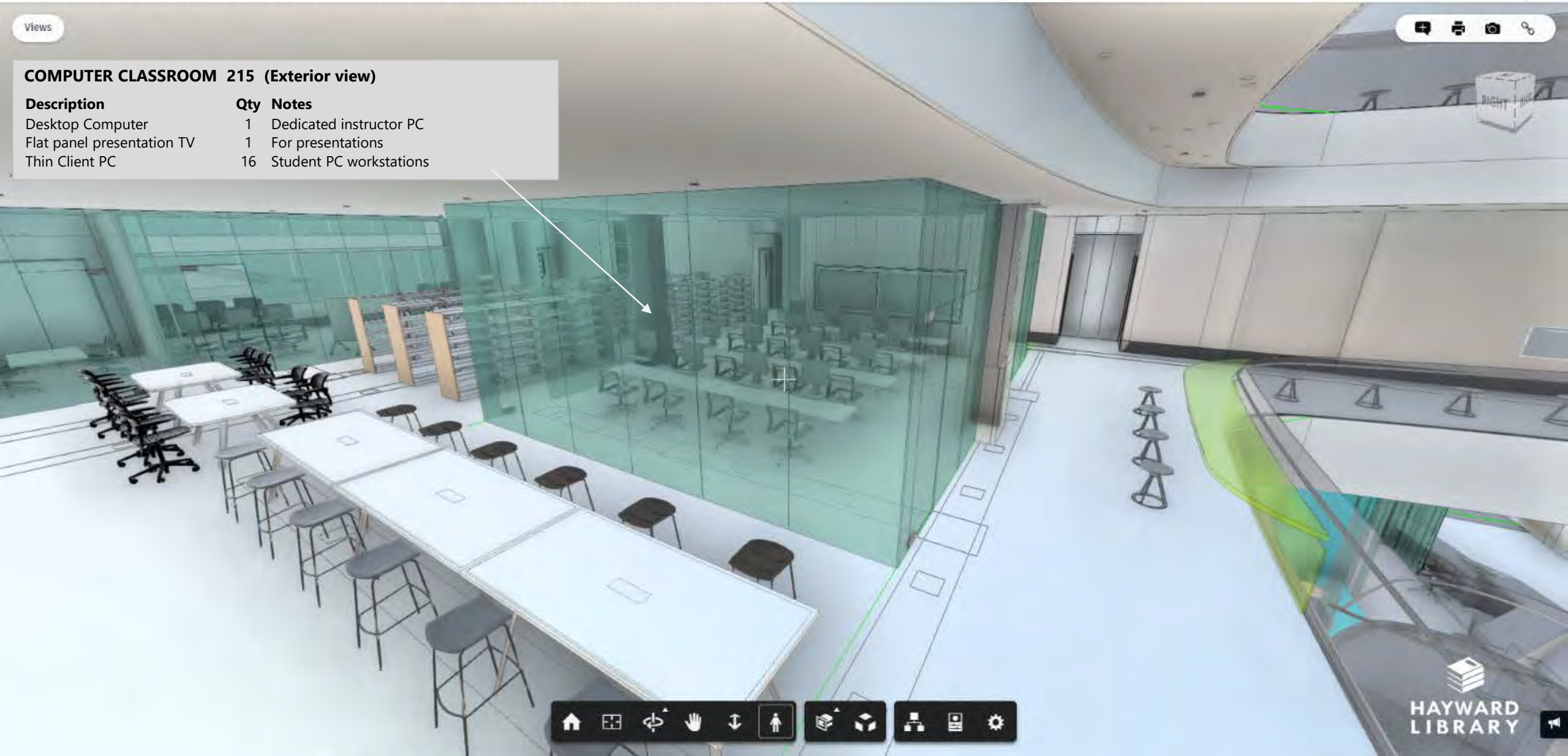
Description	Qty	Notes
RFID pad	1	Library checkout equipment
VOIP phone	1	Customer service phone
Desktop computer	2	Customer service PC workstations
Desktop printer	1	Customer service printer
Laptop	12	Checkout from customer service
Desktop Computer	20	Public access internet / productivity PCs
Tablet	4	Mounted in columns – library catalog
Thin Client PC	20	Public access internet PCs



Views

COMPUTER CLASSROOM 215 (Exterior view)

Description	Qty	Notes
Desktop Computer	1	Dedicated instructor PC
Flat panel presentation TV	1	For presentations
Thin Client PC	16	Student PC workstations



Views

Navigation icons: chat, print, camera, and link.

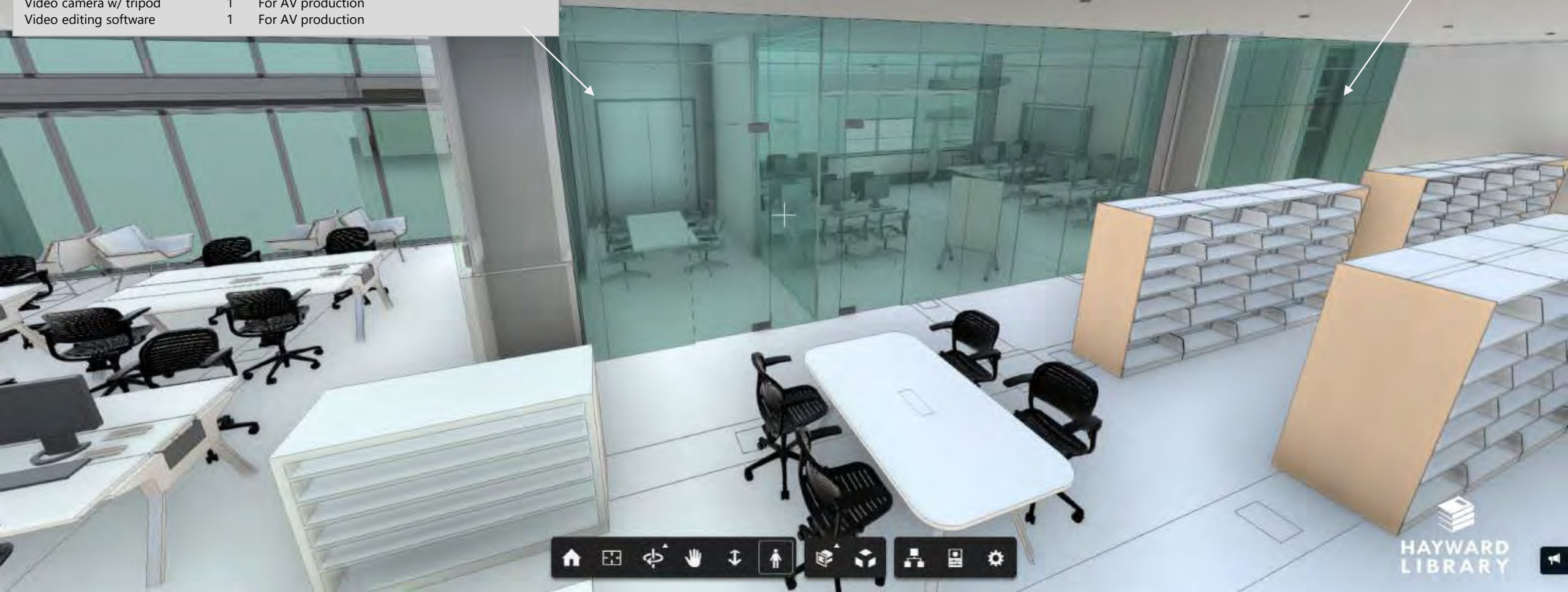


COMPUTER CLASSROOM 215 (Interior view)		
Description	Qty	Notes
Desktop Computer	1	Dedicated instructor PC
Flat panel presentation TV	1	For presentations
Thin Client PC	16	Student PC workstations

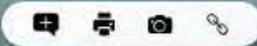
Navigation icons: home, full screen, rotate, pan, zoom, and user.

DIGITAL MEDIA CREATION LAB - Video Booth 208 (exterior view)		
Description	Qty	Notes
Desktop Computer	1	High performance PC for digital video processing
DLSR camera w/tripod	1	w/ zoom, wide angle, macro
Green screen (retractable)	1	Backdrop for interview video
Interview microphones	4	2 handheld w. stands, 2 lapel. For AV production
Studio headphones	2	For AV production
Video camera w/ tripod	1	For AV production
Video editing software	1	For AV production

DIGITAL MEDIA CREATION LAB - Audio Booth 211 (exterior view)		
Description	Qty	Notes
Audio editing software	1	Adobe Creative Suite
Desktop Computer	1	High performace PC for digital audio processing
Studio mic stand w/ popscreen	2	For AV production
Studio microphones	2	For AV production
Studio headphones	4	For AV production



Views



DIGITAL MEDIA CREATION LAB 210 (interior view)

Description	Qty	Notes
AV production software	8	Adobe Creative Suite: Photoshop, Premiere, Illustrator
Design/ illustration software	8	Autodesk Suite: Inventor, AutoCAD, Maya, Sketchbook
VOIP phone	1	Room phone
Desktop computer	8	High performance PCs for graphics processing
Desktop printer	1	For DMCLab student use
Drawing tablet	4	For digital illustration /graphics processing
Flat panel presentation TV	2	For presentations
Laptop	2	For DMCLab student use
Scanner	1	Large format tabloid 1200 dpi



Views



MEETING ROOM B 236 (exterior view)

Description	Qty	Notes
VOIP phone	1	Room phone
Flat panel presentation TV	1	For presentations
Laptop	1	For presentations



Views



MEETING ROOM B 236 (interior view)

Description	Qty	Notes
VOIP phone	1	Room phone
Flat panel presentation TV	1	For presentations
Laptop	1	For presentations



Views



MAKERSPACE 233		
Description	Qty	Notes
VOIP phone	1	Room phone
3D Printer	2	Received Lulzbot Taz 6 through grant
Flat panel presentation TV	1	For presentations
Laptop	4	For presentations and Makerspace participant use
Laser Cutter	1	Maker equipment
Medium Printer	1	For Makerspace users
Sewing Machine	4	Maker equipment
Soldering iron	4	Maker equipment
Ventilation box	1	For laser cutter exhaust, solder fumes



Views

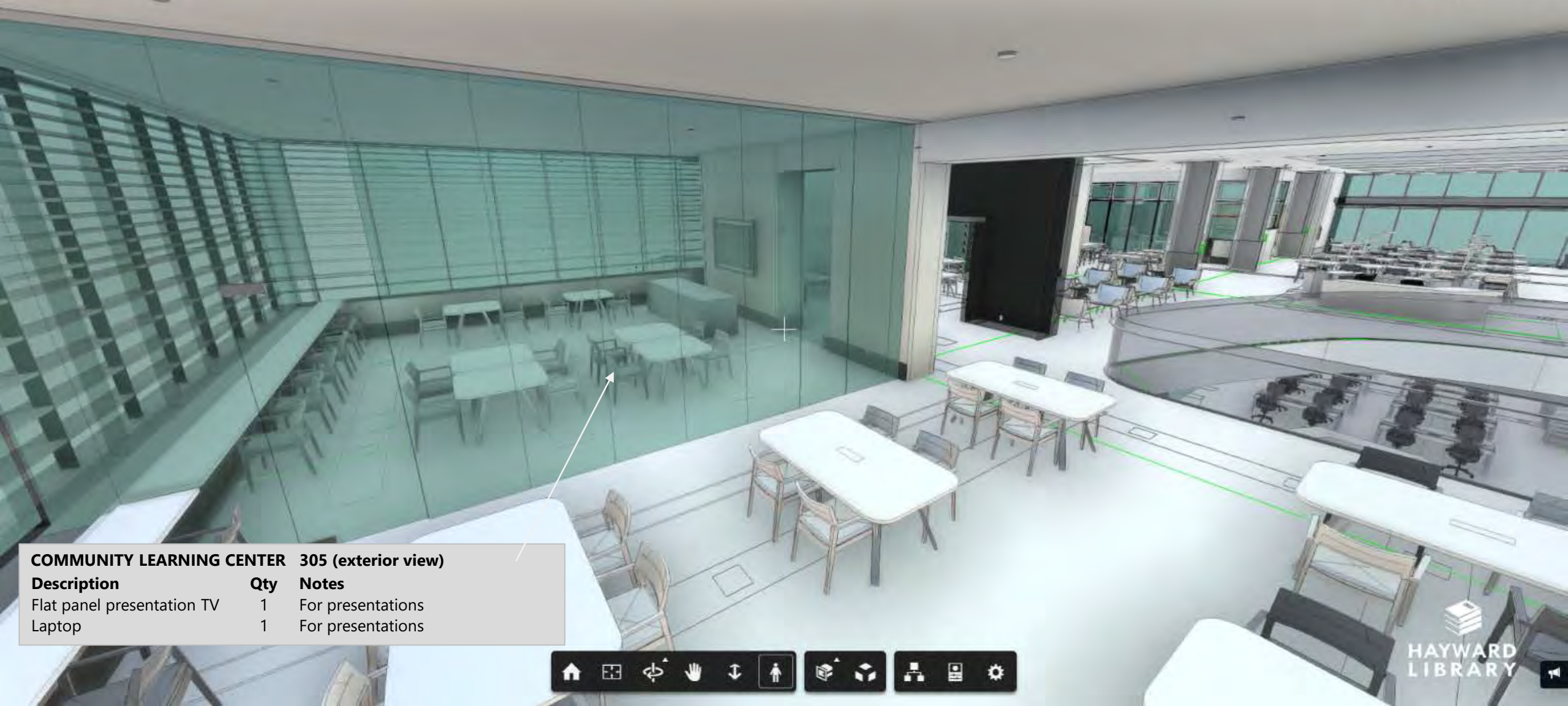
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STAFF WORKROOM 221

Description	Qty	Notes
Laptop	2	Shared staff quicklook PCs
VOIP phone - OLD	8	Dedicated staff phone
Desktop Computer	8	Dedicated staff PC workstation
Medium Printer	1	Shared staff network printer

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Views



COMMUNITY LEARNING CENTER 305 (exterior view)		
Description	Qty	Notes
Flat panel presentation TV	1	For presentations
Laptop	1	For presentations



Views

🗨️ 🖨️ 📷 🔗

COMMUNITY LEARNING CENTER 305 (interior view)		
Description	Qty	Notes
Flat panel presentation TV	1	For presentations
Laptop	1	For presentations



Views

🗨️ 🖨️ 📷 🔗

LITERACY COMPUTER LAB 327		
Description	Qty	Notes
Desktop printer	1	For tutor/learner use
Thin Client PC	7	Literacy learner PCs

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CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

File #: RPT 17-174

DATE: December 7, 2017

TO: Council Technology Application Committee

FROM: Director of Maintenance Services

SUBJECT

Authorization to Negotiate and Execute an Agreement with Dude Solutions
For the Purchase of Computerized Maintenance Management
System and Facility Condition Assessment

RECOMMENDATION

That the Committee reviews this report and provides any feedback before it is presented to the full City Council in January 2018.

ATTACHMENTS

Attachment I Staff Report



DATE: December 7, 2017

TO: Council Technology Application Committee

FROM: Director of Maintenance Services

SUBJECT: Provide Feedback on Proposed Agreement with Dude Solutions for the Purchase of Computerized Maintenance Management System and Facility Condition Assessment

RECOMMENDATION

That the Committee reviews this report and provides any feedback before it is presented to the full City Council in January 2018.

SUMMARY

After researching multiple firms who provide cloud-based facility maintenance software platforms, staff has selected Dude Solutions based on their experience, expertise and their history of effective implementations in other government agencies. Dude Solutions currently holds the NJPA (National Joint Powers Alliance) contract for facility CMMS.

BACKGROUND

As the City continues to grow, both in size and age, the need to effectively manage workflow, records, and data for infrastructure, as well as routine, reactive, preventive, and future maintenance, is becoming more and more crucial. Over the past few years, it has become increasingly apparent that current practices are inefficient, resulting in an excessive amount of staff time spent attempting to accurately log and track data that could be automated through a computerized maintenance management system.

Maintenance Management and Workflow

The Facilities Division is responsible for the daily and long-term maintenance of thirty-four City-owned facilities and the associated capital replacement schedules of their components. Currently, all maintenance, inspection, and project data is managed manually through multiple large, complex, and in many cases, unwieldy spreadsheets and databases. The current practice of managing this large amount of data is time-consuming, inefficient, and error-prone. This not only impacts administration staff, but also maintenance staff in the field. They are required to complete daily activity logs and checklists, which are then submitted for approval to a manager who ultimately logs the information into the databases and spreadsheets. Extracting and analyzing pertinent data for use in staff reports, budget

documents, and for use in making staffing decisions (based on reviewing the amount of staff time it takes to complete certain tasks) is also, in many cases, a lengthy process.

Maintenance-related data currently being manually tracked includes, but is not limited to:

- Weekly Task Sheets – weekly tasks are listed on paper task sheets for each maintenance employee. Tasks are then manually tabulated and logged into spreadsheets as a record of maintenance activities.
- Routine Inspection Reports - these reports are completed for items such as, but not limited to, HVAC, lighting, roofing and monthly generator testing to ensure City equipment and facilities are functioning as designed and are safe. Maintenance staff currently completes inspection reports using paper checklists. The inspection report is then forwarded to administration staff, and if an issue is noted, the issue is input into a spreadsheet and subsequently followed up with a CRM.

DISCUSSION

Computerized Maintenance Management System Research

In an effort to streamline facility maintenance tasks, staff began researching alternate solutions to current processes that are time-consuming, inefficient, and error-prone. Needs of the Facilities Division were identified as follows:

- Automated workflow, work orders, and reporting
- Capital Forecasting
- Inventory Management
- Record Keeping
- Job Costing - time and materials
- Accountability - maximizing response time, productivity and efficiency

After considering many options and reaching out to other agencies, staff narrowed their choices down to two firms, Maintenance Connection and Dude Solutions. Live demonstrations that included staff from Maintenance Services Administration and the Facilities Division were scheduled for each product. Maintenance Connection was eventually eliminated as their program was not as user-friendly as Dude Solutions, nor did it contain a capital forecasting module.

San Ramon Valley Unified School District (SRVUSD), City of San Leandro, and City of Concord have all acquired Dude Solutions. The City of San Leandro recently completed implementation, while SRVUSD and the City of Concord are currently using the system.

City staff met with representatives from both SRVUSD and the City of Concord and both report they are very satisfied with the Dude Solutions system, customer service, and implementation process.

Facility Condition Assessment and Capital Forecast

A major component of this project will be the creation of a long-term capital forecast through a facility condition assessment. The capital forecasting field data collection and condition assessment is meant to capture information on all major building systems to the individual component level, including all components considered capital repair items (as opposed to maintenance level items). This type of real-life data analysis will provide a more accurate equipment life-cycle and provide a solid basis for predicting budget and equipment needs in the future. Equally as important, the forecast will reflect potential cost impacts of not replacing components in a timely manner. Examples of the types of components which will be included are as follows:

- Heating System
- Ventilation System
- Air Conditioning System
- Roofing System
- Electrical System
- Plumbing

The City of San Leandro released a Request for Proposal (RFP) in 2015 and received seven (7) qualified bids from leading Computerized Maintenance Management Systems vendors including: TruePoint (Accela); AssetWorks; MaintStar; Hiperweb; Dude Solutions; Robert Stephens; and Veoci. Dude Solutions was selected based on the quality of their submission, the overall ease of use of their software compared to the others, their mobile app (which outperformed others, while some did not even have this functionality), and their detailed project implementation plan. In addition, they were the lowest priced bidder.

Dude Solutions was awarded a contract (#110515-SDI) for Public Sector Administrative-Related Software Solutions & Technology Services by the National Joint Powers Association (NJPA). All government agencies may purchase from the competitively bid contract and take advantage of low bid pricing. Such “piggy-back” cooperative contracts satisfy the competitive requirements of the City’s Purchasing Ordinance.

After comparing products based on how well they met the needs of the City, cost of acquisition and implementation, ease of use, and ongoing support, staff is recommending moving forward with Dude Solutions.

ECONOMIC IMPACT

There is no economic impact associated with this project.

STRATEGIC INITIATIVES

This agenda item supports the Complete Communities Strategic Initiative. The purpose of the Complete Communities strategic initiative is to create and support structures, services, and amenities to provide inclusive and equitable access with the goal of becoming a thriving and promising place to live, work and play for all. This item supports the following goals:

Goal #1 Improve quality of life for residents, business owners, and community members in all Hayward neighborhoods.

FISCAL IMPACT

The total cost to implement Dude Solutions is \$89,442. The NJPA contract award qualifies the City for a discount on pricing, resulting in a savings of 6% on the software quick start, 11% on the annual renewal every year thereafter, and a 3% discount on the facility condition assessment. The total cost itemization, including the NJPA discount, is as follows:

1. Dude Solution's Modules and One-Time Implementation: \$15,520, includes implementation plan as outlined above, two (2) tuitions at the annual user's conference (Dude University), and first year (FY 2017/18) annual cost for support and updates.
2. Facility Equipment Inventory Data Collection, Preventative Maintenance Tasking and Generation, & Facility Condition Assessment with Report: \$73,922.
3. Annual Renewal: \$12,451 (includes unlimited support, software updates). There is no long-term contract agreement required, and the agreement can be cancelled at any time without penalty. If the contract is not renewed, the data can be retained and transferred to a different format or system.

Sufficient funding for this purchase is available through the adopted FY2018 Facilities Capital Improvement Program.

SUSTAINABILITY FEATURES

The implementation of a Computerized Maintenance Management System will provide a more thorough preventative maintenance plan for the repairs and replacement of facility components in a manner consistent with the City's sustainability policies.

PUBLIC CONTACT

This project supports an internal department function and no public comment was sought. Staff contacted other local agencies as mentioned in this report to gauge satisfaction and solicit feedback regarding their current facilities CMMS.

NEXT STEPS

1. After Committee input, this agreement will be taken to Council for authorization in January 2018. Upon Council approval, staff will begin the process of purchasing the Computerized Maintenance Management System, Dude Solutions

2. February 2018 – July 2018: Implementation Period

Prepared by: Allen Koscinski, Facilities and Building Manager

Recommended by: Todd Rullman, Maintenance Services Director

Approved by:

A handwritten signature in black ink, appearing to read 'K. McAdoo', is positioned above a horizontal line.

Kelly McAdoo, City Manager