

# **CITY OF HAYWARD**

Hayward City Hall  
777 B Street  
Hayward, CA 94541  
[www.Hayward-CA.gov](http://www.Hayward-CA.gov)



CITY OF  
**HAYWARD**  
HEART OF THE BAY

## **Agenda - Final**

**Monday, February 26, 2018**

**6:30 PM**

**City Hall, Conference Room 2A**

## **Library Commission**

**CALL TO ORDER**

[RPT 18-045](#)

The Agenda for the February 26, 2018 Library Commission Agenda is enclosed

**Attachments:** [Attachment I. Agenda for the February 26, 2018 Library Commission Meeting](#)

**PLEDGE OF ALLEGIANCE****ROLL CALL****APPROVAL OF MINUTES**

[MIN 18-030](#)

The Minutes of the January 22, 2018 Library Commission meeting are enclosed.

**Attachments:** [Attachment I. Minutes of the January 22, 2018 Library Commission meeting](#)

**PUBLIC COMMENTS:**

*The Public Comment section provides an opportunity to address the Oversight Board on items not listed on the agenda. The Board 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 Board or are within the jurisdiction of the Board as the Board is prohibited by State law from discussing items not listed on the agenda, your item will be taken under consideration and may be referred to staff.*

**OLD BUSINESS****21ST CENTURY LIBRARY TRANSITION AND OPERATING PLAN****NEW BUSINESS**

[RPT 18-046](#)

Library Policy Updates Staff Report

**Attachments:** [Attachment I. Library Policy Updates Staff Report February 26, 2018](#)

**LIBRARY POLICY AND PROCEDURES**

CUSTOMER CONDUCT POLICY

COMMUNITY INFORMATION BOARD POLICY

MEETING ROOM POLICY AND FEES

**REPORTS**

21ST CENTURY LIBRARY CONSTRUCTION

LIBRARY COMMISSIONERS

FRIENDS OF HAYWARD LIBRARY

CITY COUNCIL LIAISON

**AGENDA BUILDING**

REVIEW UPDATED AGENDA SCHEDULE

**ADJOURNMENT**

*Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans Disabilities Act of 1990. Interested persons must request the accommodation at least 48 hours in advance of the meeting by contacting the City Manager at (510) 583-4300 or TDD (510) 247-3340.*



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**File #:** RPT 18-045

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**DATE:** February 26, 2018

**TO:** Library Commission

**FROM:** Director of Library and Community Services

**SUBJECT**

The Agenda for the February 26, 2018 Library Commission Agenda is enclosed

**RECOMMENDATION**

That the Library Commission review the Agenda for the February 26, 2018 meeting

**ATTACHMENTS**

Attachment I. Agenda for the February 26, 2018 Library Commission Meeting

**AGENDA**  
**City of Hayward Library Commission**  
February 26, 2018 @ 6:30 PM  
City Hall, Conference Room 2A  
777 B Street, Hayward, Calif.

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1. Call to Order
2. Pledge of Allegiance
3. Roll Call
4. Approval of Minutes
  - a. Minutes from the January 22, 2018 Regular Meeting
5. Public Comments\*
6. Old Business
  - a. 21<sup>st</sup> Century Library transition and operating plan
7. New Business
  - a. Library policies and procedures
    - i. Customer Conduct Policy
    - ii. Community Information Board Policy
    - iii. Meeting Room Policy and Fees
8. Reports
  - a. 21<sup>st</sup> Century Library construction
  - b. Library Commissioners
  - c. Friends of Hayward Library
  - d. City Council Liaison
9. Agenda Building
  - a. Review updated Agenda Schedule
10. Adjournment

*\* The Public Comments section provides an opportunity to address the Library Commission on items listed on the agenda, as well as other items of interest. The Commission welcomes comments and requests that speakers present their remarks within established time limits. (Individual comments are set at a 3-minute time limit; comments on behalf of a group are set at a 5-minute time limit.) As the Commission is prohibited by State law from discussing items not listed on the agenda, your item will be taken under consideration and may be referred to staff.*



# CITY OF HAYWARD

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**File #:** MIN 18-030

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**DATE:** February 26, 2018

**TO:** Library Commission

**FROM:** Director of Library and Community Services

**SUBJECT**

The Minutes of the January 22, 2018 Library Commission meeting are enclosed.

**RECOMMENDATION**

That the Library Commission review and approve the Minutes of the January 22, 2018 meeting.

**ATTACHMENTS**

Attachment I. Minutes of the January 22, 2018 Library Commission meeting

## MINUTES

City of Hayward Library Commission - January 22, 2018

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Call to order. Commission Chairperson McAllister called the meeting to order at 6:31 pm.

Roll call. Library Commissioners in attendance: Bergeron, Bufete, Lowe, McAllister, Murillo, Prada, Reynoso and Sharafali. Library Commissioners absent: Rogers. Council Liaison Salinas was not in attendance. Staff in attendance: Sean Reinhart, Lindsey Polanco and Lara Williams. There were no visitors in attendance.

Minutes from the December 18, 2017 regular meeting. The minutes were approved as submitted.

Public comments. There were no public comments.

21<sup>st</sup> Century Library transition and operating plan. Director Reinhart provided an overview of the plan, noting some schedule updates. Opening day ceremonies are developing as a festival that would take place on a Saturday and culminate with the official ribbon cutting. Features include a time capsule, donor recognitions, poetry contest, community "book chain" moving event, Youth Hall of Fame awards winners. Publicity and media will possibly comprise of the Friends of the Library conducting six interviews through Chabot's local cable access channel, press releases through local media and distribution of informational material to the library patrons.

Library Ambassador volunteer docents. Ms. Polanco provided an update. Education Services will partner with the Library Commission, currently active Library volunteers, and Cal State East Bay. Ambassadors will wear lanyards, polos, vests and/or buttons to indicate their status. Tours will be offered in multiple languages. Promotional materials will be multilingual. Exploring options for creating audio walking tours of the 21<sup>st</sup> Century Library.

21<sup>st</sup> Century Library virtual tour. Director Reinhart presented a 3D CAD virtual tour of the library.

Library Commission 2018 agenda plan. Director Reinhart presented the agenda topics for the 2018 calendar year and elaborated on each topic. The agenda plan is attached. Commissioner McAllister requested the Heritage Plaza item be added, and that the bylaws be distributed in advance of the May 2016 meeting. Commissioner suggested adding a patron survey about the new library.

21<sup>st</sup> Century Library construction. There will be some tours available between January and May. Director Reinhart will share notice of the tours with the commission.

Library Commissioner reports. There were no commissioner reports.

Friends of Hayward Library report. Commissioner McAllister has accepted the position of Vice President of Friends of the Library. First point of focus is the public informational stream by using the Chabot College public access channel to publicize Friends of the Library and Library events and news.

City Council liaison report. Director Reinhart stated that Councilmember Salinas sends his regrets he was not able to make the meeting. He now has a class to teach on Monday nights and will not be able to attend the meetings for this school semester.

Agenda building. The agenda for the 2018 calendar year was reviewed and updated, and is attached. The next Library Commission meeting will take place on February 26<sup>th</sup>, 2018.

Adjournment. Commissioner McAllister adjourned the meeting at 7:27pm.



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**File #:** RPT 18-046

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**DATE:** February 26, 2018

**TO:** Library Commission

**FROM:** Director of Library and Community Services

**SUBJECT**

Library Policy Updates Staff Report

**RECOMMENDATION**

That the Library Commission review the Library Policy Updates Staff Report.

**ATTACHMENTS**

Attachment I. Library Policy Updates Staff Report February 26, 2018





Date: February 26, 2018  
To: Library Commission  
From: Sean Reinhart, Library Director  
**Subject: Library Policy Updates: Customer Code of Conduct, Community Information Board Policy, and Meeting Room Fees**

In preparation for the transition to the 21<sup>st</sup> Century Library facility in 2018, Library staff and the Library Commission have undertaken updates of several Library policies.

Attached to this report are the following updated policies for Library Commission review, feedback, and approval:

#### ATTACHMENTS

- I. Customer Code of Conduct
- II. Community Information Board Policy
- III. 21<sup>st</sup> Century Library Meeting Room Fees

**\*\* DRAFT \*\*****CITY OF HAYWARD PUBLIC LIBRARY  
Customer Code of Conduct**

The mission of Hayward Public Library is to provide equal opportunity in education and lifelong learning to every member of the Hayward community. The Library provides a wide array of resources, services, and community learning spaces to the general public. Library resources are intended to be equally available to all, for the enrichment and enjoyment of all. Therefore, Hayward Public Library has adopted the following Customer Code of Conduct.

Behavior or conduct which disrupts or prevents the normal and intended use of the public library by other community members and/or staff is prohibited. Library staff have been authorized to enforce this Code in all Hayward Public Library facilities and surrounding grounds. Examples of prohibited behaviors include, but are not limited to:

1. Theft of Library property, or property of Library staff, or property of Library visitors. *State law permits library staff to search purses, bags, parcels, briefcases, and other packages to prevent the theft of books and library materials, and authorizes the detention for a reasonable period of any person using these facilities who is suspected of committing library theft (California Penal Code section 490.5)*
2. Public intoxication or the possession or use of drugs, alcohol or tobacco, including smoking and vaping.
3. Engaging in or soliciting any type of sexual contact or behavior.
4. Engaging in physical altercations including fighting, harassing, abusing or assaulting other customers or staff.
5. Abuse or vandalism of public or private property including Library facilities, equipment, and materials; unacceptable or inappropriate use of furniture which may cause damage or excessive wear to Library property, or which could prevent others from accessing library services.
6. The use of loud, abusive, threatening, harassing or offensive language.
7. Viewing or displaying inappropriate, sexually explicit, or illegal material in the Library, including inappropriate use of library computers. Use of library computers and wifi is further subject to the Computer Use Policy.
8. Children may not be left unattended in the Library for any length of time. Library staff are not able to supervise or monitor children. Parents or guardians are responsible for the supervision and behavior of their children in the Library at all times.
9. Adults visiting the Children's Library must be accompanied by children or using children's materials. Restrooms in the Children's Library are reserved for children and accompanying adults only.
10. Adults and children under 13 are restricted from use of the Teen Center unless accompanied by a teen or using teen materials.
11. Animals are not permitted in the Library, except service animals recognized under Titles II and III of the Americans with Disabilities Act (ADA).
12. Presenting offensive and pervasive odor or odors which constitute a nuisance to other customers or staff.
13. Creating any unreasonable noise, including loud talking, singing, running, boisterous activity, and the playing of audio equipment of any type, which disturbs other patrons or staff. Please use headphones when listening to audio on electronic devices.
14. Wheeled devices with or without power are not allowed in the Library (for example, bicycles, skateboards, roller skates, scooters, grocery carts, wheeled luggage, etc.), except wheelchairs or walkers that are actively being used to assist persons with disabilities, and strollers that are actively being used to transport children or infants.
15. Library entrance areas, aisles and passageways may not be blocked in any way that could prohibit the free flow of pedestrian traffic. Personal items may not be left unattended in the library for any length of time. Library staff is not responsible for lost or stolen property.
16. Restrooms may not be used for bathing, laundering, loitering, sexual activity, drug use, nor any other unintended use. Illegal activity of any kind will be reported to law enforcement.
17. Eating, drinking or displaying open food or liquid containers, except in designated areas.
18. Failure to wear adequate clothing, including top, bottom and shoes.
19. Sleeping is prohibited.
20. The use of another customer's library card and/or account number for any purpose, including to access library computers.
21. Soliciting or begging for money, donations or signatures, or the distribution or posting of any printed material except through authorized library procedures subject to the Community Information Board policy.
22. Possession of weapons or hazardous materials of any kind in or around the Library.
23. Any activity that results in or could cause injury or harm to oneself or others.

Library users who engage in conduct or behavior that violates this Policy will be issued a warning and/or required to leave the premises. Repeated or serious violations of this Policy may result in the suspension of Library visiting privileges for an extended time period. Any and all illegal activity is immediately reported to law enforcement.

**\*\*DRAFT\*\***

**CITY OF HAYWARD PUBLIC LIBRARY  
COMMUNITY INFORMATION BOARD POLICY**

Hayward Public Library designates spaces and processes for the display and/or distribution of community information on library property subject to the restrictions specified in this policy as follows:

The Library designates spaces for the display and/or distribution of community information from the following groups:

- Hayward Public Library;
- City of Hayward, including its municipal departments, boards, commissions, and task forces;
- Friends of Hayward Library;
- Individuals, organizations or groups working in formal partnership with Hayward Library;
- Other public agencies;
- Community-based non-profit organizations.

The Library prohibits community information and materials that are:

- Illegal, inappropriate or inflammatory;
- Contrary to library policy;
- Political in nature;
- Selling, promoting, advertising, or soliciting for commercial products or services;
- Personal advertisements or want ads of any kind;
- Solicitation to participate in medical, academic, social, commercial or political surveys, contests or research;
- Petition or pledge form;
- Oversized, handmade, hazardous, tear-away, or otherwise unsuitable for public display;
- Promoting events or activities that charge fees, except as listed below;

The Library prohibits community information and materials that are commercial in nature or pertaining to events or activities that charge fees, with the following exceptions:

- Hayward Public Library events and activities;
- City of Hayward events and activities;
- Friends of Hayward Library events and activities;
- Other public agencies' events and activities;
- Community organizations working in partnership or collaboration with Hayward Library.

All community information and materials must be submitted to Library staff for approval prior to display or distribution. The Library may reject any information or materials that the Library, at its sole discretion, deems contrary to this policy or otherwise deems unsuitable for display. Appeals may be submitted to the Library Director in writing, whose decision is final.

Because space is limited, it may not be possible to display or distribute all submitted community information and materials even when they comply with this policy. In cases where space is limited, priority is given to community information and materials from Hayward Library, City of Hayward, Friends of Hayward Library, formal library partners, other public agencies, and community-based non-profit organizations, in that order.

All community information and materials submitted for display and/or distribution become the exclusive property of Hayward Public Library to dispose of, duplicate, or alter at any time, and in any matter, it sees fit.

The display and/or distribution of materials does not constitute an endorsement of any group or its views.

**\*\*DRAFT\*\***

**CITY OF HAYWARD PUBLIC LIBRARY  
21<sup>ST</sup> CENTURY LIBRARY MEETING ROOM FEES**

**I. User Groups**

Users are classified into the following groups for determining scheduling priority and the applicable fees and charges.

- A. City of Hayward departments or governmental agencies directly serving residents of Hayward, i.e., HUSD, HARD, County of Alameda, etc.
- B. Nonprofits under IRS Code 501(c)(3) and open membership group that are co-sponsored by the Library Department.
- C. Nonprofit groups under IRS Code 501(c)(3) based in and directly serving residents of Hayward, whose purpose is the betterment of the community.
- D. Other organized clubs or special interest group that have been granted IRS Code 501(c)(3, 4 or 6) nonprofit status with open membership, formal organization, and officers.
- E. Other public or private civic, cultural, educational, or charitable groups not previously mentioned above.
- F. Hayward businesses with company facilities located within the Hayward City limits.
- G. All other businesses, commercial groups, private functions and other groups not previously mentioned above

**II. Fee Rates by User Group*****21<sup>st</sup> CENTURY LIBRARY MEETING ROOM FEES***

	<b>FEE RATES BY USER GROUP ** all rates hourly **</b>						
<b>LIBRARY FACILITY</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
<b>Large Room (whole)</b>	-	-	\$35	\$50	\$75	\$100	\$150
<b>Large Room (subdivided ½)</b>	-	-	\$20	\$35	\$50	\$75	\$100
<b>Medium Room</b>	-	-	\$20	\$35	\$50	\$75	\$100
<b>Conference Room</b>	-	-	\$10	\$20	\$30	\$50	\$75
<b>Warming Kitchen (*flat rate)</b>	-	-	-	\$50*	\$50*	\$100*	\$150*

<b>OTHER LIBRARY FEES</b>	<b>RATES – all user groups</b>
<b>Application Fee</b>	<b>\$6 non-refundable processing fee at time of application</b>
<b>Janitorial Service Fee (when needed)</b>	<b>\$57 per event, plus janitorial service fee</b>
<b>Room Setup Fee (when needed)</b>	<b>\$50 - \$100</b>
<b>Attendant on Duty (when needed)</b>	\$75/hr.
<b>Opening/Closing Fee (when needed)</b>	\$50
<b>Liability Insurance</b>	Fees determined for each use.
<b>Hayward Police Dept. Security</b>	Fee determined by current overtime rates for police personnel
<b>Private Vendor Security</b>	Fee determined by current hourly rates, nature of event, # of
<b>Utilities</b>	Fee determined by average current hourly costs
<b>Meeting Room Damage Deposit</b>	\$50 - \$1,000 depending upon room and group size

**Notes:** ALL MEETING ROOM APPLICATIONS MUST BE SUBMITTED VIA THE ONLINE SCHEDULING SYSTEM. Paper applications will not be accepted. Meeting room fees vary according to the organization booking the room (see definitions in User Groups). Operational costs, liability insurance, janitorial, and security fees may also be applicable. Minimum rental is two hours. Hourly rates are not prorated for parts of an hour. A non-refundable application fee is due and payable at the time of application. All other applicable fees are due and payable in full at the time of schedule confirmation. Meeting room refunds are not available.

**\*\*Highlighted = New proposed fees for Library Commission review**