Board of Trustees
Meeting of Wednesday, March 28, 2018 • 12:15 P.M.
San Diego Law Library
1105 Front St., San Diego, CA 92101
AGENDA

1) Call to Order

2) Opportunity for General Public Comment

3) Minutes of Previous Meetings
   A. Approval of Minutes of February 21, 2018

4) Financial Report
   A. January 2018 Financial Report

5) Form 700 Reminder

6) Safety and Security

7) Joe Matthews

8) Other Reports
   A. Foundation Liaison Report (Judge Gill, Low)
      (1) Future of Foundation
      (2) Joint Meeting

9) Director's Report
   A. Library Update
      (1) “What’s New?” ...at the Law Library
      (2) County Connections
      (3) Resolution of Appreciation for George W. Brewster, Jr. Upon his Retirement
   B. Law Library Press & Praise
   C. Outreach Activities
   D. Facilities Maintenance Reports
   E. Patron Compliments/Concerns
   F. Incident Reports
   G. Top Research Guides & Downloads Report
   H. Social Media Report
   I. Monthly User Snapshot
   J. Monthly Activity Report

10) Board Member Reports
    A. Any new business not an Agenda Item.

11) Adjournment

**Items with asterisks will be discussion items only**
Persons wishing to make public comment at the meeting are requested to make arrangements with the Administrative Office prior to the meeting at (619) 531-4449. Persons desiring to comment on an agenda item will speak when that item comes up for discussion. An individual desiring to bring another matter to the Board's attention should be prepared to speak at the beginning of the meeting. Members of the public should limit remarks to five minutes. Materials for each agenda item, except closed session items, are available for public inspection from the San Diego Law Library Administrative Office, 1150 Front Street, San Diego, CA 92101-3904
<table>
<thead>
<tr>
<th>NO.</th>
<th>ITEM</th>
<th>SUMMARY</th>
<th>RECOMMEND</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Call to Order</td>
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<td>Action.</td>
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<tr>
<td>2.</td>
<td>Opportunity for General Public Comment</td>
<td></td>
<td>N/A</td>
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<td>3.</td>
<td>Minutes of Previous Meetings</td>
<td>Approval of Minutes of February 21, 2018</td>
<td>Action.</td>
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<td>5.</td>
<td>Form 700 Reminder</td>
<td>Form 700 Reminder</td>
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<td>7.</td>
<td>Joe Matthews</td>
<td>Joe Matthews</td>
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<td>8.</td>
<td>Other Reports</td>
<td>A. Foundation Liaison Report (Judge Gill, Low)</td>
<td>Information.</td>
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<td>(1) Future of Foundation</td>
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<td>(2) Joint Meeting</td>
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<td>B. Law Library Press &amp; Praise</td>
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<td>C. Outreach Activities</td>
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<td>D. Facilities Maintenance Reports</td>
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<td>E. Patron Compliments/ Complaints</td>
<td>Information.</td>
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<td>F. Incident Reports</td>
<td>Information.</td>
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<td>G. Top Research Guides &amp; Downloads Report</td>
<td>Information.</td>
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<td>H. Social Media Report</td>
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<td></td>
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<td>Information.</td>
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<tr>
<td>10.</td>
<td>Board Member Reports</td>
<td>A. Any new business not an Agenda Item.</td>
<td>Information.</td>
</tr>
<tr>
<td>11.</td>
<td>Adjournment</td>
<td></td>
<td>Action.</td>
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</tbody>
</table>
Item 2:
Opportunity for General Public Comment

A. Mr. Adkins Response to Mr. O’Leary
Dear Mr. O’Leary,

I apologize for the delay in responding to your email about Law Library borrowing and benefits. I have been ill and am just now getting back to work after a long recuperation. I am copying Assistant Director Gina Catalano, who helped me with the details of this response, in case you would like to follow up on anything about our services. The Board of Trustees reviewed your message at our public meeting in February and authorized this response.

For the past 20 years, the Membership Program has been the County Law Library’s only source of revenue besides filing fees. The program is now in transition. We are bifurcating this program into two: borrowing books and benefits (such as the services we provide). We are doing this because the Law Library is under great financial strain. We have suffered a 40% loss in filing fee revenues since 2009, and as a result have closed two branches, reduced staff, cut materials, and lost critical operation hours.

Right now we are rolling out the new two-tiered Borrowing types ($50 for 1 book at a time, or $75 for more), and that is starting to catch on. While we encourage you to become part of this program as a way of supporting the Law Library, you can still access print and online legal databases for free from our premises.

We are still working on the Benefit package plans. We predict this will happen sometime this fall, and you will have time to weigh in on those changes before they are implemented. As a New Benefits holder, you will most likely have access to electricity and WiFi for $50 a year along with discounts on classes, room rentals, document deliveries, interlibrary loans, and other special services. We will welcome your subscription to this type of benefits package, but expect that WiFi and electrical access will also be available to you for a per day charge, if you only use the Law Library infrequently.

In any event, until we have created a uniform benefits plan, you are welcome to use these services free of charge until we announce a fully implemented benefits program sometime in the fall.

Thank you for your email, and for using and supporting the Law Library. Please follow up with me or Ms. Catalano if we can be of any further assistance.

Sincerely,

John
Mr. O'Leary's Email:

Subject: Suggestion for Law Library Board of Directors Re. Membership

Hello Board Members:

I am writing with a suggestion regarding membership at the San Diego Law Library. I am a member who very rarely borrows materials and will not renew my membership this year. However, I use the law library 2-3 times per month to research or draft documents using my laptop. As such, I need access to power and wifi.

I suggest making power and wifi available free of charge to attorneys who do not have borrowing privileges, but are active members of any state / territory bar association. This can be easily confirmed by doing a state bar attorney search and checking a photo ID to confirm identity.

I do not have the email address for the Judges on the Board (David Berry, Joseph Brannigan, Yvonne Campos, Julia Craig-Kelety, or David Gill) so I would appreciate it if one of you can forward them my email.

Thank you.

Pieter M. O'Leary, Esq.

Burdman & Ward

San Diego, Orange County, & Sacramento
Item 3:
Minutes

A. Meeting of February 21, 2018
The Law Library Board of Trustees held a regular meeting, pursuant to notice thereof, on February 21, 2018 at the San Diego Law Library, located at 1105 Front St., San Diego, CA 92101.

**Present:** The Honorable David Berry, President; San Diego City Attorney Mara Elliott, Vice President; The Honorable Yvonne E. Campos; The Honorable Julia Kelety; The Honorable David Gill and Jeffrey Cawdrey, Esq., Secretary.

**Absent:** The Honorable Joseph Brannigan, Lorena Slomanson, Esq., Treasurer; and Nathan Low, Esq.

**Also Present:** John W. Adkins, Director of Libraries and Assistant Secretary to the Board; Marcia O’Hara, Assistant Director of Finance & Personnel and Pam Norr, Temporary Administrative Assistant.

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1) **Call to Order**

A. Judge David Berry, President, called the meeting to order at 12:20 p.m.

2) **Opportunity for General Public Comment**

A. Email from Pieter O’Leary regarding Membership Fees

   Mr. O’Leary’s email states he doesn’t want to be part of the borrowers program, but wants access to power & wifi and he doesn’t want a membership. Judge Berry explains that Membership and the Borrowers Program are now different and having Membership benefits gives you access to power and wifi. Mr. Adkins will reply to Mr. O’Leary.

3) **Minutes**

A. Previous Meeting of January 17, 2018

   **Motion (1):** Judge Berry called for a motion to approve the minutes of January 17, 2018. Judge Kelety made a motion and Mr. Cawdrey seconded. Judge Gill abstained. All in favor and the motion passed.

4) **Financial Report**

A. December 2017 Financial Report

   Ms. O’Hara gave the financial report.
5) Strategic Plan Update

The managers update the Strategic Plan semi-annually to show how the Library is meeting it’s goals. Board Members read through it and made comments.

6) Form 700 Reminder

Members discuss who has filed. The due dates for non-candidate judges is April 2.

7) Other Reports

A. Foundation Liaison Report (Judge Gill, Low)
   (1) Future of Foundation: Joint Meeting
       No date has been set yet for the meeting. Mr. Adkins is trying to coordinate the availability of the facilitator with available meeting dates.

B. CCCLL Spring Meeting (Adkins)
   Mr. Adkins reported on the progress of getting the scheduled codes for State and Federal grants and vendor discounts and programs. He explained they have the full backing of the State Librarian Greg Lucas.

C. Future of the Law Library: Meeting with Joe Matthews
   The Hervey Grant is designated for hiring an expert to do an analysis on the library collection and what is needed for print and technology. The product is an action plan. Mr. Matthews has been doing strategic planning for many years, has written articles and books. Board Members would like him to attend the next Board meeting to meet him and have him give a presentation on his work plan.

11) Director’s Report

A. Library Update
   (1) “What’s New?” …at the Law Library
   (2) County Connections
   (3) North County Trailer response letter and meeting January 18, 2018
       Mr. Adkins discussed his meeting at the North County branch with Ms. Schweter, San Diego Law Library CIO and Michele Clock from Helen Robbins-Meyer’s office. Ms. Clock was receptive to the location’s needs.

   (4) Request Approval for Resolution of Appreciation for George W. Brewster, Jr. Upon his Retirement

       The Board Members edited the draft for the Resolution of Appreciation.

       Judge Campos made a motion to approve the Resolution of Appreciation with the edits and Mr. Cawdrey seconded. All are in favor and the motion passes.
The San Diego mural that used to hang in the Law Library will be framed and hung in Judge Kelety’s court room. It will have a plaque next to it with the title of it and the artist’s name. It will also say “On loan from the San Diego Law Library”.

Judge Berry brought up the State of the County Address from Chairwoman Gaspar scheduled for February 27th. He feels Mr. Adkins should attend.

B. Law Library press & praise  
C. Outreach activities  
D. Facilities maintenance reports  
E. Patron compliments/concerns  
   Patrons would like to have a typewriter in the library. There used to be one available that broke and it became an issue of misuse. All forms are fillable and printable and a typewriter became unnecessary.  
F. Incident reports  
G. Top Research Guides & Downloads Report  
H. Social Media Report  
I. Monthly User Snapshot  
J. Monthly Activity Report  

12) **Board Member Reports**  
A. Any new business not an Agenda Item.  

13) **Adjournment**  
The meeting was adjourned at 1:19 p.m.
Item 4: Financial Report

A. January 2018 Financial Report
### San Diego County Public Law Library
#### Balance Sheet
**As of January 2018**

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>January 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASSETS</strong></td>
<td>Low Cash</td>
</tr>
<tr>
<td><strong>ASSETS</strong></td>
<td>$ 3,310,841</td>
</tr>
</tbody>
</table>

#### Current Assets

**Checking/Savings**
- **0001 · Cash and investments**
  - **0010 · County Treasury** 3,290,173.94
  - **0020 · Petty Cash** 225.00
  - **0041 · Payroll Checking** 50,220.69
  - **0042 · Credit Card Checking Account** 9,621.41
  - **0050 · Wells Fargo Checking Account** 0.00
  - **0060 · Citibank Operating Account** 1,906.43
  - **Total 0001 · Cash and investments** 3,352,147.47

**Total Checking/Savings** 3,352,147.47

**Accounts Receivable**
- **0110 · Accounts Receivable** 458,497.33

**Total Accounts Receivable** 458,497.33

**Other Current Assets**
- **0070 · Due from LLJF** 0.00
- **0160 · Deposit with others - long term** 0.00
- **0420 · Prepaid Expenses** 16,629.00
- **1500 · Over/under** -103.38

**Total Other Current Assets** 16,525.62

**Total Current Assets** 3,827,170.42

#### Other Assets***

- **Board Designated Facilities Improvement Fund** 700,000.00
- **Due to Facilities Improvement Fund** 0.00
- **Amount reimbursed to Facilities Improv Fund** 700,000.00

**Total Other Assets** 0.00

#### Fixed Assets

- **0200 · Renovation Work in Progress** 5,268.00
- **0300 · Equipment**
- **0340 · Equipment** 390,663.67
- **0350 · Improvements** 4,905,435.00
- **0360 · Furniture** 354,768.07

**Total Fixed Assets** 5,356,324.67
<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>0370 · IT Equipment</td>
<td>445,130.61</td>
</tr>
<tr>
<td>0399 · Accumulated Depreciation</td>
<td>-2,392,686.00</td>
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<tr>
<td><strong>Total Fixed Assets</strong></td>
<td>3,708,579.35</td>
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<tr>
<td><strong>Other Assets</strong></td>
<td></td>
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<tr>
<td>0155 · Prepaid Subscriptions</td>
<td>35,253.84</td>
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<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>7,571,003.61</td>
</tr>
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</table>

**LIABILITIES & EQUITY**

**Liabilities**

**Current Liabilities**

Accounts Payable

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<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>0511 · Accounts Payable</td>
<td>25,102.94</td>
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<tr>
<td><strong>Total Accounts Payable</strong></td>
<td>25,102.94</td>
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</table>

Credit Cards

<table>
<thead>
<tr>
<th>Description</th>
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</tr>
</thead>
<tbody>
<tr>
<td>0513 · Credit Card Debt</td>
<td></td>
</tr>
<tr>
<td>0513-GC · BoA - Gina Catalano</td>
<td>1,874.11</td>
</tr>
<tr>
<td>0513-JA · Citibank MC - J. Adkins</td>
<td>1,490.75</td>
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<tr>
<td>0513-SS · American Express - S Schweter</td>
<td>627.85</td>
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<td><strong>Total 0513 · Credit Card Debt</strong></td>
<td>3,992.71</td>
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Other Current Liabilities

<table>
<thead>
<tr>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>0517 · Security Deposits</td>
<td>46,800.00</td>
</tr>
<tr>
<td>0523 · Extended Services Deposits</td>
<td>8,153.12</td>
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<td><strong>Total 0515 · Deposits on Account</strong></td>
<td>54,953.12</td>
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</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>0519 · Sales Tax Payable</td>
<td>55.02</td>
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<tr>
<td>0520 · Accrued Payroll</td>
<td>158,764.75</td>
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<tr>
<td>0525 · Payroll Liabilities</td>
<td>992.49</td>
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<tr>
<td>0530 · Accrued Expenses</td>
<td>4,965.04</td>
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<tr>
<td>0540 · Capital Lease Payable</td>
<td>0.00</td>
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<tr>
<td><strong>Total Other Current Liabilities</strong></td>
<td>219,730.42</td>
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<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>248,826.07</td>
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**Long Term Liabilities**

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<tr>
<th>Description</th>
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<tbody>
<tr>
<td>0650 · AOC Advance</td>
<td>223,022.00</td>
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<tr>
<td>0660 · Net Pension Liability</td>
<td>2,094,924.00 *</td>
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<tr>
<td><strong>Total Long Term Liabilities</strong></td>
<td>2,317,946.00</td>
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**Total Liabilities**

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>2,566,772.07</td>
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**Equity**
<table>
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<th>Account</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>0700 · Fund Balance</td>
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<tr>
<td>0740 · Fund Balance Available</td>
<td>3,138,088.94</td>
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<td>Total 0700 · Fund Balance</td>
<td>3,138,088.94</td>
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<td>3000 Opening Bal Equity</td>
<td>115,441.77</td>
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<td>3900 · Retained Earnings</td>
<td>1,449,689.53</td>
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<td>Net Income</td>
<td>301,011.30</td>
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<tr>
<td>Total Equity</td>
<td>5,004,231.54</td>
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<tr>
<td>TOTAL LIABILITIES &amp; EQUITY</td>
<td>7,571,003.61</td>
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* 0660 · Net Pension Liability - This is the total amount of the CalPERS unfunded pension liability

*** In FY 2012, The Board of Trustees approved Reserves of $700,000 to be used for purchase furniture & technology for the renovated Law Library.

The Law Library was to "pay back" the $700,000 when there was a positive operating balance at the end of each fiscal year end. The debt was paid back as of June 30, 2016.
## Profit and Loss

### July 2017 - January 2018

<table>
<thead>
<tr>
<th>Income:</th>
<th>July-Jan</th>
<th>FY 2018</th>
<th>FY 2018</th>
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<tbody>
<tr>
<td><strong>Income from Outside Sources:</strong></td>
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<td></td>
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<tr>
<td>Filing Fees: Superior Court</td>
<td>1,584,038</td>
<td>2,550,000</td>
<td>2,600,000</td>
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<tr>
<td>Membership Fees</td>
<td>8,013</td>
<td>60,000</td>
<td>30,000</td>
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<tr>
<td>Interest</td>
<td>24,921</td>
<td>18,000</td>
<td>30,000</td>
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<tr>
<td>Donations</td>
<td>1,170</td>
<td>4,000</td>
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<td>Grants</td>
<td>17,338</td>
<td>15,000</td>
<td>25,000</td>
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<td><strong>Sub-Total Outside Sources:</strong></td>
<td>1,635,480</td>
<td>2,647,000</td>
<td>2,689,000</td>
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<tr>
<td><strong>Income from Library Sources:</strong></td>
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<td></td>
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<tr>
<td>Fines</td>
<td>3,285</td>
<td>5,000</td>
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<tr>
<td>Extended Services</td>
<td>40</td>
<td>500</td>
<td>500</td>
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<tr>
<td>Copier Income</td>
<td>8,319</td>
<td>20,000</td>
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<td>Class fees</td>
<td>3,016</td>
<td>8,000</td>
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<td>Miscellaneous - Taxable</td>
<td>12,013</td>
<td>4,000</td>
<td>16,000</td>
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<tr>
<td>Nontaxable</td>
<td>1,027</td>
<td>2,000</td>
<td>2,000</td>
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<tr>
<td><strong>Sub-Total Library Sources:</strong></td>
<td>27,700</td>
<td>39,500</td>
<td>48,500</td>
</tr>
<tr>
<td><strong>TOTAL INCOME:</strong></td>
<td>1,663,180</td>
<td>2,686,500</td>
<td>2,737,500</td>
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### EXPENDITURES:

#### Personnel:

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<th>Item</th>
<th>July-Jan</th>
<th>FY 2018</th>
<th>FY 2018</th>
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<tr>
<td>Regular Employees</td>
<td>657,572</td>
<td>1,254,000</td>
<td>1,254,000</td>
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<tr>
<td>Part-time Employees</td>
<td>16,033</td>
<td>60,000</td>
<td>60,000</td>
</tr>
<tr>
<td>PERS Employer Contributions</td>
<td>53,794</td>
<td>105,000</td>
<td>105,000</td>
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<tr>
<td>Employer's FICA Expense</td>
<td>9,888</td>
<td>22,750</td>
<td>22,750</td>
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<tr>
<td>Active employees</td>
<td>75,782</td>
<td>163,000</td>
<td>163,000</td>
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<tr>
<td>Retirees</td>
<td>75,312</td>
<td>155,000</td>
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<tr>
<td>LTD/AD&amp;D</td>
<td>4,645</td>
<td>9,000</td>
<td>9,000</td>
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<tr>
<td>Workers' Compensation</td>
<td>4,078</td>
<td>9,200</td>
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<td>Unemployment Expense</td>
<td>2,422</td>
<td>10,000</td>
<td>10,000</td>
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<td><strong>Sub-Total Personnel:</strong></td>
<td>899,526</td>
<td>1,787,950</td>
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#### Materials:

<table>
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<th>July-Jan</th>
<th>FY 2018</th>
<th>FY 2018</th>
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</thead>
<tbody>
<tr>
<td>Electronic Resources</td>
<td>75,049</td>
<td>175,000</td>
<td>175,000</td>
</tr>
<tr>
<td>Microforms</td>
<td>-</td>
<td>1,500</td>
<td>1,500</td>
</tr>
<tr>
<td>Compact Discs</td>
<td>4,203</td>
<td>8,500</td>
<td>8,500</td>
</tr>
<tr>
<td>Books - New</td>
<td>308</td>
<td>1,500</td>
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<td>CA Use/Sales Tax</td>
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<td><strong>Sub-Total Materials:</strong></td>
<td>196,956</td>
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#### Core Operations:

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<th>Item</th>
<th>July-Jan</th>
<th>FY 2018</th>
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<tbody>
<tr>
<td>Catalog Data Searches/Supplies</td>
<td>5,598</td>
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<td>Collection Supplies</td>
<td>1,827</td>
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## Administrative Operations:
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<th>FY 2018</th>
<th>FY 2019</th>
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<td>2244</td>
<td>Library Insurance</td>
<td>27,000</td>
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<td>Memberships</td>
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<td>2302</td>
<td>Copier/Print solution</td>
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<td>2304-CC</td>
<td>Credit Card Acct. Charges</td>
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<td>2304-RE</td>
<td>Recruiting</td>
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<td>Audit</td>
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<td>Hervey Grant Expenses</td>
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<td>2315-LE</td>
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<td>2315-OT</td>
<td>Professional Services-Other</td>
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<td>2315-WE</td>
<td>Website</td>
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<td>2359</td>
<td>Employee Auto/Bus Passes/Parking</td>
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<td><strong>Furniture &amp; Equipment (Other than IT)</strong></td>
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<td>4501-OF</td>
<td>Office Equipment</td>
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<td>5000</td>
<td>Depreciation</td>
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**Sub-Total Operations:** 265,687 540,040 569,340

**TOTAL EXPENDITURES:** 1,362,170 2,762,490 2,793,165

**OPERATING BALANCE:** 301,011 (75,990) (55,665)

**A cash payment has been paid FY 2018 toward the CalPERS unfunded Liability in the amount of $89,961. This payment is applied against the Balance Sheet Payable (0660 · Net Pension Liability) and is not shown on the profit and loss statement as an expense.**
# Filing Fees Payment Records - 2017/2018

## 7 Month Completed

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<th>Last year</th>
<th>MONTH</th>
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### Monthly Average

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<th>Actual YTD FY18</th>
<th>Difference</th>
<th>% of budget YTD</th>
<th>Projection:</th>
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<td>(210,000)</td>
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</table>

|      | $2,550,000 | $1,584,039 | (965,961) | $2,658,805 |

Filing Fees are .5% higher than same time period last fiscal year.
Filing Fees are 7.39% higher than budgeted.
2018 Filing Fees are 35.11% lower than in 2009.
Item 5:
Form 700 Reminder

Deadline: April 2, 2018
Item 6: Safety and Security
Dealing with Difficult Patrons - Making Libraries Safe and Sane
February 12, 2008
8:30 am - Noon

Presented by: Edmond Otis

The Team Approach: Understanding The Rules Of The Game
- Teamwork, Clarity, and Consistency - The Cornerstones of Safe and Sane Libraries
- Taking the Lead - Setting the Tone
- Why 10% = 70%, and 90% = 30%.
- Management and staff - hand in hand - shoulder to shoulder
  - Exercise #1- Your Favorite Three
  - Exercise #2- TCC: Is There Room For Improvement?

Knowing Who's Who. Knowing What's What
- The Safest Barrier - Customer Service Imperatives
- Who is the most challenging - can you name 3 types?
- Triangulation works! Polarity, doesn't!
- The Rules
- Help != satisfy
  - Exercise #3 - The Zen of "No." (No handout)

Face To Face - Walking The Walk & Talking The Talk
- Recognizing trigger points and land mines...
- Why do people yell?
  - What gets them to stop?
- Body language! 65% of what you communicate is non-verbal!
- Getting the 10% to really hear you...
- It's OK to be honest - you won't hurt anyone's feelings
  - Exercise #4 - Walking The Walk
  - Exercise #5 - Talking The Talk

Applications, Situations, Emergencies & Urgencies
- Emergency goals and responses
- Calling the Police and Security
- Knowing your facility
- Documentation and follow through
- Using Community Resources

Summary and Evaluation
There will be two 10 minute breaks and time for questions at the end of today's presentation.
San Diego County Public Law Library

Dealing with Difficult Patrons –
Making Libraries Safe and Sane
February 13, 2000

Presented by:
Edmond Otis
edmond@edmondotos.com
www.edmondotos.com
760.612.7028

OUR AGENDA

The Team Approach:
Understanding The Rules Of The Game
Knowing Who’s Who, Knowing What’s What
Face To Face —
Walking The Walk & Talking The Talk
Applications, Situations, Emergencies & Urgencies
Questions, Summary and Evaluation

Our Goals

- Learn why teamwork, clarity, and consistency are the cornerstones of safe and sane libraries.
- Learn to develop the culture your library needs to deal with challenging people and situations.
- Learn to distinguish difficult people from dangerous people.
- Learn to identify and communicate with the mentally ill or unbalanced patron in the most effective ways possible.
- Learn to interact with EVERYONE (including difficult people) in a way that encourages civility and makes your library a happier and calmer place.
- Learn to communicate and gain cooperation from the difficult, the demanding, the angry, the irrational, and yes – the scary.
- Learn what to do in emergencies – and how to do it...

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Where Do Our Most Difficult Patrons Come From?
You're Going To Hate The Answer...

Why 10% = 70%, and 90% = 30%.
What are some traits that make the 10%, the 10%

Reminder –
While today's material can certainly apply to everyone, our primary focus is on addressing the needs of the 10%

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Exercise #1

Your Favorite Three

The Team Approach:
Understand The Rules Of The Game

Teamwork –
Everyone Speaks With The Same Voice.

- A team addresses problems with the same outcome in mind. Have a consensus.
- A team meets regularly. But keep it light.
- A team understands all policies.
- A team has an open but respectful communication style.
- A team can question authority, but doesn't sabotage its own hierarchy!

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Clarity

- 
- Everyone is clear about what is acceptable
  - Rules
  - Norms
  - Standards
- Without internal clarity (inter-team) there can be no clarity with patrons

Consistency

- Policies are reinforced the same way every time.
- Rules that are not always enforced - are not rules. They are just traps - for us and for them.
- Flexibility and exceptions are good.
  - Institutionalize & standardize them.
- Nothing is more seductive then an “irregular reinforcement pattern” – especially to the 10%.

The “Broken Window Theory” - Taking the Lead - Setting the Tone

- Respond quickly - before a problem becomes a pattern
- Respond quickly - before small problems become large
- Have a team response.
- “Favorite Three” - Where might this have helped?

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Strict Or Lenient?
It Really Doesn’t Matter – So You Decide

We Can Create The Library We Want.
- Who are our patrons?
- How do we want our library to look?
- How do we want it to feel?
- How do we want it to sound?
- How do we want our employees to act?
- How do we want our patrons to act?

Everyone.
Yes! Everyone can follow rules.
Here’s my favorite example...

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Exercise # 2
Teamwork. Clarity. Consistency.
Is There Room For Improvement?

Part II - Knowing Who's Who.
Knowing What's What

The Safest Barrier -
Customer Service Imperatives
- Use your greeting to establish rapport before there is trouble
- Maintain rapport with every patron
- There is strength in numbers

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Rule 1
It's not personal

1. What is the opposite of personal?
2. What makes it personal?
3. Don't be distracted, stay focused on the NOW.

Rule 1-b
It takes more energy to be professional –
but it's worth it.
Always Choose:
- Empathy over Apathy
- Attentiveness over The Brush-off
- Warmth over Coldness
- Respect over Condescension
- Engagement over Robotism
- Flexibility over The Rulebook
- Responsiveness over The Runaround

Rule 2
Triangulation works! Polarity, doesn't!

- Triangulation works physically, verbally, conceptually
  - Offering choices gives you power – Triangulation
  - Giving ultimatums make you weak – Polarity
- Remember, rules go both ways – it's not you making them “do something” – it’s the rules.
- You must have “Leverage”
- Use lamination with your explanation

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Rule 3
Focus on immediate behaviors as you try to resolve problems.
Don't be distracted by “plot”.

Rule 4
Restrictions should be mechanical - positives are personal
I.e., computer use policy, closing times/off-limit areas, etc.

Rule 5
Know what you're talking about.
Only say what you mean - Always mean what you say.

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Rule 6
We don’t need to be right. No one needs to be wrong.
It is irrational to rationalize with someone who is irrational.

Rule 7
Show respect to everyone.
What does respect look like?

Exercise #3
Master The Zen of “No.”

Please don’t be confused!
The question is —
“Can I Help You?”
Not —
“Can I make you happy?”
At the risk of being redundant, please remember:
Teamwork, Clarity, Consistency, and the "Broken-window Theory".

Nothing is more interesting to the 10% than chaos, confusion, and inconsistency.

Part III - Walking The Walk
& Talking The Talk

Body language!
65-85% of what you communicate is non-verbal!
The percentage increases as emotions rise.

When emotions are hot - What you do is much more important than what you say.

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Exercise # 4

Walking The Walk

Non-verbal communication
for the 10%

Master These Essential
Non-verbal Tools For
Communicating With The 10%

- Maintain the universal safe-distance range
- Think about posture and angle – triangulate!
- Keep calm facial expressions and voice.
- Use a barrier – or carry one with you.
- Maintain calm, slow, controlled gestures and movements.

Why do people yell?

What gets them to stop?
Think in terms of text and subtext.

What does the “yelling” communicate?

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Exercise # 5

Talking The Talk

The "Communication Two-Step"

A reference interview for the hot-headed and the emotionally unstable

Remember The Conversational Sequence...

"I understand that this is important to you..."

"Let me make sure I understand what you're telling me..."

"You're (fill in the emotion) because..."

"Is that right?"

...Avoid The Phrase of Doom!

Never ever, ever, ever, tell anyone to

CALM DOWN!

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...finish with the
"Formula For Compliance"

Current behavior = consequences
New behavior = benefits

---

identify behavior - give choices if you X
then ---

---

Part IV - Response:
Applications, Situations,
Emergencies & Urgencies

---

Questions?
What issues haven't we addressed?

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REMINDER:
Always help each other and watch out for each other.

There is power in numbers. Sometimes a second person makes all the difference.

Interacting With The Police Or Your Own Security Team
- Have a good police relationship - arrange an emergency training session and regular visits
- Know your phone system - is it 911 or 9-911 from a facility phone?
- Interacting with the dispatcher:
  - What will they ask?
  - What information is critical?
  - Be specific and precise
- Should you use 'Code' words?
- Expected police response

Knowing Your Facility What's Ours? And What's Theirs?
- Know the ins and the outs of your library.
- Know the difference between public areas, private areas, semi private areas, and secure areas
- Work through emergency scenarios in your library.
- Identify "Safe Rooms" - cell phones, portable radios, water, blanket, first aid kit, etc.

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Documentation And Follow Through

- What are your library's options?
- What are your library's policy?
- Special cases, i.e. - assault, threats, stalkers, pedophiles, etc.

Be Savvy About Using Your Community's Resources

- If you don't want to function as a social services agency - know how to make referrals, and provide information.
  - Police
  - Shelters
  - Child Protective Services
  - Adult Protective Services

DON'T FORGET...

Please fill out an evaluation before you leave.
Thank you and be safe!

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Crime Prevention and Personal Safety

Awareness

1. Descriptions of suspects from head to toe.
2. Vehicle description: color, type, make.
3. Are there people you do not recognize? Report activity out of place in your community.

Reporting an Incident

1. Identify yourself. Give your name and phone number. A lot of people do this anonymously and cannot be contacted for follow ups, other questions.
2. Give your exact location and cross street.
3. Is a crime in progress?
4. What happened? Get to the point. What is the end result?
5. What time did it happen?
6. Weapons seen? Knife, gun etc.
7. How many suspects?
8. Description – head to toe description.
   a. Color of skin
   b. Height
   c. Weight
   d. Length of hair
   e. Facial hair
   f. Color of hair
   g. Color of clothing from top to bottom
   h. Any distinct lettering, designs, patterns
9. Direction of travel?
10. Is suspect carrying objects: TV, VCR, video games, etc?
11. Injuries:
   a. What is the injury
   b. Is person conscious, breathing
   c. Approximate age
   d. Male/Female
12. If your vehicle has been broken into or stolen – If the crime just occurred and the suspects are there or running away, CALL 911! If the crime was not witnessed, call 619/531-2000 for non-emergency police service. Pay close attention to anything that may have been left behind by the suspect. DO NOT touch any evidence. Depending on circumstances, the report may be taken over the phone. Be prepared to provide your license plate number, a list of missing items and serial numbers.


1. Non-emergency
2. 619/531-2000
3. Does not involve:
   a. Serious personal injury/property loss (bikes)/property damage.
   b. No possibility that suspect is at the scene or likely to return.
   c. Immediate response is not needed.

Crime Stoppers – 5 ways to send anonymous tips:

1. Phone – call 888/580-8477
2. Text – text to 274637, include SDTIPS at beginning of the text.
3. Web – scrimestoppers.com; studentsspeakingout.org
4. iPhone – download a free app
5. Facebook – San Diego Crime Stoppers Tip Page
COMMUNICATIONS/DISPATCH

From time to time we get complaints from citizen's calling in on the non-emergency line. They complain about the following:

1. Nobody is picking up the non-emergency number.
2. Person was rude and cut me off.
3. I was on hold for over 15 minutes.
4. I called, nobody came by.
5. I have been trying to reach PD but dispatchers have been busy for a while. Has there been a decrease in dispatchers in the division as was the case in another division?

Remember that the person taking your call is only trying to help and they cannot see you or where you are. Many times they do not know where you are located because you may not know your location. Sometimes people will forget their own address when they are involved in a stressful situation. A dispatcher will ask you for a cross street if you cannot give your exact address, a landmark or even ask you to look out the window and describe surroundings. If you call from a land-line a dispatcher has a better chance of finding your location than that of someone using a cell phone. Even with GPS, it will only give you the location of the cellular antenna it is transmitting from, not your exact location.

It takes time to get information from a person calling in an incident. When a call taker asks for information they are trying to get important information that they need to move forward with your call. They may interrupt and ask for an address because that info has not yet been given. They may ask for a suspect description to give to dispatchers. While someone is talking to a call taker, the call taker is on the computer verifying phone numbers and addresses. They may even be on another line with dispatching companies/agencies/carriers, verifying information. Other dispatching agencies will also be verifying that it is the police calling them and they will do a call back to the PD, all while you are talking to a call taker or on hold.

Calls are prioritized so a fight, stabbing or shooting will take priority over a noise complaint or parking issue. If there is a major incident happening somewhere, resources from one division may be moved to another division. Weekends in entertainment districts like the Gaslamp and beach area are very busy on weekends and holidays. Officers are responding to numerous calls, especially during bar break which starts at 1:30 am. When a person decides to stay anonymous and does not give a name and number to call back on, additional questions cannot be answered.

If you are not satisfied with the response you received when dealing with a call taker, ask to speak to a supervisor. If a supervisor is not available, leave your name, email and number so the supervisor can call or email you back.

EXAMPLE CALL – Someone calling into the non-emergency number for a possible suicide. The following questions and answers are below:

I have a friend who I think is suicidal.
What is the address? I don't know.
What is the phone number of the person? I don't know.
Do you have an old number? Yes. It is... Call taker verifies phone is no longer in service while still talking to the caller.
Where does your friend live? I'm not sure, somewhere in PB.
Does this person live with anyone? Does this person have a roommate? She lives with her parents.
Do you know where the parents live? No.
Do you have a phone number for the parents? No.
What happens when I give you all the information? After calling the police, the caller did not want to give any more information. The caller said, "They might get upset if you send the police."
Did she say she wanted to hurt or kill herself the last time you talked to her? No.
What makes you think this person is suicidal? The last time she was suicidal she took down her Facebook page and her Facebook page is down again.
**Crime Prevention and Personal Safety**

**GRAFFITI**

You can report graffiti on-line (City of San Diego Graffiti Online Reporting) or through the hotline, 619/525-8522.

If you find graffiti send a photo directly to the graffiti unit, along with the exact location/address, to the detective in charge of Central Division. His name is Sergio Zamora, 619/515-2754 and his email is SZamora@pd.sandiego.gov. You can contact the following organizations and they will help with graffiti clean up:

- One-Stop, 619/525-8500
- Paint Bank, 619/527-5419
- Graffiti Strike Force, 619-531-2890
- On Public Property-Commercial/Industrial Property: Graffiti Hotline, 619/525-8522
- On Private Property-Residential: Urban Corp Hotline, 800/829-6884,
- Streets/Sidewalks/City Inventory: Streets Division, 619/527-7500

**NEIGHBORHOOD WATCH**

1. Make up a map of your block with the following information for each residence:
   a. Names of people living at residence.
   b. Number of people in residence.
   c. Address
   d. Phone number
   e. Email address
2. Identify a block captain – Someone willing to be a leader.
3. Know when your neighbors are on vacation.
4. Stop newspaper and mail delivery or have a friend retrieve it.
5. Use timers to turn lights, radio and TV on and off so it appears that someone is home.
6. If you live in an apartment/condo complex do not let people you do not recognize into your building.
7. Don’t leave your garbage cans out. This is a sign that nobody is home.

**Crimestracking.com** – This website allows you to view crime anywhere in the county. You can set it up to receive information as frequent as you would like – daily, weekly, monthly etc. This website is managed by the Sheriff’s Department, countywide. For sex offender information you must check the box. This data is retrieved from the state.

**Nextdoor.com** – Households within boundaries can communicate with each other and share information. This is a privately managed, online, social media format for neighborhood watch groups, individual homeowners and renters, and for area businesses. Nextdoor verifies the residency of prospective members via several databases. Real names must be used on the site.

**Dealing with Solicitors** - San Diego Municipal Code 33.1402, states, "All persons working as interviewers, solicitors, peddlers or vendors of merchandise, services, magazines, etc. are required to obtain a Police Registration Card. When operating, the card MUST be displayed on the front of their person, and they MUST exhibit the card to any peace officer upon demand." Nonprofits, political campaigns and religious groups do not need this registration card, but, nonprofit solicitors should have a letter from their official organization and proof of their nonprofit status with them when they go door-to-door. No one should be ringing your doorbell or knocking on your door if you have posted a sign that says "No solicitors," "No soliciting" or "No solicitors or peddlers." Solicitors shall NOT operate between the hours of 8:00 pm and 9:00 am.
Crime Prevention and Personal Safety

HOME SECURITY

Doors

1. Solid core door.
2. Hinges on the inside.
3. Peep hole (lower for handicapped).
4. Dead bolt, especially if there is a glass window by the door.
5. Change locks on new residence.
6. Don’t prop doors open to enter your apartment facility.
7. Do not "HIDE" a key.
8. Doggy doors…not a good idea. You would be surprised who can fit through them.

Windows

1. Louver windows - BAD.
2. Suspects enter through open windows – breaking glass attracts attention.

Lighting

1. Good exterior lighting is IMPORTANT.
2. Cut shrubs back so people cannot hide in them.
3. Place lights under eaves.
4. Install motion detectors.

Mail/Newspaper Delivery

Stop your mail and newspaper delivery if you go on vacation. If you mailbox is overflowing or your newspapers are piling up outside of your home, this is a great indication for thieves that nobody is home.

Social Media

Don’t advertize when you will be out or away from yur house. Telling the world you are going on vacation or you will be out at an event just lets suspects know you will not be home and for how long.
Crime Prevention and Personal Safety

Identification

1. Take inventory of your valuables.
2. Record serial numbers and take photos of major electronics/equipment – flat screen TV’s, LCD TV’s, desktop computers, laptops, stereo equipment, bicycles, firearms, etc.
3. Record vehicle information – license plate number and VIN number.
4. Record credit card information so you can report stolen cards (card numbers, expiration date, and phone numbers to call if card is lost/stolen.)
5. Mark you property in some way, ie with your driver’s license number.

Credit Cards

1. Keep records at home.
2. Call and cancel immediately if lost or stolen. Thieves usually start using the credit card within minutes!
3. Carry credit cards instead of cash.

AVOIDING IDENTIFY THEFT

1. Shred financial documents and paperwork with personal information before you discard them.
2. DO NOT carry your Social Security card or write it on a check. Ask to use another identifier and use only if necessary.
3. Never click on links sent in unsolicited emails. Use firewalls, anti-spyware and anti-virus software to protect your personal computer.
4. Don’t use obvious passwords like your birthdate, your mother’s maiden name or the last four digits of your Social Security number.
5. Keep your personal information in a secure place at home, not in your vehicle.
6. Review your accounts and billing statements regularly, looking for charges you did not make.
7. File a report with law enforcement officials.
8. SDG&E “Impersonation” scam – Someone identifying themselves as an SDG&E employee calls and asks for your credit card number. They threaten to disconnect your electricity if you do not give your credit card information to them. The phone number they give is a bogus number (800/411-7343.) If you try to call it back the person becomes very evasive. SDG&E is aware of this and at this time will only contact victims if there is a loss.

SHOPPING CART REMOVAL

For removal of shopping carts you can contact the California Shopping Cart Retrieval Corporation. They are a non-profit statewide trade association.

California Shopping Cart Retrieval Corporation
800/252-4613
cartretrieval.net
CartSnap app is also available.
Crime Prevention and Personal Safety

TELEPHONE SCAMS

Callers claiming to be from the IRS tell intended victims they owe taxes and must pay using a pre-paid debit card or wire transfer. The scammers threaten those who refuse to pay with arrest, deportation or loss of a business or driver’s license. The truth is the IRS usually first contacts people by mail – not by phone – about unpaid taxes. And the IRS won't ask for payment using a pre-paid debit card or wire transfer. The IRS also won’t ask for a credit card number over the phone. “If someone unexpectedly calls claiming to be from the IRS and uses threatening language if you don’t pay immediately, that is a sign that it really isn’t the IRS calling,” he said. The callers who commit this fraud often:

- Use common names and fake IRS badge numbers.
- Know the last four digits of the victim’s Social Security Number.
- Make caller ID information appear as if the IRS is calling.
- Send bogus IRS e-mails to support their scam.
- Call a second time claiming to be the police or department of motor vehicles, and the caller ID again supports their claim.

If you get a call from someone claiming to be with the IRS asking for a payment, here’s what to do:

- If you owe Federal taxes, or think you might owe taxes, hang up and call the IRS at 800-829-1040. IRS workers can help you with your payment questions.
- If you don’t owe taxes, call and report the incident to TIGTA at 800-366-4484.
- You can also file a complaint with the Federal Trade Commission at www.FTC.gov. Add “IRS Telephone Scam” to the comments in your complaint.
- TIGTA and the IRS encourage taxpayers to be alert for phone and e-mail scams that use the IRS name. The IRS will never request personal or financial information by e-mail, texting or any social media. You should forward scam e-mails to phishing@irs.gov. Don’t open any attachments or click on any links in those e-mails.

Taxpayers should be aware that there are other unrelated scams (such as a lottery sweepstakes winner) and solicitations (such as debt relief) that fraudulently claim to be from the IRS. Read more about tax scams on the genuine IRS website at www.irs.gov. http://www.treasury.gov/tigta/press/press_tigta-2014-03.htm

INTERNET/ON-LINE PURCHASES

1. **Use a virtual account number** – This is a service that most credit cards now offer. Log onto your credit card account and generate a random credit card number. This makes it virtually impossible for anyone to steal your account number while shopping online. When your virtual number is generated, enter it into the merchant’s form and complete your purchase without revealing your actual credit card number. This virtual credit card number is only valid for a short period of time, long enough for the retailer to process your transaction which will be charged to your real credit card account. If a retailer stores that number and a hacker later breaks into their system, the number will be useless. Virtual account numbers cannot be used for purchases that require you to show your credit card at time of pick-up (like movie tickets) because the numbers will not match.

2. **Make sure you are shopping on a secure site** – Look for an address bar that turns green, the closed padlock icon and/or a URL that starts with https:// that means your transaction is encrypted. (Encryption is a security measure that scrambles data as it traverses the Internet.)

3. **Do not trust emails from “retailers” claiming you need to verify your credit card information** – This is almost certainly a scam. Every year millions of emails go out from hackers pretending to be eBay or PayPal customer service and asking consumers to provide information that the actual service already possesses. If you are worried that a retailer really has failed to process your order, go to the site and look up your account or contact their customer service center. Do not click on the link in email that could redirect to a dummy site.

4. **Look for signs that the business is legitimate** – Buy from reputable stores and sellers. Find out what other shoppers report from sites like Epinions.com or BizRate. Customer evaluations can help you determine a company’s legitimacy.
Crime Prevention and Personal Safety

EARTQUAKE

Before

1. **Know the safe spots in each room** – under sturdy tables (hold on to legs of tables so they won’t slide away from you), desks or against interior walls.
2. **Know the danger spots** – near windows, mirrors, hanging objects, fireplaces and tall, unsecured furniture.
3. **Secure** water heaters, major appliances, cabinets/bookcases and picture frames. Install strong latches on cupboards.
4. Decide how and where your family will reunite if separated during a quake. If you evacuate, leave a message at your home telling family members and others where you can be found.
5. Choose an out-of-state friend or relative who family members can call after the quake to report their whereabouts and conditions.
6. Learn how to shut off gas, water and electricity in case lines are damaged. (DO NOT relight the gas pilot. Call the utility company.)

During

1. **If outdoors** – go to an open area away from trees, buildings, walls, streetlights and power lines.
   a. Once in the open stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Many of the 120 fatalities from the 1933 Long Beach earthquake occurred when people ran outside of buildings only to be killed by falling debris from collapsing walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake related casualties result from collapsing walls, flying glass and falling objects.
2. **If indoors or in a high-rise building** – stay away from windows and outside walls. Protect your head.
3. **If driving** – pull over to the side of the road and stop. Avoid overpasses and power lines. Stay inside your car until the shaking is over.
4. **If you are in bed** – stay in bed. Protect you head with a pillow. If you are under a fixture move to the nearest safe place.
5. **Stay inside** until the shaking stops.
   a. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
   b. Most earthquake-related injuries result from collapsing walls, flying glass and falling objects.

After

1. Turn on a portable radio for instructions and news reports.
2. Be prepared for aftershocks.
3. **DO NOT** use elevators. In newer buildings elevators will not work.
4. **If trapped under debris** – tap on a pipe or wall so rescuers can locate you. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.
   a. **DO NOT** light a match.
Crime Prevention and Personal Safety

VEHICLES

Cars

1. Park in well lit areas.
2. Park by a camera.
3. Lock your car and don’t use a HIDE-A-KEY!
4. Lock garage doors.
5. Walk at an angle back to you car so you can see 3 sides.
6. Use your peripheral vision. Most people are 180 degrees – USE IT!
7. Look in front, behind and underneath your car as you approach it.
8. Look inside!
9. Don’t leave items visible in your car – including garage door remotes. This invites thieves. Place packages in the trunk.
10. Don’t leave your phone, computer, purse or wallet inside of your vehicle. If it is broken into or stolen the thief will have all of your information including your credit cards.
11. Don’t leave your car running unattended!
12. Have your keys ready to open the door.
13. Report anyone looking into vehicles or checking doors.
14. Try not to park by large vehicles (SUV’s, vans or trucks) where people can surprise you.
15. If you live in a building with underground parking, watch for pedestrians who enter via the garage vehicle entrance gates. If the person is not authorized, call security to contact the person.
17. Don’t leave evidence behind showing that your vehicle has not been moved: multiple citations; dirty windshield; debris built up around the tires; vehicle not being moved.

Motorcycles

1. Connecting a high tensile chain and matching security lock through the rear wheel or frame of the bike to a railing or a convenient lamp post will deter an opportunistic thief. What you lock your bike to needs to be stronger than the chain and do not let the chain rest on the ground as it makes it easier to break. Use more than one locking devise. A thief might be prepared for one but not the other.
2. Use a good alarm/kill switch to go with your lock. Don’t let your bike go quietly.
3. Cover your motorcycle as few will risk a blind theft. Thief’s inventory motorcycles in areas and search for certain models. You can set the alarm to activate or text you when the cover is removed. Use a cover with grommets so your cover can be locked in place.
4. Vary your parking habits and leave your bike in full view under a light.
5. Park your bike in a garage, behind a car and remember to continue to use locks with anchor points. Make sure your garage is secure as once inside the thief has seclusion and time.
6. Do not leave your helmet or riding gear with your bike.
7. If the bike is stolen, make it impossible to sell. Mark everything that could be sold as a second hand spare part with a clearly visible identifying mark, both in visible and secret places, preferably with the bikes frame number.
8. Some bike manufacturers are developing a data tagging system (Data Dots) for their new models. When purchasing a bike ask what the brand is doing to keep your investment out of the hands of criminals. Also, lobby motorcycle manufacturers and insurance companies to begin adding immobilizers. Honda just might be the first.
**Crime Prevention and Personal Safety**

**BICYCLES**
1. Take a photo of your bike. This will help identify your bike if it is stolen.
2. Record the serial number.
3. LOCK YOUR BIKE even if it is in a garage or locked storage room.
4. Do not leave your bicycle in patios on the ground floor (even 2nd floor.)
5. Use high end locks like hardened steel U-Locks. Many high end bikes use low end locks. A simple chain can be cut in seconds with bolt cutters.
6. Lock both wheels and the frame.
7. Remove a tire when locked. The front tire is easiest to remove.
8. If you do lock your bike try to lock it in a high visibility area. Not behind an object.

**DUI PREVENTION**
1. Plan a safe way home before the festivities begin.
2. Before drinking, designate a sober driver and leave your car keys at home.
3. If you are impaired, use a taxi, call a sober friend or family member or use public transportation. **DO NOT DRIVE IF YOU "THINK YOU ARE OK!"**
4. Report drunk drivers – Call 911.

**CELL PHONES**
1. Be aware of your surroundings.
2. Don’t text or be on your phone while walking down the street.
3. Pay attention to traffic – watch for traffic. Don’t just walk out into traffic while texting.
4. Keep your phones tucked away if you are not using it. People will grab phones off tables; out of your hands; open purses or off belts.
5. Don’t text or talk on your cell phone while DRIVING!
6. If your smart phone is lost or stolen:
   a. REPORT to police and provider.
   b. REMOTE locate - Add apps to locate/lock/erase
   c. REMOTE lock
   d. REMOTE erase
   e. Use PIN’s and PASSWORDS
   f. Save backups of personal information
   g. Insure it
7. For more information: beforeyouloseit.org

**ATTACKS**
1. If you are attacked, SCREAM!
2. Try to talk your way out.
3. Act fast! Bite, scratch, run or hit you attacker.
4. DO SOMETHING!
5. Teach children to go to a store clerk and ask for help, especially if they become lost or separated.
Crime Prevention and Personal Safety

PERSONAL PROTECTION

Walking

1. Walking alone – Be aware of surroundings and observe everything around you. Be aware of bushes and alleys.
   a. Don’t text while walking! This gives thieves the opportunity to take items from you such as cell phones and iPods when you are not paying attention.
   b. Don’t have jewelry showing. Someone can walk up to you and grab a necklace. Tuck a necklace inside of your shirt.
   c. Hang on to your backpacks. Thieves know people usually carry computers in them.
   d. Don’t give a thief an opportunity to take anything from you.

2. Don’t let anyone enter your personal space.
   - Personal Space: Intimate space =1 to 1.5 feet
                   Personal space =1.5 to 4 feet
                   Social space =4 to 12 feet
                   Public space =12 or more feet

3. Trust your thoughts.
4. If someone asks for the time, keep walking.
5. Stay away from the curb so someone cannot grab you from a passing car.
6. Vary your route.
7. Carry a flashlight at night.
8. Know your location.
9. If you are attacked, DO SOMETHING!
10. AVOID walking alone. If there is security available have them walk you to your car.
11. AVOID walking near bushes, fences and doors.
12. AVOID alleys.
13. AVOID stairwells.
14. Don’t overload yourself with packages. Do not allow your attention to be distracted from your purse or packages.
15. If you carry a purse keep it close to your body, flap towards your body. If there is a strap, carry the purse across your body. If you are wearing a coat/jacket, put coat over the purse strap.
16. If possible, carry keys and wallet on your person, in your pockets (pants or inside jacket pocket).
17. If you are dropped off by a taxi, ask the driver to wait until you are inside.
18. If you are waiting for a ride, wait in a busy well-lit place.
19. If you suspect someone is following you, cross the street or walk into an open business.
20. DISTRACTIONS – Usually two people involved. One will start talking to you as someone else takes your property. (**Purses is shopping carts at grocery stores**)

Coffee Shops

If you go to a coffee shop DO NOT LEAVE YOUR PHONE, PURSE, COMPUTER or any other valuable unattended. Many people work on their computers while sitting in coffee shops and will leave their computers unattended to get creamer or use the restroom. This is the perfect time for someone to take your property.

Trolley

1. Ride by the operator.
2. If someone is bothering you, change seats and tell the operator.
3. Have your fare ready.
4. Look around when getting off.
5. Look for emergency buttons on the trolley.
Crime Prevention and Personal Safety

Holidays

Presents
1. Do not display gifts in view of windows or doors.
2. Mark all new gifts with your driver’s license or ID number.
3. Do not advertise what you got by putting boxes out on trash day. Break down boxes and put them in dark trash bags.
4. Remove all wrappings: bags, paper, ribbons and bows. These items can pose suffocation and choking hazards to small children and can cause fires if near a flame. Do not burn gift wrap paper in fireplaces.

Trees
1. Purchase trees labeled “fire resistant.”
2. Check for freshness. Fresh trees are green and needles are hard to pull from branches. When branches are bent between fingers, needles do not break.
3. The trunk butt of a fresh tree is sticky with resin.
4. Place tree away from fireplaces, radiator or portable heaters.
5. Do not block doorways with a tree.
6. Cut a few inches off from the trunk to expose fresh wood. This allows for better water absorption and will help keep your tree from drying out.
7. Keep stands filled with water (check daily) because heated rooms can dry live trees out rapidly.
8. Never use candles on trees.
9. Avoid sharp, breakable ornaments in homes with small children.

Lights
1. Check all lights before hanging them. Check for frayed wires, broken sockets, and loose connections.
2. Never use electric lights on metallic trees.
3. Check that lights have been certified for outdoor use. (Do not use indoor lights, outdoors.)
4. Turn off all lights when you go to bed or leave the house.
5. Use insulated staples, not nails or tacks.

Halloween
1. Carry flashlights.
2. Don’t enter homes of people you do not know.
3. Carry a cell phone.
4. Costumes:
   a. Wear light/bright costumes/reflective tape.
   b. Wear well fitting costumes.
   c. Oversized costumes could catch on fire if walking by an open flame (Jack-O-Lantern)
5. Eye holes – make sure there is full vision.
6. Make sure seat belts can be fastened with costumes on.
7. Tag cloths with name/address/phone number of younger children.
8. Only go to homes with the porch light on.
9. DO NOT eat candy until inspected by parents/adults.
10. Throw away homemade treats.
11. Feed kids before they go out so they are not tempted to eat candy.
Crime Prevention and Personal Safety

ADDITIONAL CONTACT INFORMATION

Captain's Advisory Board Meetings

Captain's Advisory Board meetings are open to the public. They are held every other month (starting in January) on the 4th Tuesday, at 5:30 pm, at the Central Division substation community room, located at 2501 Imperial Avenue. The schedule is posted at the front counter window. Listed below is the schedule for the year:

January 27, 2015
March 24, 2015
May 26, 2015
July 28, 2015
September 22, 2015 – Changed to September 29, 2015
November 24, 2015

CPTED (Crime Prevention Through Environmental Design)

A CPTED (Crime Prevention Through Environmental Design) report can be done on your property. Someone will evaluate your property and make suggestions on ways to improve safety on your property. The service is free and you are not obligated to do the work.

Ted Parker, VIP
San Diego Police Department
858/523-7049
TParker@pd.sandiego.gov

Or

Officer Luis Roman, SDPD
Luis works with Marsha Lyon for Crime Free Multi-Housing certification on residential properties.
619/516-3038
lroman@pd.sandiego.gov

Marsha Lyon
SAY San Diego
4275 El Cajon Blvd, Ste 101
San Diego, CA 92105
Office: 619-283-9624 ext. 229
www.saysandiego.org

Sex Offender Websites

1. California Department of Justice Megan's Law website http://meganslaw.ca.gov
2. San Diego Sex Offender Management Council website www.sdsomc.com
Crime Prevention and Personal Safety

LOA (Letter of Authorization)

A Letter of Agency authorizes the SDPD to enforce any law violations on the property when you are not present. LOA's are valid for one year (this started in January 2015.) LOA's must be filled out on-line. You MUST go to the City's website. There are many OLD versions of this letter on 3rd party websites attached as links. We have had problems with these old versions of the LOA's that will not submit properly because formulas in fields that need to be completed do not carry over. Please do the following steps on-line:

1. City of San Diego (official site)
2. Search: SDPD
3. Search: Letter of Agency
4. Click on the PDF "Letter of Agency" – When the form loads on to your screen RESET FORM.
5. RESET FORM (top right) – This will start automatic settings in the date section (top left.) It will enter the current date and expiration date. The default date is January 22, 2015. That is when the form was created.
6. POLICE DIVISION – Use the drop down menu to select the division the address of the LOA is located. If you are not sure of the division click on the blue button above "Police Division" that reads IN YOUR NEIGHBORHOOD. Enter the zip code for the address of the LOA. This will list the divisions within that zip code. The divisions will list all the communities they cover.
7. Return to your LOA form and click on the applicable division. This will populate the top center of the form where the form will be submitted.
8. Continue to fill in all of the blue fields (blanks.)
9. EMAIL FORM – Bottom left.

ACCIDENTS

Here are a few steps to follow if you are involved in an accident:

1. STAY CALM!
2. Check for injuries, if so, call 911.
3. If your car is operable, drive to the side of the road so you don’t block traffic.
4. If there are NO INJURIES, exchange information, no police report is required.
5. Gather information:
   a. Name of driver, driver’s license number, insurance policy number
   b. Name of any passengers and contact information
   c. License plate number
   d. Registered owner information
   e. Color/Make/Model/Year of vehicle involved
   f. Take photos with your cell phone
   g. Write a detailed account of the collision.
6. Give the same information you have asked for to the other driver.
7. Call you insurance company.

COPIES OF REPORTS

1. Wednesdays ONLY – 0800 to 1530
2. $12 per report
3. Mail request with self addressed stamped envelope available.
LAST THOUGHTS

1. Press charges. Don’t let the suspect get away with a crime. Call the police, don’t just report to on-site security.
2. Never let strangers use your telephone.
3. Don’t give rides to strangers.
4. If you suspect someone is in your house, DON’T GO IN – CALL POLICE!
5. If you get a person calling you with a wrong number, DON’T GIVE YOUR NAME OR NUMBER – HANG UP!
6. If you are out with friends and meet someone new, exchange phone numbers, not addresses.
7. If you are separated from friends when you go out, find our own ride home. Don’t take rides from strangers.
8. Don’t become physically involved. Better to observe and report.
9. Don’t hesitate to call police – use the non-emergency line to keep the lines free for EMERGENCIES.
10. Let your block captain or security know of any issues or incidents. They are your liaison with police.
11. For detailed information you can log on to the San Diego Police Department’s website and search crime prevention and personal safety.

WATER WASTE

You can report water waste by calling number (619-533-5271) to report water waste and the email as well.


Prepared by Officer Suzy de la Pena
San Diego Police Department
Community Liaison – Central Division
Revised: 08-11-15
Central Division Resource Phone List

Important phone numbers – (area code is 619 unless otherwise noted)

CITY CONTACTS
Abandoned Vehicles 858-495-7856
Abandoned/unattended personal belongings or Waste in public 858-694-7000
Animal Regulation 236-4250
Balboa Park Information 239-0512
Beach & Bay Advisory 338-2073
Bicycle License 533-4300
Birth Records 237-0502
Death Records 533-4430
Brush Abatement/Fire Hazard 533-4411
Building Permits 446-5000
Buses/MTS Access 233-3004
CITY ATTORNEY’S OFFICE - CIVIL 533-5800
CITY ATTORNEY’S OFFICE - CRIM’L 533-5500
City Council Docket Info 533-4000
Code Compliance Violations 236-5500
Construction Permit Questions 446-5200
Curb Maintenance 527-7500
Dead Animal Removal (City Prop.) 858-694-7000
Dog Licenses 767-2675
Feral Cat Coalition 758-9194
- Spay/Neuter 544-1222
Fire Stations 533-4300
Graffiti Hotline 525-8522 or 280-5290

GRAFFITI REMOVAL
- □Urban Corps Graffiti Hotline 800-829-6884 http://urbancorpsd.org/graffiti.html
- □Cal-Trans 858-467-4042
- □U.S. Postal Service 800-275-8777
- □City Traffic Signs 525-8522 or 527-7500
- □Traffic Signal Control Boxes 527-7500

Graffiti Reporting (SDPD Strike Force)
www.sandiego.gov/police

Grocery Cart Retrieval Corp. 800-252-4613
Household Hazardous Waste Disp’l 858-694-7000
Housing Commission 231-9400
Humane Society 299-7012
I Love A Clean San Diego 291-0103
Illegal Dumping 858-694-7000
Information (City of San Diego) 236-5555
Lawn Parking 858-495-7856
Library 236-5800
Litter Control 858-492-5010
Litter/Debris 858-694-7000
Noise Regulation 236-5500
Office of Small Business 533-5305
Park and Recreation 525-8219
Parking Abatement 858-495-7856
Parking Citations 866-470-1308

Permit Requirement Questions 446-5000
Permit Status Questions 446-5200
Police: Non-Emergency 531-2000
Police: Central Station (non-emer.) 744-9580
Police: Community Relations Officer 744-9580
*Ask for your area’s Community Contact Officer

Pot Hole Hotline 527-7500
Public Transit, www.sdcommute.com 293-3278
Recycling Hotline 800-237-2583
Senior Citizen Services 236-6905
Sewer Repair/Spills 515-3525
Sidewalk Maintenance 527-7500
Sneakers on Wires:
- Cox 262-1122
- SDGE 800-411-7343
- SBC 800-310-2355

Stormwater Pollution Hotline 235-1000
Street Lights 527-7500
Street Sweeping 527-7500
Traffic Control 446-5298
Trash/Dumping/Litter/Debris 858-694-7000
trash@sandiego.gov (include location and description)
Tree Maintenance 527-5465
Water Emergency 515-3525
Water Utilities 515-3500
Weed Abatement (private property) 533-4444
Zoning Regulation Info 446-5000

OTHER GOVERNMENT CONTACTS

CITY COUNCIL, District 3
Councilmember Todd Gloria 236-6633
toddgloria@sandiego.gov

CITY COUNCIL, District 7
Councilmember Marti Emerald 236-6677
martiemerald@sandiego.gov

CITY COUNCIL, District 8
Councilmember David Alvarez 236-6688
davidalvarez@sandiego.gov

COUNTY BOARD OF SUPERVISORS, District 4
Supervisor Ron Roberts 531-5544
ron-roberts@sdcounty.ca.gov

Last printed 7/23/2015 10:56:00 AM
Recursos - División Central
Lista Telefónica
Números telefónicos Importantes – (Código de Area 619 a menos q se indique lo contrario)

CONTACTOS EN LA CIUDAD
Vehículos abandonados 858-495-7858
Pertenencias personales abandonadas/desatendidas o residuos públicos 858-694-7000
Reglamento de animales 236-4250
Información de Balboa Park 239-0512
Asesoría - Playa y Bahía 338-2073
Permisos para bicicletas 533-4300
Registros de Nacimiento 237-0502
Registros de Defunción 533-4430
Reducción de Riesgo de Incendios 533-4411
Permisos de Construcción 446-5000
Autobuses / Acceso a MTS 233-3004

OFFicina DEL aBOgADO DE la CIUDAD - CIVIL 533-5800
OFFicina DEL aBOgADO DE la CIUDAD - CRIMINA L 533-5500

Expedientes del Ayuntamiento 533-4000
 Violaciones al Código de Cumplimiento 236-5500
 Permiso de Construcción – Preguntas 446-5200
 Mantenimiento de aceras 527-7500
 Remoción de Animales muertos (Prop. de la Ciudad) 858-694-7000
 Licencias para Perros 767-2675
 Coalición de Gatos Callejeros 758-9194
 • Castración 544-1222

Estaciones de Bomberos 533-4300
Línea Directa Graffiti 525-6522 o 250-525
Eliminación de Graffiti
• Línea Directa Urban Corps Graffiti 800-829-6884
  http://urbancorps.sd.org/graffiti.html
• Cal-Trans 858-467-4042
• Correo - U.S. Postal Service 800-275-8777
• Señales de tráfico 525-6522 o 527-7500
• Cajas de control de Señalamientos de Tráfico 527-7500
Reportar Graffiti (SDPD Strike Force)
  www.sandiego.gov/police

Recuperación de Carrillos de Mandado 800-252-4613
Residuos Peligrosos Residenciales 858-694-7000
Comisión de Vivienda 231-9400
Sociedad Humana 299-7012
Ame un San Diego Limpio (Love to Clean San Diego) 291-0103
Tiradero ilegal 858-694-7000
Información (Ciudad de San Diego) 236-5555
Estacionamiento en Césped 858-495-7856
Biblioteca 236-5800
Control de la camada 858-492-5010
Desechos de Basura 858-694-7000
Reglamento de Ruido 236-5500
Oficina de Pequeños Negocios 533-5305
Parques y Recreación 525-8219
Reducción de Estacionamiento 858-495-7856
Multa de Estacionamiento 866-470-1308

Información de Requisitos para Permisos 446-5000
Información sobre el Status de un Permiso 446-5200
Policía: NO–Emergencias 531-2000
Estación Central de Policía - NO–Emergencias 744-8580
Policía: Director Comunitario 744-8580
*Pregunta por el encargado q corresponda según el área.

Bacheo – Línea Directa 527-7500
Transporte Público, www.sdcommute.com 293-3278
Reciclaje – Línea Directa 866-237-2553
Servicios a Personas de la Tercera Edad 236-6905
Reparación de Alcantarillas / Derrames 515-3525
Mantenimiento de Aceras 527-7500
Compañías con Cableado Instalado:
  Cox 262-1122
  SDGE 800-411-7343
  SBC 800-310-2355

Contaminación de Aguas Pluviales – Línea Directa 235-1000
Alumbrado Público 527-7500
Limpieza de Vía Pública 527-7500
Control de Tráfico 448-5298
Basura/Tiradero/Residuos/Escombros 858-694-7000
trash@sandiego.gov (incluyendo ubicación y descripción)

Mantenimiento de arboles 527-5485
Emergencia de Agua 515-3525
Servicios de Agua 515-3500
Remoción de Hierba (propiedad privada) 533-4444
Información de Reglamento de Zonas 446-5000

OTROS CONTACTOS DE GOBIERNO
AYUNTAMIENTO, 2nd Distrito
Concejal Todd Gloria
todggloria@sandiego.gov

AYUNTAMIENTO, 7mo. Distrito
Concejal Martí Esmeralda
martilemerald@sandiego.gov

AYUNTAMIENTO, 8vo. Distrito
Concejal David Alvarez
davidadalvez@sandiego.gov

CONDADO Junta de Supervisores, 4to. Distrito
Supervisor Ron Roberts
ronroberts@sdcounty.ca.gov
ACTIVE SHOOTER TRAINING
Training for public entities

Below is information on training employees in the public sector on safety in an office environment/active shooter incident.

1. **RUN-HIDE-FIGHT** – These are Homeland Security funded videos, and are very well done. This is what you can do if/when your place of business or school comes under attack by an active shooter.

   [link](http://www.youtube.com/watch?v=5VcSwelU2D0)

   [link](http://www.campussafetymagazine.com/Videos/Channel/University-Security/2013/01/Active-Shooter-Awareness-Options-for-Consideration.aspx)

2. **Marc Fox – SDSU Campus Police**: Marc has training for the general public on office safety and active shooter scenarios. Email is best way to contact him.

   Marc Fox  
   619/339-8776  
   mfox@mail.sdsu.edu

3. **Dave Dalton – Universal Protection Service**: Dave is a retired LAPD sergeant that can speak to your employees regarding safety in the office. Email is best way to contact him.

   Dave Dalton  
   619/388-7958  
   dave.dalton@universalpro.com
All staff participate in our Daily Awesome briefings, which include any daily alerts and reviews of recent patron or safety incidents. Staff have experience in evacuations, and all have received quick reference safety cards and an Emergency Action Plan. We have also provided additional training opportunities over the years, such as those listed below. The Law Library also supports and participates in initiatives with other County agencies, such as Ready San Diego and the San Diego County California Heritage Protection Project.

- 2/12/2008 – ALL STAFF MEETING
  Edmond Otis - Dealing With Difficult Patrons – Making Libraries Safe and Sane
- 2009 – PUBLIC SERVICE STAFF MEETINGS
  Series of Customer Service Training Workshops
- 9/23/2010 – SERRA COOPERATIVE WORKSHOP / INFOPEOPLE
  Stress Management Training
- 2/2014 – ALL STAFF MEETING
  Safety Briefing
- 8/13/2015 – ALL STAFF MEETING
  Police Department – Crime Prevention and Personal Safety
  Reviewed personal safety and actions individuals could take to remain safe. Result of training was the creation of safety code word that immediately activates all staff to provide support and assistance where needed. This has helped during health emergencies (seizures), and during times when patron behaviors have been questionable.
- Fall 2015 – ALL STAFF DEPARTMENT MEETINGS
  Review and discussion of Run, Hide, Fight video by DHS
  Discussion included reviewing our options in each scenario; what we would do and where we would go in the event that we had to Run, Hide, or Fight.
- 9/10/2015 – WEBINAR
  SCORE – Get Your Business Ready for an Emergency
3/1/2016 – ALL STAFF MEETING
Marc Fox, Defensive Systems, Inc. – Preparing to Survive Life Threatening Encounters Workshop
A workshop reviewing life threatening warning signs, survival mindsets, fear response, interacting with patrons, and strategies to stay alive.

2/21/2018 – San Diego County California Heritage Protection Project meeting
Law Library participation in the California Heritage Protection Project.
“The California State Library, in coordination with the California State Archives and California State Parks, received a grant from the California Office of Emergency Services (Cal OES) for a project to:

1) Develop emergency response plans for libraries, museums, historical societies, and other heritage resources

2) Create partnerships between these organizations, first responders, and emergency services in California counties to optimize disaster preparedness and response”
Item 7:
Joe Matthews

Joe Matthews Resume
Consulting Experience

Joe is a knowledgeable and experienced consultant. He has assisted numerous libraries and local governments in a wide variety of projects including:

- Assess the value and performance of services offered in libraries
- Prepare strategic plans for library services
- Prepare long range plans for individual library’s and consortiums
- Assist in identifying community needs when planning a new library facility
- Prepare information technology plans
- Assess the effectiveness and efficiency of information technology departments in libraries and local governments
- Select and implement automated library information systems.

Joe received a large Institute of Museums and Library Services grant to study the applicability of using a Balanced Scorecard in the public library arena. Joe’s consulting firm was one of five organizations to receive funding for a large study of the online catalog funded by the Council on Library Resources (the other organizations included the Library of Congress, OCLC, University of California and the Research Libraries Group). Joe was also a research associate with the Public Policy Research Organization at the University of California, Irvine that received a large multi-million dollar grant to study the use of computers in local governments.

Teaching Experience

Joe taught for four years at the San Jose State University School of Library & Information Science. He taught library management, research methods, evaluation of library services and strategic planning. The majority of classes were taught online.

Work Experience

Joe has worked for several library software vendors and has held positions in sales, marketing, product development and product support.

Published Works

Books


**Articles, Book Chapters and Reports**


Tech Trends: Disc-o Fever!! *Christian Librarian, 42* (3), September 1999, 82.


Time for New OPAC Initiatives: An Overview of Landmarks in the Literature and


Automated Library System Marketplace articles appearing in *Library Journal*:


**Conference Proceedings**


Editorial Board

Editor-in-Chief, *Public Library Quarterly*. Member of the *Library HiTech* editorial board since the first issue. Member of the *Library Quarterly* editorial board.

Education

MBA University of California, Irvine

BS (Business California State University, Long Beach Administration)

Professional Activities

Active member of the American Library Association, and the Public Library Association, and the Association of Colleges & Research Libraries.

Mr. Matthews is an accomplished communicator and has conducted numerous seminars and workshops on determining and communicating the value of a library, strategic planning and technology planning.
Item 8: Other Reports

A. Foundation Liaison Report
   (1) Future of Foundation
   (2) Joint Meeting
Item 8: Other Reports

A. Foundation Liaison Report
   (1) Future of Foundation
# Cost Analysis

<table>
<thead>
<tr>
<th>Cost</th>
<th>Option 1</th>
<th>Option 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Hard Cost Estimate</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Building Area</td>
<td>2,100 SF</td>
<td>1,440 SF</td>
</tr>
<tr>
<td>Gross Building Area</td>
<td>2,110 SF</td>
<td>1,550 SF</td>
</tr>
<tr>
<td>Building Cost/SF</td>
<td>$327</td>
<td>$233</td>
</tr>
<tr>
<td>Building Cost</td>
<td>$691,003</td>
<td>$361,301</td>
</tr>
<tr>
<td>Building + Site Work Cost/SF</td>
<td>$363</td>
<td>$282</td>
</tr>
<tr>
<td>Site Work Cost</td>
<td>$74,663</td>
<td>$75,741</td>
</tr>
<tr>
<td><strong>Total Hard Cost Estimate</strong></td>
<td>$765,666</td>
<td>$437,042</td>
</tr>
<tr>
<td><strong>First Soft Cost Estimate</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Architectural/Engineering fee estimate</td>
<td>$91,880</td>
<td>$43,704</td>
</tr>
<tr>
<td>Construction contingency estimate (15%)</td>
<td>$14,850</td>
<td>$65,556</td>
</tr>
<tr>
<td>County administrative cost estimate (12%)</td>
<td>$91,880</td>
<td>$52,445</td>
</tr>
<tr>
<td><strong>Total Soft Cost Estimate</strong></td>
<td>$298,610</td>
<td>$161,706</td>
</tr>
<tr>
<td><strong>Recurring Cost Estimate</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual O &amp; M (2)</td>
<td>$800</td>
<td>$1,000</td>
</tr>
<tr>
<td>20-year Replacement Cost (4, 5)</td>
<td>$0</td>
<td>$469,691</td>
</tr>
<tr>
<td>40-year Replacement Cost (4, 5)</td>
<td>$100,000</td>
<td>$469,691</td>
</tr>
<tr>
<td><strong>50-Year Cost Estimate</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Cost (4)</td>
<td>$1,204,276</td>
<td>$1,586,130</td>
</tr>
<tr>
<td>Savings</td>
<td>$383,854</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ability to Serve the Public</th>
<th>Option 1</th>
<th>Option 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training space area</td>
<td>1,367 SF</td>
<td>817 SF</td>
</tr>
<tr>
<td><strong>Number Served</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classroom style seating (with tables)</td>
<td>40</td>
<td>20</td>
</tr>
<tr>
<td>Stacked seating (without tables)</td>
<td>91</td>
<td>53</td>
</tr>
<tr>
<td>Free Legal Clinics (# of private sessions)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>per week</td>
<td>96</td>
<td>36</td>
</tr>
<tr>
<td>per year (assumes 48 weeks)</td>
<td>4,608</td>
<td>1,728</td>
</tr>
</tbody>
</table>

Option 1 provides a two-fold increase in the number of people that can be served, and a cost savings of $383,854 over a 50-year period.

This cost analysis references building cost data from the Cost Estimate provided by Cumming, located in Appendix A of this report.

Notes:
1. Refer to following page for Soft + Hard Cost summary.
2. County administrative cost estimate provided by the County of San Diego Department of General Services.
3. Annual Operations & Maintenance (O&M) estimated based on baseline O&M costs the typical modular 24’ x 40’ unit.
4. Costs total to the present day value, future inflation is not incorporated in Cost Analysis.
5. Replacement costs include the initial hard cost plus 30% of hard costs for the soft cost estimate.
# Possible Budget Based on 150 People

<table>
<thead>
<tr>
<th>REVENUE</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sponsorship</td>
<td>$ 30,000.00</td>
<td></td>
</tr>
<tr>
<td>Ticket Revenue</td>
<td>$ 11,250.00</td>
<td>$75 x 150</td>
</tr>
<tr>
<td>TOTAL REVENUE</td>
<td>$ 41,250.00</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>Budget</th>
<th>Actual</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Visual &amp; Photography</td>
<td>$ (3,500.00)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Décor (Napkins/Linens/Florals)</td>
<td>$ (1,500.00)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entertainment/Games: Band or DJ / Emcee / Casino Games / Putting Greens / Video Games</td>
<td>$ (5,600.00)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event Coordinator</td>
<td>$ (6,500.00)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graphic Design &amp; Printing</td>
<td>$ (1,450.00)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Misc</td>
<td>$ (500.00)</td>
<td></td>
<td>Based on $30 for food and $20 for 2 drinks each. Does not include a venue rental charge so $7500 would have to meet the minimum.</td>
</tr>
<tr>
<td>Venue / Food &amp; Bev</td>
<td>$ (7,500.00)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL EXPENSES</td>
<td>$ (26,550.00)</td>
<td>$ -</td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL REVENUE | $ 41,250.00 | $ - |
| TOTAL EXPENSES | $ (26,550.00) | $ - |
| NET PROFIT | $ 14,700.00 | $ - |

This budget will vary based on the amount of décor needed, program requirements, digital versus mailed save the date invites, and additional set-up items being supplied by venue.
Possible Event Planners to Work with the Foundation on North County Fundraiser

20% Event Costs

0% Event costs

15% Event Costs

Budget shows flat fee Calculates to 24% costs
Item 8:
Other Reports

A. Foundation Liaison Report
   (2) Joint Meeting
Danell Scarborough, Ed.D. was most recently the executive director of the San Diego Human Relations Commission and executive director for the city’s Citizens’ Review Board on Police Practices, where she advised the mayor and city council on social justice issues to foster mutual understanding and inclusion and to protect basic human and civil rights. Projects included forums for the Regional Hate Crimes Coalition and Disabilities Awareness, the Harvey Milk Diversity and MLK All People’s Breakfasts, and the Safe Schools Coalition (anti-bullying policy) for San Diego city schools. The Citizens’ Review Board seeks to increase public confidence in, and effectiveness of, the San Diego Police Department through review of complaints of misconduct brought by members of the public against officers.

Danell has led public sector agencies through organization development initiatives in leadership, management and board development, change management, diversity, strategic planning and community involvement. She has served as director of administration for a city attorney; project leader for The Diversity Commitment, San Diego’s nationally recognized culture change effort, and was associate director during the creation of THE CENTRE for Organization Effectiveness.

She serves as president of the board for the California Association of Human Relations Organizations and serves on the board of Public Conversations West. Danell is a trained and experienced mediator. She is a graduate of Leadership California’s CIT program and LEAD San Diego Impact Program. In 2012, LEAD San Diego awarded her the Herbert G. Klein Visionary Leadership Award. She earned her doctorate from UC San Diego in leadership studies. Her dissertation focused on leadership in local government organizations.

Dates I’m available in April and May are –

April 2, 4, 10, 11, 18, 24

May 2, 8, 9, 22, 23, 29, 30, 31
Item 9: Director’s Report

A. Library Update
   (1) “What’s New?” …at the Law Library
   (2) County Connections Report
   (3) Resolution of Appreciation for George W. Brewster, Jr. Upon his Retirement

B. Law Library Press & Praise

C. Outreach Activities

D. Facilities Maintenance Reports

E. Patron Compliments/ Complaints

F. Incident Reports

G. Top Research Guides & Downloads Report

H. Social Media Report

I. User Snapshot

J. Monthly Activity Report
Director’s Report

A. Library Update
   (1) “What’s New?” …at the Law Library
   (2) County Connections Report
   (3) Resolution of Appreciation for George W. Brewster, Jr. Upon his Retirement
### North County

**Trailer Removal & Party**
The NC Law Library Branch trailer is scheduled for removal in May or June 2018.

**Know the Law Series**
- Trusts & Estates
  - 3/22/18 at 6pm, Vista Public Library

The County will finally be **tearing down that old, broken down Law Library trailer. We’re celebrating with a party, probably in the beginning of May. You should join us! It will be a lot of fun and help us raise money for technology & furniture!**

In *partnership with the North County Bar Association and the Vista Public Library* we are hosting a **free community lecture** on Trusts & Estates. Join us!

### Downtown

**Classes**
- How the Court Determines Child Support: Understanding the State Uniform Guidelines
  - 3/14/18 at 12pm
- Real Estate Fraudulent Documents
  - 3/22/18 at 12pm
- Water Resources from the US Geological Survey
  - 3/22/18 at 11am

“In *partnership with CWSL Access to Law Initiative* we are hosting a **free class** on understanding how the State Uniform Guidelines for Child Support work.”

Come **learn from an expert document examiner**, what to look for and how to spot trouble in real estate documents.

As part of a **Government Document Depository**, we are offering a **free webinar on finding USGS information** related to water use, surface water, groundwater, water quality, floods, droughts, and hurricanes.
<table>
<thead>
<tr>
<th>Date Reported</th>
<th>Project</th>
<th>Estimated Completion</th>
<th>Project Outlook</th>
<th>Project Description</th>
</tr>
</thead>
</table>
| 2010          | Vista: Trailer problems | Unknown May/June 2018 | Uncertain Good | replacement of trailer - unknown  

### Department - Who - What

<table>
<thead>
<tr>
<th>Department</th>
<th>Who</th>
<th>What</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Libraries</td>
<td>John W. Adkins, Esq.</td>
<td>12.27.2017: CAO Office response received by the Director. Ms. Robbins-Meyer agreed to continue working toward a resolution, and is having her own staff take the lead (before it was the PSG). John and Stephanie will be meeting with CAO staffer Michelle Clock in early January to discuss the matter.</td>
</tr>
<tr>
<td>Director of Libraries</td>
<td>John W. Adkins, Esq.</td>
<td>1.18.2018: Meeting held at NC Law Library to introduce Michele Clock to the Law Library mission, and funding and to discuss the NC Trailer status, work scheduled and pending and worked performed to date.</td>
</tr>
<tr>
<td>Department of General Services: County Project Management</td>
<td>Michael Pietrzak</td>
<td>1.23.2018: Site meeting held at NC to discuss work with contractor responsible for replacing HVAC units and vents. Scope of work identified. Contractor to create a proposal and submit to the County.</td>
</tr>
<tr>
<td>Director of Libraries</td>
<td>John W. Adkins, Esq.</td>
<td>1.29.2018: Tour and meeting with Supervisor Kristin Gaspar and her Senior Policy Advisor, Christi Knight. Showed off our recent renovation, the planning that went into our spaces and reviewed the current status of our North County Law Library branch and the need for classroom space similar to the flexible spaces created downtown.</td>
</tr>
<tr>
<td>Department of General Services: County Project Management</td>
<td>Michael Pietrzak</td>
<td>1.30.2018: Two additional projects were funded - replacement of electrical distribution system, and replacement of fire panel and sensors. Site meeting held at NC. Electrical feeder replacement will require power to be shutdown at the Traffic Court and the Law Library. Next step: Pietrzak to get contractors on site to provide cost estimates for the projects. Post meeting discussed draft layout for staff space and storage needs. PSG replied with contact information required to move phone lines. No information mentioned about funding our data line moves.</td>
</tr>
</tbody>
</table>
County Connections

<table>
<thead>
<tr>
<th>Date Reported</th>
<th>Project Description</th>
<th>Estimated Completion</th>
<th>Project Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>South Side Building Rattle</td>
<td>2018/2019</td>
<td>MMIP 18/19</td>
</tr>
</tbody>
</table>

South side of the Downtown facility shakes regularly. Pocket doors cannot be closed without disruptive amounts of noise.

<table>
<thead>
<tr>
<th>Department</th>
<th>Who</th>
<th>What</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Diego Law Library</td>
<td>Stephanie Schweter</td>
<td>Nov 2017: Reached out to Chief of Project Management, Rich Grudman, to determine status of this project. Per Rich Grudman this was not approved as an MMIP item.</td>
</tr>
<tr>
<td>Director of Libraries</td>
<td>John W. Adkins, Esq.</td>
<td>January 2018: Directed to put in requests to have the sliding door changed out in the Head of CO office to a regular door that we can secure in place with weather stripping, similar to the Director's office door.</td>
</tr>
<tr>
<td>DGS Project Management</td>
<td>Leonard Pinson</td>
<td>2.2.2017: &quot;The project is currently listed on the 18/19 MMIP. Budget instruction is next week and should be finalized. HOWEVER this means it's a project for 18/19, those do not start until funded July 1st. That is funded and ready to go. Assignment is still needed and planning. You may want to try and have this project as a Walk in if it is needed sooner. &quot;</td>
</tr>
</tbody>
</table>
March 6, 2018

Hon. Kristin Gaspar  
Chairwoman, San Diego County Board of Supervisors  
County Administration Center  
1600 Pacific Highway, Room 335  
San Diego, CA 92101

Dear Chairwoman Gaspar,

Congratulations on your very inspiring address last week. It was a real treat to see you “in action” — you certainly command an audience!

It may interest you to know that California law provides an opportunity for County Supervisors to become involved in County Law Library operations. Under California Business & Professions Code section 6301(4), “the chair of the board of supervisors is ex officio a trustee [of the county law library board of trustees].”

Based on this statute, I invite you to appoint someone as your representative (as the statute allows). We have had some very fine representatives from District 3, especially from former Supervisor Slater-Price’s office. The intersection between the two boards brings with it a lot of insight and innovative ideas. Without that connection, things can be missed. For one, the County’s Live Well plan leaves out “legal wellness” altogether — the concept of educating people about the law and their rights so they may represent themselves — the kind of access to justice that the County Law Library provides to all our residents!

I believe the California Legislature had a good idea when they wrote this statute connecting County governments with County law libraries. Consider this a standing invitation to you and your staff to learn how the Law Library enhances the County’s Live Well program by providing legal wellness to San Diego County’s individuals and businesses. As the only public agency offering a path to self-reliance for County residents needing to know the law, we welcome a close relationship with you, your staff, and County government.

With warm regards,

John  
Director of Libraries

1105 Front Street  San Diego, CA 92101  
Tel. 619-531-3900 Fax: 619-239-1563 Web: http://www.sandiegolawlibrary.org

EAST COUNTY BRANCH 250 E. Main Street, El Cajon • NORTH COUNTY BRANCH 325 S. Melrose Drive, Ste. 300, Vista • SOUTH BAY BRANCH 500 Third Avenue, Ste. 150, Chula Vista

Library Renovations Donated in Memory of Edgar B. Hervey
Good Morning Chris,

Thank you for taking time to visit with me on Friday Feb 16th to review the building facade granite in need of restoration. Please see your custom tailored estimate for review below.

I've looked into the permits for a scissor lift and rental to complete the job and am confident we can achieve the desired restoration results in 1 full days worth of work for D'Sapone Restoration Artists.

I've also scheduled to complete the polishing of the San Diego Law Library lettering as an added final touch to ensure the building is in tip top shape for first impressions come March 24th's event.

We do require your approval by March 9th to ensure we are on track for my scissor lift reservation to complete the work March 19th. These dates can be changed if there is a delay in approval on your end. The rental group provides the equipment on a first in first to reserve basis and is why I've taken the initiative to reserve the scissor lift in for March 19th. We need to ensure the change of reservation date is made 10 days prior to use as this is a high demand piece of equipment.

My aim is to complete the restoration the week of your event for the very best look of the stone prior to your event.

Please do not hesitate to reach out with any questions. Thanks again Chris, we can't wait to bring the D'Sapone Restoration Experience to the San Diego Law Library.

Warm Regards,
Chris@DSapone.com
760-457-8065
D'Sapone Artist
Certified. Passionate. Sleek.

Trained & Certified
Creating such a talented artist takes equally stunning lessons of technology, innovation, and superior hands-on training. We meticulously train and certify all of our artists at the pCiSUS University. The result is an advanced, technical art form on one program that is as much a work of art as it is state of the art.

On-going Training
D’Sapone knows to stay the best, we must keep training. With the best of CiSUs keeps designing exquisite products which need to be used by a trained artist. All D’Sapone artists attend pCiSUs new product debuts and training courses.

A Vault – Stores the Arsenal
When we needed a Vault to carry all the cleaners and sealers we considered every element that defines an Artist, not a contractor. When we put it all together, the result was something entirely new. Something entirely different from anything before. Something that provides an extremely powerful argument against the status quo – contractor

Drug Test
D’Sapone is a drug-free zone and we will not tolerate individuals who choose to indulge in substances that affect our artists’ focus and ability to perform their duties.

Steady Hands
Keeping a steady hand while applying our sealers is key to that perfect finish you strive for. See when the quality of our work impacts the quality restoration you expect, everything must be perfect. Once the artist has been trained, they must become an apprentice.

Uniform of Excellence
Uniforms don’t just represent D’Sapone, it also brings confidence to the artist, allowing customers to know you hire quality contractors. When quality companies are hired to perform exceptional work, customers know exception care is taken by management giving our customer a great experience.

Customer Code: 10112
Business: San Diego Law Library
Company Phone: (619) 531-3966
Customer: Chris Cox
Address: 1105, Front Street
State: CA
City: SAN DIEGO
Zip: 92101
Mobile: 619.865.7896
Email: coox@sdlawlibrary.org

Job: San Diego Law Library
Facade Restoration
Job Address: 1105 Front Street SAN DIEGO CA 92101

Learn About Our Processes
(Click the descriptions below to expand)

Credit Card Processing Fee
Granite - Clean and Seal Process

A clear hydrophobic sealer for granite. And nothing short of amazing.

You strive for exclusive sealers with that seals and protect coats of your enhancement. And we strive for the ongoing hand applied quality that you’re come to rely on. Your artists will use Ropar as a base with nitrlic iontophoresis to seal and waterproof the granite.

Granite - Polishing Process

Polishing granite to perfection. This only will make your Granite look better with a fine touch.

There is more to our setup than just an arrival.

In our setup, we take the same innovative approach to saving your staff time, protecting your belongings, and ensuring your success. Our products consist of 2 part epoxies and resins, which need to be treated in a certain amount of time. Your artists will also meticulously layout the schedule and power through the calendar, time line and any other details.

Stainless Steel Polishing Process

An entirely new way to polish stainless steel. Now experience an unbelievable luster on an unpolished scale. It’s not just about cleaning, it’s about achieving a flawless finish.

Areas & Processes
## 1. Granite - Clean and Seal Process

You want that sleek, natural granite look and we want to give you that low maintenance, new granite stone appearance. Our patented granite cleaning process will lift the stains from your stone with environmental safe products (not all deep stains will become invisible). Your artist will then treat the surface to a hydrophilic level with an invisible penetrating molecular sealer. 1800 sq ft granite facade 60X30' dimensions at $1.75 per sq ft = $3,150.00

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Price</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3150.00</td>
<td>✔️</td>
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</tbody>
</table>

Manufacturer: Finishes  Color: Clear

## 2. Stainless Steel Polishing Process

View the process details in the 'Learn Our Process Section' above. Cleaning and polishing of San Diego Law Library lettering.

<table>
<thead>
<tr>
<th>Quantity</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>185.00</td>
<td>✔️</td>
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</tbody>
</table>

Manufacturer: Finishes  Color: Clear

## 3. Granite - Polishing Process

Your artist will polish the top surface of the granite bringing a luscious look. Not all etching will polish out to a new finish. This polishing process comes free with our granite sealing process. Approximate cost $98.

<table>
<thead>
<tr>
<th>Quantity</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0.00</td>
<td>✔️</td>
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</tbody>
</table>

Manufacturer: Finishes  Color: Clear

## 4. Setup Fee

Sometimes a setup is needed when the job is not setup to utilize all the mixed products or materials. Scissor lift rental and delivery to complete job. All work will require 2 days of rental w/ 2 Artists to complete the work.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Price</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
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<td>625.00</td>
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Manufacturer: Finishes  Color: Clear

## 5. Credit Card Processing Fee

There is a cash or check discount added to the estimate. If a credit card is used we simple charge a 3% fee.

<table>
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<tr>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>3.00</td>
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Manufacturer: Finishes  Color: Clear

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<td>Process Total</td>
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<tr>
<td>Sales Tax</td>
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<td>Tax (0.00%)</td>
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<tr>
<td>Other Tax (0.00%)</td>
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<tr>
<td>Percentage (%)</td>
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<tr>
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</tr>
<tr>
<td>Grand Total</td>
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</table>

---
JOE AUTHORIZATION

Chris Cox, your signature authorizes an approval for the work in this estimate (Exhibit D) you selected to be completed. This signature also approves Exhibit A (Contract), Exhibit B (Calendar) and Exhibit C (Checklist) which pertains to the entire job. Please understand there is no verbal commitments by the estimator or any of the staff that will be performed by the technician. I understand that the balance of the job is due at the time of job completion on each line item. Once the job is completed the customer can review the work completed and address any concerns, if any. All attorney’s fees will be paid by customer on unpaid balances.

Chris Cox Authoried Signature. Clicking the approval button below constitutes your signature.

Date: 2/26/18

John W. Adkins
DIRECTOR

D’Sapone
Telephone: 760.705.1011 (tel:770.9179200)
1804 GARNET AVE Suite 665 San Diego, CA 92109

Update & Approve | Cancel & Close
Migell Acosta
By the Numbers

- 11.1 million books, movies, and CDs checked out
- 5.6 million customers visited our 33 branches, 2 bookmobiles, and 2 24/7 Library to Go kiosks
- A record-breaking 31,571 free programs attended by 710,871 people
- 1,602,564 public internet and WiFi sessions
- $3.7 million - value of the 150,162 hours donated by 9,706 volunteers
- 13,482 children signed up for SDCL’s new 1,000 Books Before Kindergarten program
- 32 Friends of the Library groups providing funding and advocacy for library programs, collections, and facilities

José Aponte

Playing the 'long game' the San Diego County Library continues to build and expand its leadership role in San Diego. Last year our libraries hosted a record number of programs that promoted civic engagement, healthy living, and prosperity. Our work celebrating the 'world of the mind' included but was not limited to record eBook circulation, children's programs, and programs for our elders. Simply stated, we are a community resource with many partners, the Friends of the Library, the San Diego health community, our many school teachers, administrators and liaisons that join us in this collaborative. As we close this year and eye 2016, we confidently share our deepest thanks and gratitude to our staff, community partners, and neighbors for making this our most productive year building community, sharing knowledge and creating open, safe, connected, and accessible resource centers for all of our residents.

— San Diego County Library Director

Chief Administrative Officer
Helen Robbins-Meyer

Deputy Chief Administrative Officer
Community Services Group
David Estrella

Library Director
José A. Aponte

Board of Supervisors
Greg Cox District 1
Dianne Jacob District 2
Dave Roberts District 3
Ron Roberts District 4
Bill Horn District 5
Dear Chris and Pam,

Upon Migell’s return to HQ today after visiting with Mr. Adkins, Migell asked that I send you the dates of upcoming meetings with the county library’s executive team and principal librarians (approx. 15 people)

April 9, 2018
May 14, 2018

Mr. Adkins is welcome to attend anytime during the meeting. We generally start the meetings at 9:30 – noon. Location will be at Library HQ, 5560 Overland Ave., Ste. 110, San Diego, CA 92123

Sharie Altomare
Sharie Altomare
Executive Assistant to Library Director

San Diego County Library | 5560 Overland Ave., Ste. 110 | San Diego, CA 92123
Desk Phone 858-694-3152 | Mail Stop O-70

CONFIDENTIALITY NOTICE: This email, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this email is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this email is prohibited. If you receive this email in error, please notify the sender by replying to this email and deleting this email immediately.

From: Chris Cox [mailto:ccox@sdlawlibrary.org]
Sent: Friday, February 16, 2018 7:35 AM
To: Altomare, Sharie <Sharie.Altomare@sdcounty.ca.gov>
Subject: SDLL visit parking details
Importance: High

Good morning Mrs. Altomare.

Regarding parking for Mr. Acosta’s visit to the San Diego Law Library this coming Tuesday, February 20th, we will arrange VIP valet parking at the Sofia Hotel (just ½ block south of SDLL). Directions are as follows:

FROM THE NORTH, WEST, OR EAST

Take 5 south to downtown, Second Avenue/Front Street exit. Stay right, following Front Street for about 5 blocks. Move into the far left lane. You will pass the Law Library on the left at the corner of Front and C Street. Cross C Street (trolley tracks) and go ½ block to park at the Sofia Hotel, on the left just before Broadway.
RESOLUTION OF COMMENDATION

WHEREAS
George Brewster is now retiring from his duties
as Chief Deputy County Counsel after 30 years of service; and

WHEREAS
George Brewster has set an outstanding example to which others may aspire, for which he
received the 2012 Witkin Award for Distinguished Service as an Attorney; and

WHEREAS
It is fitting and proper to recognize his distinguished professional accomplishments as a
former Trustee of the San Diego County Public Law Library; and

WHEREAS
George Brewster also served as a Trustee of the San Diego Law Library Foundation, and
as its President from 1998 to 2000; and

WHEREAS
George Brewster volunteered his valuable time and expertise for many years as
Moderator of the Law Library Foundation’s Lindley Law & Comies Panel;

NOW, THEREFORE BE IT RESOLVED
That this Board of Trustees hereby honors George Brewster for his leadership
and extends its sincerest gratitude for his work to enhance access to justice for all; and

BE IT FURTHER RESOLVED
That this resolution be duly recorded in the public minutes of this Board
and a copy be prepared for presentation to Mr. Brewster.

Executed this seventh day of March, 2018

At San Diego, California

________________________________________  ________________________________________________
Hon. David Berry                                      John W. Adkins, Esq.
Judge of the Superior Court &                         Director of Libraries &
President of the Board of Trustees                   Assistant Secretary to the Board
Director’s Report

B. Law Library Press & Praise
As I write this there is a boil water notice in place, floodwaters and mudslides have destroyed over 100 homes and damaged 300 more, at least 17 people have been killed by the deluge, 28 are injured, and another 43 are still missing.

We are used to reading about such things in some far-off country. But this is in Montecito, California, this is in Santa Barbara County.

After a season of deadly and destructive fires that decimated both the north and south of our state, we now must endure this. Our hearts go out to all those affected by these tragedies, and as law librarians we know these events will leave many people needing our help to find and use the law to protect their rights. As always, we stand ready to help anyone in need -- right there at the doorway, eager to share our knowledge with compassion, encouragement and hope.

Because that is what we do, and we do it well.

*Thank you all for all you do.*

On behalf of your executive board, I am sending you all greetings for the New Year. Here is hoping that 2018 brings us good -- and better -- news than last year.

My thanks to all your officers: Vice President Dolly Knight, Treasurer Jan Schmidt, Secretary Roger Huynh, Legislative Advocacy Committee Chair Sandi Levin, and Past President Larry Meyer, for their dedication to CCCLL and the future of California’s county law libraries. In this issue you will find lots of information about what they are doing on our behalf that will make you proud.

Please try to attend the Spring Meeting in Sacramento on Monday, February 5th and Legislative Advocacy Day on Tuesday, February 6th as we follow up on our very successful campaign to gain awareness and support in Sacramento.

Great things are happening. Feel the energy and get excited! Our progress is real, and you are part of it.

Sincerely, John
If you have any questions, comments or suggestions about CCCLL, please contact me!

John W. Adkins, President, CCCLL
First and foremost, I would like to thank all of those that attended the Installation Dinner on January 18, 2018 at The Crossings. I would also like to thank Justice Gilbert Nares for coming and swearing us in. Please welcome our new Directors, Caroline Zinns, Lesly Adams, Leslie Ryland, and Steven Burke, Jr.

Following the Installation Dinner, the board spent a day in Temecula getting to know each other, setting goals and planning the calendar of events for this year. I am fortunate to have such a wonderful team to work with. We are all eager to make this year a success and are planning a number of exceptional educational programs, volunteer opportunities, and fun social events for you.

Coming up next are our February dinner meeting on the 15th, followed by the annual Youth in Court on March 9th, which is led by our Director, Greg Lievers. Youth in Court is a great volunteer opportunity to help young kids in a mock trial before judges at the Vista Courthouse. If you are interested in helping out, please contact me, Greg, or our Executive Director, Mary Silva at our bar office. The Spring series of “Know the Law” program led by our Director, Debra Morse will also begin on February 1st with our member attorney Michael Doukas presenting Consumer Law.

I anticipate that our February dinner meeting, sponsored by Millennium Settlement Inc. and Litigate Court Reporting will be an outstanding program. Ms. Rachel Jensen, an attorney for Plaintiffs in a famous class action case that caught the nation’s attention in 2017 will present and share her experiences and “lessons learned” from representing a party in such a high profile case. This case settled for $25 million the night before the trial, after more than 6 years of litigation. Attorneys for Plaintiffs in this case, waived their attorney’s fees. By the way, one of the Plaintiffs in this case appealed to set aside the settlement and the matter is now pending before the 9th Circuit Court of Appeals. It should be very interesting to hear from Ms. Jensen. I hope to see you all at the February dinner meeting on the 15th at The Crossings!

Ikuko Sano
President

The Fund

Debra Leffler Streeter, Chair

Members: Mary Cataldo, Dawn Hall Cunneen, Judge David Moon, Jr. (Retired) and Mary Silva
To donate, please call the bar office at 760.758.5833

February 2018
2018 Board of Directors

Back row from left: Silvina Tondini, Thomas Penfield, Melissa Bustarde, Caroline Zinns, Ikuko Sano, Gregory Lievers, Lesly Adams, Debra Morse, Steven Burke, Jr. and Leslie Ryland
Front row from left: Annette Hall Neville, Stephen Hinze and Elisabeth Silva
C. Outreach Activities
### Lectures
Lectures are programs on special topics (frequently presented by outside speakers).

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>MCLE</th>
<th>Attendees</th>
<th>Title/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/1</td>
<td>North County</td>
<td>N</td>
<td>7</td>
<td>Know the Law: Debt Collection</td>
</tr>
<tr>
<td>2/22</td>
<td>North County</td>
<td>N</td>
<td>16</td>
<td>Know the Law: Family Law</td>
</tr>
</tbody>
</table>

### Classes
Classes are legal research instruction programs commonly taught by staff and offered here at the library.

<table>
<thead>
<tr>
<th>Date</th>
<th>Branch</th>
<th>MCLE</th>
<th>Attendees</th>
<th>Title/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/3</td>
<td>Main</td>
<td>N</td>
<td>1</td>
<td>Law Made Public: Lexis Secondary Sources</td>
</tr>
<tr>
<td>2/10</td>
<td>Main</td>
<td>N</td>
<td>0</td>
<td>Law Made Public: Lexis Shepardizing</td>
</tr>
<tr>
<td>2/17</td>
<td>Main</td>
<td>N</td>
<td>0</td>
<td>Law Made Public: Hein Online</td>
</tr>
<tr>
<td>2/24</td>
<td>Main</td>
<td>N</td>
<td>0</td>
<td>Law Made Public: CEB</td>
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</tbody>
</table>

### Promotional Programs

<table>
<thead>
<tr>
<th>Date</th>
<th>Branch</th>
<th>Attendees</th>
<th>Title/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/27</td>
<td>Main</td>
<td>30</td>
<td>Hosted lunch for Bar takers from USD School of Law and Thomas Jefferson School of Law</td>
</tr>
<tr>
<td>2/28</td>
<td>Main</td>
<td>30</td>
<td>Hosted lunch for Bar takers from USD School of Law and Thomas Jefferson School of Law</td>
</tr>
</tbody>
</table>

### Clinics

<table>
<thead>
<tr>
<th>Date</th>
<th>Branch</th>
<th>Attendees</th>
<th>Title/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/1, 2/8, 2/15, 2/22</td>
<td>SB</td>
<td>24</td>
<td>Consumer Law Clinic in partnership with LASSD</td>
</tr>
<tr>
<td>2/6, 2/20, 2/27</td>
<td>NC</td>
<td>7</td>
<td>Consumer Law Clinic in partnership with LASSD</td>
</tr>
<tr>
<td>2/7, 2/14, 2/21, 2/28</td>
<td>EC</td>
<td>50</td>
<td>Clinic with TJSL Center for Solo Practitioners – at El Cajon Branch of the San Diego County</td>
</tr>
<tr>
<td>Date</td>
<td>Location</td>
<td>Attendees</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>----------</td>
<td>-----------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>2/14, 2/21</td>
<td>NC</td>
<td>15</td>
<td>DDA Truancy Clinic <em>in partnership with</em> Deputy District Attorney</td>
</tr>
<tr>
<td>2/7</td>
<td>SB</td>
<td>0</td>
<td>DDA Truancy Clinic <em>in partnership with</em> Deputy District Attorney</td>
</tr>
<tr>
<td>2/7, 2/14, 2/21</td>
<td>Main</td>
<td>27</td>
<td>Family Law Clinic <em>in partnership with</em> SDVLP</td>
</tr>
<tr>
<td>2/9, 2/23</td>
<td>Main</td>
<td>0</td>
<td>Elder Law &amp; Advocacy Virtual Services</td>
</tr>
<tr>
<td>2/20</td>
<td>Main</td>
<td>15</td>
<td>Civil Appellate Self-Help Workshop <em>in partnership with</em> California Court of Appeal, Legal Aid, and SDCBA</td>
</tr>
<tr>
<td>2/28</td>
<td>Main</td>
<td>2</td>
<td>Tax Clinic <em>in partnership with</em> Legal Aid Society</td>
</tr>
<tr>
<td>2/7, 2/21</td>
<td>SB</td>
<td>0</td>
<td>SSI for Minors Clinic <em>in partnership with</em> Legal Aid Society</td>
</tr>
<tr>
<td>2/1, 2/15</td>
<td>NC</td>
<td>5</td>
<td>SSI for Minors Clinic <em>in partnership with</em> Legal Aid Society</td>
</tr>
<tr>
<td>2/7, 2/14, 2/21, 2/28</td>
<td>EC</td>
<td>Unknown</td>
<td>Family Settlement Conferences <em>in partnership with</em> LASSD</td>
</tr>
<tr>
<td>2/2, 2/9, 2/16, 2/23</td>
<td>SB</td>
<td>Unknown</td>
<td>Family Settlement Conferences <em>in partnership with</em> LASSD</td>
</tr>
</tbody>
</table>

**Tours**

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Attendees</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
North County has been busy with classes!

Know the Law:
Our Spring Series of Know the Law continues, with robust attendance. In late February we held a very lively Family Law class, pictured here. In early March, the Landlord Tenant class was very well received. Later this month we have Trusts and Estates.

The series continues throughout April into May, culminating in our popular Law Day Free Legal Clinics. All of this is part of a partnership with North County Bar Association, and the Vista branch of San Diego County Library.

We’ve caught the attention of the Law Library in St Louis, and are in communication with them about how they might start a similar program.

More planning in the works:
It doesn’t end this spring. We’re in planning stages for Vista classes on immigration law, employment law, and more for the early summer and into the fall. Additionally, we continue talks with Encinitas regarding resuming our Business 101 series at that library, in conjunction with the City of Encinitas.
Director’s Report

D. Facilities Maintenance Reports
<table>
<thead>
<tr>
<th>Branch/Stage</th>
<th>Description of Problem</th>
<th>Follow Up/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>NC In Process</td>
<td>2/28/2018-VISTA LAW LIBRARY; 325 S. Melrose Dr., Ste. 300, 92081: Install a dedicated outlet in the NC Law Library trailer, and mount a fire rated board to support a fire panel. Contact Stephanie Schweter for location and details.</td>
<td>(DGS) corrected Shop 3/8/18 KB</td>
</tr>
<tr>
<td>NC In Process</td>
<td>2/28/2018-VISTA LAW LIBRARY; 325 S. Melrose Dr., Ste. 300, 92081: Repair the Eastern most closet on the patio (closest to the front gate). This repair needs to be made before we can move forward with County MMIPs. Contact Debra Morse or Stephanie Schweter if you have any questions.</td>
<td>(DGS)1. Checked in with client Debra Morse. Performed inspection and evaluation on Law Library closet patio. Found the sliding door rollers at the bottom disconnected with the track. Also the top rollers rusted 02-28-2018 ANV.</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/7/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: One of the dome lights on the 2nd floor, just off the south stairwell, is flickering/going out.</td>
<td>2/8/2018-complete</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/7/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: The dumb waiter is stuck at the 1st floor and will not move or respond to call or send.</td>
<td>2/8/2018-complete</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/9/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: Three of the recessed overhead fluorescent lights are out in the elevator.</td>
<td>2/20/2018-complete</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/9/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: One of the fluorescent lights is out in the 1st floor stacks between the 3B &amp; 4B.</td>
<td>2/20/2018-complete</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/9/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: One of the dome lights is flickering/about to go out in the 1st floor stacks aisle between rows 11B &amp; 12B.</td>
<td>2/20/2018-complete</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/9/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: One of the fluorescent lights is out in the 2nd floor stacks between 7C &amp; 8C.</td>
<td>2/20/2018-complete</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/9/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: One of the fluorescent lights is out in the 2nd floor stacks between 13B &amp; 14B.</td>
<td>2/20/2018-complete</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/9/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: One of the white canister lights is out in the south end of Room 316 (Boardroom).</td>
<td>2/20/2018-complete</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/9/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: One of the white canister lights is out in Room 321B (North training room), just inside the door.</td>
<td>2/20/2018-complete</td>
</tr>
<tr>
<td>Main Complete</td>
<td>2/9/2018-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: One of the lights is out in the north stairwell between the 4th &amp; 5th floors.</td>
<td>2/203/2018-complete</td>
</tr>
</tbody>
</table>
Director’s Report

E. Patron Compliments/Complaints
| Branch: Downtown | Patron Comments: I would be lost without this place. Thank God for it and it is very well set-up. ~ Robert Haas |
| Date: 2/8/18 |
| Follow-up: |
| Improvement Opportunity: |

| Branch: Downtown | Patron Comments: The law library has been my only source of help other than the most high God. The law library has given me hope and empowerment in what seems to be a hopeless situation. ~ Oshea Jennings |
| Date: 2/20/18 |
| Follow-up: |
| Improvement Opportunity: |

| Branch: Downtown | Patron Comments: I would like to see a continuation of the $10 year option for law library access to power and wifi. ~ Wes Dorsey |
| Date: 2/20/18 |
| Follow-up: |
| Improvement Opportunity: |

| Branch: Downtown | Patron Comments: Comment re change in membership fees. For me, I could check out a few books for a $10 annual fee – plus the $50 deposit – refundable) Now to check out 1 book it would cost $75. $10 increase to $75 is not reasonable. I would renew only if desperate. ~ Rob Aschenbrenner |
| Date: 2/23/18 |
| Follow-up: GSC: talked to patron at iDesk and explained that it would only be $50 to check out one book and the deposit of $50 is no longer required. |
| Improvement Opportunity: |
Director’s Report

F. Incident Reports
<table>
<thead>
<tr>
<th>Branch:</th>
<th>Brief Description of Incident:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>A patron reported that $40 was taken from his wallet. The patron was using computer station #2 from 12:40 pm to 2:30 pm Friday afternoon. He had his wallet in a small bag that he left on top of the computer desk. He left to use the restroom and left the bag on the desk. Patron reported the theft to library staff.</td>
</tr>
<tr>
<td>Date: 2/16/18</td>
<td>Library staff made a request to the IT department to review the security camera footage for that time period. IT reviewed the security camera footage. Unfortunately, the cameras do not cover that area of the library.</td>
</tr>
<tr>
<td>Police Notified?</td>
<td>No</td>
</tr>
<tr>
<td>Action:</td>
<td>Library staff updated the patron that we did not have any footage of the incident and that we did not have any further information.</td>
</tr>
<tr>
<td>Security cameras consulted. They do not cover that area.</td>
<td>Patron Incident #324.</td>
</tr>
</tbody>
</table>
Director’s Report

G. Top Research Guides & Downloads Report
## Top Guides in January

<table>
<thead>
<tr>
<th>Guide</th>
<th>Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pleading</td>
<td>41</td>
</tr>
<tr>
<td>Motion to Terminate Probation</td>
<td>19</td>
</tr>
<tr>
<td>Clean Your Criminal Record</td>
<td>9</td>
</tr>
<tr>
<td>Appeal</td>
<td>8</td>
</tr>
<tr>
<td>Motion to Modify Probation</td>
<td>8</td>
</tr>
<tr>
<td>Oppose Motion</td>
<td>7</td>
</tr>
<tr>
<td>California Briefs</td>
<td>6</td>
</tr>
</tbody>
</table>

## Top Downloads in January

<table>
<thead>
<tr>
<th>File Description</th>
<th>#Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pleading Paper</td>
<td>987</td>
</tr>
<tr>
<td>Motion to Terminate: Notice</td>
<td>56</td>
</tr>
<tr>
<td>Motion to Terminate: Declaration</td>
<td>49</td>
</tr>
<tr>
<td>Motion to Terminate: Points ...</td>
<td>44</td>
</tr>
<tr>
<td>Reduce Felony Points...</td>
<td>37</td>
</tr>
<tr>
<td>Reduce Felony Declaration</td>
<td>36</td>
</tr>
<tr>
<td>Reduce Felony Notice</td>
<td>35</td>
</tr>
</tbody>
</table>
H. Social Media Report
As of February 28th our Page Likes increased 1% from January to 1,298.

One of February’s most popular posts was promoting our partnership with LASSD for the SSI Advocacy Program for Children which reached 261 users, earned 5 reactions, and 7 post clicks.

Performance for Your Post

<table>
<thead>
<tr>
<th>261 People Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Likes, Comments &amp; Shares</td>
</tr>
<tr>
<td>5 Likes</td>
</tr>
<tr>
<td>0 Comments</td>
</tr>
<tr>
<td>1 Shares</td>
</tr>
</tbody>
</table>

Also getting great attention for February was the announcement of our new Borrower’s Program which reached 224 users, earned 16 reactions, and 15 post clicks.

Performance for Your Post

<table>
<thead>
<tr>
<th>224 People Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 Reactions, Comments &amp; Shares</td>
</tr>
<tr>
<td>7 Likes</td>
</tr>
<tr>
<td>2 Love</td>
</tr>
<tr>
<td>6 Comments</td>
</tr>
<tr>
<td>1 Shares</td>
</tr>
</tbody>
</table>

15 Post Clicks

| 9 Photo Views | 9 Link Clicks | 6 Other Clicks |
Our Twitter earned 16.3K impressions and our following increased by 1% ending February with 1,331.

Our Know the Law Series in partnership with Vista Public Library remains our top tweet for February earning 245 impressions and 45 engagements (18.5%).

Mindfulness is all the rage lately and this February tweet is clear evidence earning 1,051 impressions and 17 engagements (1.6%).
Analytics defined

- **Reach** = The number of **unique** people who saw your content. It affects every other metric you can track: engagement, likes, comments, clicks and any feedback.
  - Paid (promoted/boosted posts/tweets)
  - Organic (any non-paid posts/tweets)

- **Impressions** = The total number of people who could have seen your content or page (reach) + the number of times (frequency) the post was shown.
  - Paid = (promoted/boosted posts/tweets)
  - Organic = (any non-paid posts/tweets)

- **Engagement** = Any direct interaction with a post or tweet; i.e. Likes, comments, Facebook “Reactions”, link clicks, post shares, retweets, etc. Engagement means the user actually took some action on a post/tweet.
  - Likes = User found content that inspired them to click the “Like” button.
  - Shares = User found content that inspired them to re-share to their own page.
  - Retweets = Like Facebook Shares, user found content that inspired them to re-share (retweet) to their own Twitter feed.
Director’s Report

I. User Snapshot
Visitors and Questions:

- Downtown Questions: answered 47 questions for every 100 visitors. This is toward the middle range for past 18 months – 42 to 56 per 100 visitors.
- Visitors: 2850 patrons for the month / 142 per day. This is toward the middle range for past 18 months – 130 to 150 visitors per day.
- North County Questions: answered 62 questions for every 100 visitors. This is typical for the past 18 months – 52 to 72 questions per 100 visitors.
- Visitors: 820 patrons for the month / 51 per day. This is at high end of the range for past 18 months – 40 to 50 visitors per day.

Patron Inquiry Highlights:

<table>
<thead>
<tr>
<th>Top 3 Reference Question Topics in February</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downtown</td>
</tr>
<tr>
<td>California law – general</td>
</tr>
<tr>
<td>California civil procedure</td>
</tr>
<tr>
<td>Family / Criminal</td>
</tr>
</tbody>
</table>

For Downtown, the two California topics are by far the most popular topics. There were more than 50 questions for each topic this month, while Family law and Criminal law are almost tied at 26 and 25. North County was quite different. General California law and Family law are way in front with 23 and 21 inquiries. California civil procedure is far back in third with 7.

Patron Database Use:

- Downtown answered 66 questions about how to use legal databases, about average for a month.
- North County answered 20 questions about using legal databases, at the low range for a month.
- Downtown (70) had another busy month of Westlaw users. They matched their relative high total from January. North County (17) declined from its higher January total of 28.
- Overall, patrons database questions and use was about average for a month, and similar to previous Februaries.

Public Library Program:

- El Cajon Branch of the San Diego County Library – No sessions due to holiday (President’s Day) and staff sickness.
- Chula Vista Public Library – One session was closed due to holiday (Lincoln’s Birthday). We answered 39 questions during the 1 session.
- This one day total is a record for one day.
- Patron questions included 5 reference questions dealing with contracts, tax law, and trusts and estates, 7 questions about the Law Library, 19 questions about library resources, and 8 referrals to legal providers.
J. Monthly Activity Report
### Gate Count (# of people)*

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Yearly Total</th>
<th>Share of Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>3670</td>
<td>3614</td>
<td>3068</td>
<td>3128</td>
<td>2583</td>
<td>2717</td>
<td>3376</td>
<td>2850</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>25006</td>
<td>77.14%</td>
</tr>
<tr>
<td>North</td>
<td>848</td>
<td>1031</td>
<td>802</td>
<td>974</td>
<td>928</td>
<td>960</td>
<td>1048</td>
<td>820</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7411</td>
<td>22.86%</td>
</tr>
<tr>
<td>Total</td>
<td>4518</td>
<td>4645</td>
<td>3870</td>
<td>4102</td>
<td>3511</td>
<td>3677</td>
<td>4424</td>
<td>3670</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>32417</td>
<td></td>
</tr>
</tbody>
</table>

### Circulation (# of items checked out, renewed, & put on hold)

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Yearly Total</th>
<th>Share of Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>723</td>
<td>896</td>
<td>682</td>
<td>617</td>
<td>524</td>
<td>648</td>
<td>837</td>
<td>503</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5429</td>
<td>77.75%</td>
</tr>
<tr>
<td>North</td>
<td>213</td>
<td>176</td>
<td>148</td>
<td>239</td>
<td>206</td>
<td>204</td>
<td>244</td>
<td>125</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1553</td>
<td>22.25%</td>
</tr>
<tr>
<td>Total</td>
<td>936</td>
<td>1072</td>
<td>830</td>
<td>865</td>
<td>730</td>
<td>852</td>
<td>1081</td>
<td>628</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6982</td>
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</table>

### Patron Inquiries

<table>
<thead>
<tr>
<th></th>
<th>July</th>
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<th>September</th>
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* Circ numbers for July revised after a systems check.
Item 10:
Board Member Reports