



To: Board of Supervisors
From: Birgitta E. Corsello, County Administrator
Date: May 24, 2018
Subject: Significant Issues Update

1) County Administrator's update on contracts

- The County Administrator's Office, First 5 Solano, a contract with Uplift Family Services, for coaching for early learning sites and implementing developmental screenings, \$30,000, from October 1, 2017 to June 30, 2018. The funding source is Prop 10 Tobacco Tax allocation.
- The County Administrator's Office, a contract with Mikon Productions, from March 8, 2018 – October 31, 2018, to design, build and maintain and coordinate exhibit volunteers at the Solano County Exhibit at the 2018 California State Fair, \$40,000. The funding source is County General Fund Promotions Budget.
- The Department of Health and Social Services, Medical Services division, a contract with Mercury Pharmacy, to provide 340B prescription drugs to eligible participants of Solano County, \$49,900, from July 1, 2017 to June 30, 2018. The funding source is Federally Qualified Healthcare Clinics (FQHC).

2) Unaccounted Fixed Assets – Countywide Annual Inventory Complete

Pursuant to Government Code Section 24051 and in accordance with the County's Fixed Assets Accountability and Control Policy, each County department head, elected or appointed, is responsible for all property purchased for, assigned to, or otherwise provided to his/her department. Each respective department is responsible for conducting an annual physical inventory of the fixed assets as of June 30, and is required to submit a signed copy of the inventory list to the Auditor-Controller by September 30.

On February 5, 2008, the Board of Supervisors delegated the authority to release a department head from accountability of unaccounted fixed assets to the County Administrator under the following conditions: a) Unaccounted Fixed Asset has a Fair Market Value of less than \$5,000; or b) Fixed Asset is stolen and has a Fair Market Value of less than \$5,000, department has provided a copy of a police report and the CAO has determined no negligence.

The Fixed Asset Inventory for FY2016/17 identified two unaccounted items with a total historical cost of \$4,480 for which both items are more than five years old. Unaccounted items were reported from Department of Information Technology and Public Defender department. The Auditor-Controller's Office has reminded the departments of the County's Fixed Asset Policy as it relates to disposition of assets.

The total fair market value of the unaccounted items is \$215 and meets the requirements of the authority delegated to the CAO. The County Administrator's Office is working with the affected departments to determine final disposition.

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3) Update on Medi-Cal Outreach and Retention Activities

Through a grant from the California State Department of Health Care Services, Solano County Health & Social Services provides funding to Solano Coalition for Better Health for outreach and to enroll uninsured Solano County residents into health coverage programs, including Medi-Cal. The main objective is to reach low-income, uninsured County residents and enroll them into a health insurance program, as well as assist clients with re-enrolling or retaining health coverage.

During the August 22, 2017 Board of Supervisors meeting, the Board requested that Department of Health and Social Services, Public Health division, provide a six-month update on outcomes pertaining Solano Coalition for Better Health's contract focusing on health coverage outreach and enrollment (contract no. 00517-18) be submitted. This is a six-month update for the period of July 1 – December 31, 2017.

In the first two quarters of this Fiscal Year 2017/18, Solano Coalition for Better Health's outreach, enrollment and retention efforts included:

- Providing Medi-Cal renewal assistance to 380 individuals (helped clients who failed to submit renewal application)
- Enrolling 234 new individuals into Medi-Cal
- Assisting 807 individuals retain Medi-Cal benefits (assisted clients with completing the renewal application)
- Participating in more than 20 outreach events throughout Solano County.

Solano Coalition for Better Health has exceeded the outcome requirements stated in the DHCS grant for the current fiscal year, and continues its outreach efforts for health coverage outreach and enrollment.

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4) Update to the Library Services Behavior Policy as of April 8, 2018

The Library has completed a review and an update on the Library Services Behavior Policy.

1994 – 1996: Rules of Conduct to Behavior Policy

In January 1994, the Solano County Board of Supervisors adopted Solano County Library's Rules of Conduct and authorized the County Librarian to modify or change these as circumstances warranted. Two years later, to maintain a safe and enjoyable library environment and experience for staff and customers of the library, the Library expanded on the Rules of Conduct and developed a Behavior Policy. The Behavior Policy outlined the procedures for implementing suspension of library privileges and was adopted by the Board of Supervisors in November, 1996, effectively replacing the Rules of Conduct.

2006 – 2014: Clarifying the Behavior Policy, Reaffirmed by the Board of Supervisors

In September, 2006, per Board direction, the Behavior Policy was reorganized for clarity and to reflect four categories of disruptive behaviors. The first category includes prohibited threatening, illegal or violent behaviors; the second category emphasizes viewing sexually explicit materials, and includes a 30-day suspension for customers viewing sexually explicit materials; the third category of prohibited disruptive or unsafe behavior; and, the fourth category of prohibited behaviors that interfere with Library operations.

In May 2013, the County Librarian amended the Behavior Policy and added a sentence to clarify that the use of a library card other than one's own to log on to a public access computer is prohibited. In June 2014, the Board reaffirmed the Library's Behavior Policy and Suspension of Library Privileges Policy in the reorganized format including categories of disruptive behavior.

April 2018: Revising the Suspension Enforcement Procedures

The current Suspension of Library Privileges Policy contains internal inconsistencies that create confusion for staff to implement. Library administration conducted a review of behavior and suspension policies from peer libraries in the Bay Area to identify best practices in this area. Initial drafts of the proposed revisions to the Suspension Enforcement policy were reviewed by Library public service staff and were further revised to incorporate recommendations and feedback from library staff.

The Suspension Policy has been updated and revised to clarify for staff and the public, suspension enforcement procedures, including the chain of command for suspension appeals, and resulting consequences for the various behavior offenses, including length of suspension. The revised Suspension Policy is uniformly enforced throughout the Library system. Additionally, the revisions incorporate language and procedures from the County's Workplace Violence Prevention Policy adopted by the Board back in December 2013. If substantive changes are made to these proposed policies, the Library will return to the Board of Supervisors to reaffirm the revisions/modifications.

---SOLANO COUNTY LIBRARY SERVICES BEHAVIOR POLICY---

For the safety and comfort of all Library customers and staff and for safeguarding the Library's facilities and resources, the Solano County Board of Supervisors has adopted rules and regulations governing use of Solano County Library facilities. Solano County Library reserves the right to restrict use of its facilities and premises to persons whom do not abide by the Library's *Behavior Policy*.

Failure to comply with the Library's established policies could result in expulsion from the Library, suspension of library privileges for a designated period, and/or in arrest and prosecution under California Penal Code section 602.1(b). The Director of Library Services, his/her designated staff, and/or local law enforcement are authorized to apply these rules in accordance with applicable law and to ensure appropriate behavior of all persons in the Library's facilities.

SUSPENSION PROCEDURES

Library staff members are responsible for taking initiative to speak with customers regarding inappropriate behavior. Libraries with security staff have onsite protocols and practices to ensure that Library staff and security staff personnel are working together to identify problems and resolve issues. The *Guidelines for Dealing with Problem Behavior* address ways to approach a variety of common situations and incidents.

To be fair and equitable in the application of the Solano County Library *Behavior Policy*, authorized library staff members shall apply the following procedures:

THREATENING/VIOLENT OR ILLEGAL BEHAVIOR

Any threatening, violent or illegal behavior will not be tolerated. Individuals engaging in such behavior will be instructed to leave the library facility immediately by authorized library staff. Law enforcement may be called and additional legal action may be taken, as appropriate. In addition, based on the severity of the situation, a suspension of library privileges for up to one year may be applied without advanced warning or prior suspension. The Director, Assistant Director, or Deputy Director of Library Services will determine and assign the appropriate suspension period.

Staff will take the following actions:

- notify the customer verbally of policy violation and immediate suspension, length of time to be determined by library administration
- instruct the customer to leave the facility immediately; call law enforcement for assistance as necessary
- document the incident in the Patron Incident Tracking System [PITS]
- database and notify library administration
- if account number is known, suspend the customer's account in Library Online and place a soft block in CARL, per [Library Online Suspension Procedures](#)
- complete the *Suspension of Library Privileges* form once library administration has determined suspension duration and mail a copy to the home address if known or hand deliver if the customer is still present or returns to library premises

VIEWING SEXUALLY EXPLICIT MATERIALS

Any customer who views an inappropriate internet site, per the Library's *Internet and Electronic Information Use Policy* or *Behavior Policy*, will have his or her library privileges automatically suspended for one month (30 days). Individuals who repeatedly violate this rule will be issued further suspensions doubling in length for each subsequent violation.

Staff will take the following actions:

- notify the customer verbally of policy violation
- provide the customer with a copy of the *Behavior Policy* and/or *Internet and Electronic Information Use Policy*
- instruct the customer to leave the facility immediately for the term of the suspension period; call law enforcement for assistance as necessary
- document the incident in the PITS database and notify library management
- if account number is known, suspend the customer's account in Library Online and place a soft block in CARL, per [Library Online Suspension Procedures](#)
- complete the *Suspension of Library Privileges* form once the cluster manager has determined suspension duration and mail a copy to the home address if known or hand deliver if the customer is still present or returns to library premises

DISRUPTIVE/UNSAFE BEHAVIOR OR INTERFERENCE WITH LIBRARY OPERATIONS

When a customer has violated the Library's *Behavior Policy* by displaying behavior that is more disruptive or interfering with library operations than threatening, violent or illegal, staff will take the following actions:

Verbal Warnings:

- provide the customer with a copy of the *Behavior Policy*
- identify to the customer the behavior that is unacceptable and explain the type of behavior that is expected so that the customer may continue using the library

- advise the customer that further unacceptable behavior may result in staff asking the customer to leave the library

One Day Suspensions:

- provide the customer with a copy of the *Behavior Policy*
- notify the customer verbally of the one day suspension and instruct the customer to leave the facility immediately; call law enforcement for assistance as necessary
- explain that the customer is welcome to return tomorrow and will be expected to follow the *Behavior Policy*
- document the incident in the PITS database

One Week or Longer Suspensions:

- provide the customer with a copy of the *Behavior Policy*
- notify the customer verbally of the suspension, instruct the customer to leave the facility immediately and inform him/her of one week or up to one month suspension
- if approval is required for a longer suspension, issue a one week or up to one month suspension while approval is pending
- document the incident in the PITS database and notify library management
- if account number is known, suspend the customer's account in Library Online and place a soft block in CARL, per [Library Online Suspension Procedures](#)
- complete the *Suspension of Library Privileges* form once the branch manager and library administration has determined suspension duration and mail a copy to the home address if known or hand deliver if the customer is still present or returns to library premises

NOTICE OF SUSPENSION

Complete the *Suspension of Library Privileges* form when issuing a suspension for one week or longer. This form notifies customers in writing of the reason for suspension, length of suspension, and process for appeal. When suspending the privileges of a child, refer to *Use of the Library by Children* for further information on special considerations when dealing with minors.

Scan a copy of the suspension notice for the Library's records and attach it to the customer incident record in the PITS database. Copies of all documents related to a suspension and subsequent appeal are to be scanned and attached to the customer incident record in the PITS database. Suspension records must be retained for three (3) years in PITS.

APPEALS

The Library offers an appeal process when a customer is suspended from the Library for one week or longer. The *Suspension Notice* notifies customers of their right to an appeal.

A written or oral request for appeal must be made within three business days of receipt of the notice of suspension. Library Administration will respond within three business days of receipt of the appeal. The suspended customer should include the reason for the appeal, the date and nature of the incident, and the customer's contact information. A parent or guardian may represent a suspended minor (under the age of 18) in the appeal process or must accompany a minor to the hearing. Appropriate library staff or customers that were all witnesses to the incident(s) may be asked to appear. A library security officer may be present. Any imposed suspension will remain in effect pending review of appeals.

Chain of command for suspension appeals:

- First level: Branch Manager
- Second level: Deputy Director of Public Services (alternate: Assistant Director of Library Services)
- Third level and for suspensions of two months or longer: Director of Library Services

The decision of the Director of Library Services, or his/her designee, is final. Library Administration may give a verbal ruling at the time of appeal. A letter detailing the decision and the factual basis for the decision will be sent to the suspended individual within three business days of receipt of the appeal. Individuals have the option of arranging to pick up the decision letter at the library or receiving it in the mail.

ENFORCEMENT GUIDELINES

All staff acting in an in-charge capacity are authorized to issue suspensions for seven days or less AND 30-day suspensions for inappropriate viewing. Library Branch Managers and/or Supervising Librarians are authorized to issue one month suspensions.

Suspensions of two months or longer must be approved by Library administration except for suspensions related to inappropriate viewing.

If approval is required for a longer suspension, Library staff may issue a one week suspension while approval is pending.

Violation of a suspension constitutes trespassing. If the individual does not leave the library when asked, Library staff may summon the branch security officer or call the local law enforcement non-emergency phone number to report trespassing and ask for assistance.

Library privileges may be suspended based on the following durations at the discretion of the Director of Library Services or his/her designee:

DURATION OF SUSPENSION OF LIBRARY PRIVILEGES

	THREATENING/ VIOLENT OR ILLEGAL BEHAVIOR	VIEWING SEXUALLY EXPLICATED MATERIALS	DISRUPTIVE / UNSAFE BEHAVIOR	INTERFERENCE WITH LIBRARY OPERATIONS
FIRST VIOLATION:	Immediate expulsion; Library privileges suspended for 3 months or up to 1 year based on severity of offense	Immediate expulsion; Library privileges suspended for 1 month	Warning issued; person may correct behavior or leave for the day	Warning issued; person may correct behavior or leave for the day
SECOND VIOLATION:	Immediate expulsion; Library privileges suspended for 6 months or up to 2 years based on severity of offense	Immediate expulsion; Library privileges suspended for 2 months	Library privileges suspended for 1 week	Library privileges suspended for 1 day
THIRD VIOLATION:	Immediate expulsion; Library privileges suspended for 1 to 3 years based on severity of offense	Immediate expulsion; Library privileges suspended for 4 months	Library privileges suspended for 2 weeks	Library privileges suspended for 1 week

FOURTH VIOLATION:		Immediate expulsion; Library privileges suspended for 8 months	Library privileges suspended for 1 month	Library privileges suspended for 1 month
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Contact: Bonnie Katz, Director of Library Services
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