



LIBRARY COMMISSION REGULAR MEETING AGENDA

Thursday, April 3, 2025
7:00 PM

City Council Chamber
200 Old Bernal Avenue
Pleasanton, CA 94566

The meeting will be held in-person and will be streamed at <https://www.youtube.com/user/TheCityofPleasanton>.

Public participation: It is requested that members of the public wishing to address the Commission submit a speaker card. When public comment is opened on an agenda item, individuals may speak once per agenda item.

In Person:

- Submit a physical speaker card at the meeting. When your name is called, please provide comment at the podium.
-

CALL TO ORDER

- Pledge of Allegiance
- Roll Call

AGENDA AMENDMENTS

CONSENT CALENDAR

Items listed on the consent calendar are considered routine in nature and may be enacted by one motion. If discussion is required, that particular item will be removed from the consent calendar and will be considered separately.

1. Approve regular meeting minutes of February 6, 2025

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations
3. Public Comment regarding items not listed on the agenda – Speakers are limited to 3 minutes.

MATTERS FOR THE COMMISSION'S REVIEW/ACTION/INFORMATION

4. Review and Discuss the Pleasanton Teen Poet Laureate Program
5. Review and Recommend City Council Adopt a Resolution Approving the Library Privacy Policy

6. Review Library Programs Held in April/May and Discuss Commissioner Outreach Opportunities

COMMISSION REPORTS

7. Brief reports on any meetings, conferences, and/or seminars attended by the commission members.
8. Friends of the Library Updates

MATTERS INITIATED

FUTURE AGENDA ITEMS

- *Collection Development Plan for FY 2025/26*
- *Library and Recreation Outreach Vehicle*
- *Summer Reading Program 2025*
- *Commission Workplan for FY 2025/26*

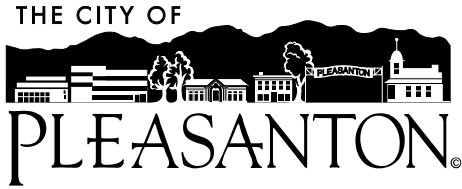
ADJOURNMENT

Notice

Under Government Code §54957.5, any writings/documents regarding an open session item on this agenda provided to a majority of the Commission after distribution of the agenda packet will be available for public inspection at the Library and Recreation department located at 400 Old Bernal Ave., Pleasanton, CA 94566. meeting, regardless of whether it is a regular or special meeting.

Accessible Public Meetings

The City of Pleasanton can provide special assistance for persons with disabilities to participate in public meetings. To make a request for a disability-related modification or accommodation (e.g., an assistive listening device), please contact the Library and Recreation department located at 400 Old Bernal Ave., or (925) 931-5340 at the earliest possible time. If you need sign language assistance, please provide at least two working days' notice prior to the meeting date.



Library Commission Regular Meeting Minutes

February 6, 2025 – 7:00 p.m.

CALL TO ORDER

Chair Sabatini called to order the regular meeting of the Library Commission at 7:03 p.m. from the Council Chamber located at 200 Old Bernal Ave., Pleasanton.

Chair Sabatini led the Pledge of Allegiance.

ROLL CALL

Present: Commissioners Chen, Dhillon, Emerson, Kimsey, Murphy, Stroud and Chair Sabatini

Absent: None

AGENDA AMENDMENTS

None

MINUTES

1. Approve regular meeting minutes of December 5, 2024.

MOTION: It was m/s by Emerson/Dhillon to approve the regular meeting minutes of December 5, 2024

The motion passed by the following vote:

Ayes: Commissioners Chen, Dhillon, Emerson, Kimsey, Murphy, Stroud and Chair Sabatini

Absent: None

Noes: None

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations

3. Public comment from the audience regarding items not listed on the agenda.

Chair Sabatini opened public comment. There being no speakers, Chair Sabatini closed public comment.

MATTERS FOR THE COMMISSION'S REVIEW / ACTION / INFORMATION

4. Review and discuss the Pleasanton Public Library Program Plan for Fiscal Year 2025/26

Jeff Gibson, Senior Librarian, presented the item and answered questions from commissioners.

Commissioners provided feedback and comments.

5. Review library programs held in February/March and discuss commissioner outreach opportunities.

Lia Bushong, Assistant Director of Library and Recreation, presented the item and answered questions from commissioners.

Commissioners provided feedback and comments.

COMMISSION REPORTS

6. Brief reports on any meetings, conferences, and/or seminars attended by the commission members.

7. Teen Poet Laureate Sub Committee Update

Commission Dhillon provided an update.

8. Friends of the Library Update

Commissioner Murphy provided an update and answered questions from commissioners.

MATTERS INITIATED BY THE COMMISSION

FUTURE AGENDA ITEMS

Library Collection Development Plan for FY 2025/26

Library Privacy Policy

Teen Poet Laureate Program

Library and Recreation Outreach Vehicle

Commission Workplan for FY 2025/26

ADJOURNMENT

With no further business, Chair Sabatini adjourned the meeting at 8:16 p.m.

**LIBRARY COMMISSION AGENDA
REPORT**

April 3, 2025
Library and Recreation

TITLE: REVIEW AND DISCUSS THE PLEASANTON TEEN POET LAUREATE PROGRAM

SUMMARY

In prior years, a joint Library and Civic Arts Subcommittee convened annually to recruit and interview candidates for the Pleasanton Teen Poet Laureate position. In November 2023, each commission approved a one-year pause of the subcommittee to explore best practices and new program concepts. During this time, the Teen Poet Laureate Ad Hoc Committee convened to research local, regional and national programs and provide input on programming.

Library and Civic Arts Commissioners are asked to discuss the committee’s input and staff recommendations for the Teen Poet Laureate program.

RECOMMENDATION

Review and discuss the Pleasanton Teen Poet Laureate Program.

BACKGROUND

In 2012, the Pleasanton Teen Poet Laureate (TPL) program was established to raise awareness of the importance of poetry in enhancing the lives of Pleasanton youth through poetry readings at civic events and dedications, community writing workshops, and youth events. The joint Library and Civic Arts Teen Poet Laureate Selection Subcommittee was responsible for interviewing the poet laureate candidates for the City and meeting during the initial stages of the selection process before their poet laureate selection was reviewed by the commissions and recommended to the City Council. Members of the subcommittee included Library and Civic Arts commissioners and City staff.

At their respective Library and Civic Arts meetings in November 2023, commissioners approved a one-year pause of the Teen Poet Laureate Selection Subcommittee to research best practices from neighboring agencies, identify emerging teen interests, and refine program goals. The Ad Hoc Committee comprised the following members: Civic Arts Commissioner Yee, Library Commissioner Dhillon, and City staff. The committee met monthly and conducted program research from November 2024 through February 2025.

The Teen Poet Laureate Ad Hoc Committee reviewed the Pleasanton program, focusing on its format and goals. Their research also explored best practices in other agencies and examined strategies to create a more sustainable and impactful program.

Committee Research Findings: City, County, and National Programs

The committee researched local, county, and national poet laureate programs. This research provided insights into program structures, practices and affiliations.

Finding #1: Two of the three local cities studied do not have a teen poet laureate program, and all cities operate poet laureate programs using existing city resources.

- Dublin and San Ramon have adult poet laureates, but do not offer a teen program. Dublin's Adult Poet Laureate is required to present original poetry at three city events, while San Ramon's must present at four events. Neither city has a dedicated budget for the program, and both rely on existing city resources to support their laureates
- Livermore does not have an official teen poet laureate program but offers a Teen Poet of the Trimester, a rotating high school position. The Adult Poet Laureate is a separate initiative.

Finding #2: County and national programs studied have different program and funding structures than cities.

- Alameda County Teen Poet Laureate Program:
 - Alameda County Library operates its own Youth Poet Laureate program, while other cities within the county may also run independent programs
 - Alameda County Library Foundation provides sponsorship.
- Urban Word (National Youth Poet Laureate Program):
 - Serves as the governing body for Youth Poet Laureate (YPL) programs
 - Cities must register as an Urban Word chapter to participate at the national level
 - Annual cost: \$500 for the participating city to maintain chapter status
 - Being a designated chapter provides additional resources, visibility, and opportunities for youth poets
 - Alameda County teen poet laureates can apply for national recognition through this program.

Committee Concepts for the Pleasanton Program

Drawing from their research, the committee provided input on program concepts that could strengthen Pleasanton's TPL program:

- Rebrand from a Teen Poet Laureate (TPL) to a Youth Poet Laureate (YPL) program for broader inclusivity
- Allocate additional City resources or seek sponsorship to enhance program impact and support program sustainability
- Develop a mission and vision statement for the program
- Engage youth in supporting the program's outreach
- Register as an Urban Word Chapter to connect to state and national opportunities, creating a pathway for local poets to advance
- Implement events such as poetry slams, contests, and poetry workshops to build confidence and public speaking skills and to engage a diverse community of young writers.

The committee identified the following resource needs to be successful:

- Dedicated City staffing hours for the program
- Funding for teacher stipends to increase school participation
- Funding for supplies and marketing

- Funding for the annual chapter fee for the national Urban Word program.

DISCUSSION

City staff has provided an analysis of the committee research findings and program concepts to develop a recommendation, which will be the basis for the Library and Civic Arts Commissions' discussion.

Staff Analysis

Community needs: In recent years, Pleasanton's TPL program has encountered challenges securing poetry reading opportunities at civic events, which was the original focus of the position when it was created. In response, participants shifted to focus on projects such as creating original poetry, publishing youth poetry collections, hosting youth and ESL workshops, and tabling at community events. Despite these efforts, laureates have expressed interest to staff in more distinguished opportunities for future participants.

Program metrics: The TPL program does not easily follow standardized metrics for evaluation. Each laureate's contribution differs greatly; some focus more on civic readings and others focus on workshops with varying numbers of sessions. The volume of readings depends on community demand each year and factors such as facility availability. Attendance numbers related to readings at civic events can be hard to correlate to the poetry reading itself. As a result, program success has been measured through qualitative impact and participant engagement rather than quantitative output. Future programs would benefit from a defined set of goals and a system for evaluation.

Local practices: The committee also identified that two of the three, neighboring cities studied do not offer a youth poet laureate program. Cities with both adult and youth laureates do not have designated staffing to support the program. In light of the City's structural deficit, these local practices may underscore the importance of scaling the City's program to align with regional practices.

As discussed by the committee, sustaining and growing the TPL program would require dedicated staff time and funding for supplies, marketing, and the annual Urban Word Chapter fee. *As such, program development will pause until the City's two-year budget is adopted and funding and resources are confirmed.*

Even if funding for materials and chapter fees is confirmed, staffing resources would continue to be limited. Staff recommends initially prioritizing the following program concepts, out of those identified by the committee:

- Transition to a Youth Poet Laureate model
- Develop a mission and vision for the program
- Initiate an affiliation with the Urban Word Chapter
- Establish a defined number of programs and poetry readings based on what can be supported by staffing levels, City facilities, and materials budgets
- Develop metrics for ongoing program evaluation.

EQUITY AND SUSTAINABILITY

Committee members from the joint commission bring diverse perspectives on libraries and the arts. Their program ideas support equity by expanding access to creative expression and leadership opportunities for youth from all backgrounds.

OUTREACH

No outreach has been done in advance of this item.

STRATEGIC PLAN ALIGNMENT

Ad Hoc Committees are a routine matter of commission business.

FINANCIAL STATEMENT

There is no fiscal impact at this time.

Prepared by:



Lia Bushong, Assistant Director of Library and Recreation
Rachel Prater, Recreation Manager

Attachments:

None

**LIBRARY COMMISSION AGENDA
REPORT**

April 3, 2025
Library and Recreation

**TITLE: REVIEW AND RECOMMEND CITY COUNCIL ADOPT A RESOLUTION
APPROVING THE LIBRARY PRIVACY POLICY**

SUMMARY

Library Commissioners and City staff have reviewed and updated key library policies, including a Library Privacy Policy. This new policy addresses changes in technology, compliance with state and federal regulations, and evolving public library practices to ensure clear and effective governance of library services.

The proposed policy revision strengthens the Library's ability to safeguard patron information, maintain compliance with privacy laws, and align with the Library and Recreation Department's values of service, integrity, inclusion, innovation and collaboration.

RECOMMENDATION

Review and recommend City Council adopt a resolution approving the Library Privacy Policy.

BACKGROUND

Protecting library users' privacy is a fundamental responsibility of public libraries. Under Section 2.34.20 of the Pleasanton Municipal Code, the Library Commission reviews and recommends policies related to library services to the City Council. As part of its 2024 priorities, the commission initiated the development of a Library Privacy Policy to ensure clear guidelines on data protection and compliance with state privacy laws.

Between February and April 2024, the City contracted with Becky Yoose, a Library Data Privacy Consultant with LDH Consulting Services, who worked with library staff to develop a draft policy that assesses the data collected, how patron information is managed, and outlines current privacy practices.

At the May 2, 2024, meeting, the Library Commission received a presentation from Becky Yoose and discussed key privacy considerations. Commissioners reviewed relevant California privacy laws, the American Library Association's Bill of Rights on privacy, and sample policies from other public libraries. Commissioner's and staff input helped shape the policy development.

At the December 5, 2024, meeting, commissioners reviewed the first draft of the Privacy Policy and provided input to improve the document's clarity, organization and transparency, including:

- Reducing redundancy and improving document structure for easier navigation
- Clarifying how patrons can access information on third-party data use
- Addressing references to state laws and ensuring legal information on subpoenas is clear

- Enhancing guidance on patron data retention and deletion cycles
- Adding a placeholder for AI technology to allow flexibility for future developments.

In response, staff provided the following revisions to the second draft of the Privacy Policy:

- Reorganizing the document to streamline content and improve the organization of the document to enhance clarity
- Adding a table of contents and glossary to improve accessibility for users
- Ensuring flexibility in vendor listings to accommodate changes over time
- Providing clarification on state library privacy laws and adding titles to citations
- Aligning privacy practices with evolving technologies.

DISCUSSION

The revised Library Privacy Policy Draft (Attachment 1) incorporates the recommendations from the Library Commission, the Library and Recreation Department’s DEIB workgroup, the City IT Department, and the City Attorney’s Office. These updates reflect best practices in library services, legal compliance, and transparency.

If approved, the Library Privacy Policy would replace the Confidentiality of Library Records Policy (1999) (Attachment 2), providing a new framework for library privacy while addressing changes in data collection and management and record retention.

Commissioners are asked to review the second draft of the policy and recommend that the City Council consider a Resolution to Adopt the Library Privacy Policy and rescind the Confidentiality of Library Records Policy (1999).

EQUITY AND SUSTAINABILITY

A strong library privacy policy ensures that patron personal data is protected, and that no community group is disproportionately affected by data collection or surveillance. Clear privacy guidelines remove barriers to understanding library resources and foster trust and inclusiveness with community members, making the library a safe space for all.

OUTREACH

No outreach has been conducted in advance of this item. Once the final policy is approved, it will be shared with the community. The Library Privacy Policy will be communicated through library facility signage, the website, and newsletters.

STRATEGIC PLAN ALIGNMENT

This policy update advances the following Citywide goals and strategies:

ONE Pleasanton Citywide Strategic Plan

- Building a Community Where Everyone Belongs, Strategy 3 – Implement high priority items from the Library and Recreation Strategic Plan to continue to deliver activities and programs that meet the needs and interests of the community.
 1. Library and Recreation Strategic Plan
 - Goal D. Organizational Effectiveness and Talent Management – Foster a productive and engaged workforce and efficient service delivery in a way

that reflects the department's organizational mission, vision and values.

FINANCIAL STATEMENT

Funding for a Library Privacy Policy consultant, \$5,963, was budgeted and expended in the FY 2023/24 Library divisional budget account #00152301-430105.

Prepared by:

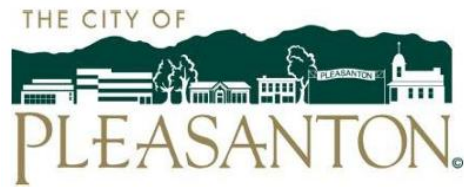


Lia Bushong, Assistant Director of Library and Recreation

Attachments:

1. Library Privacy Policy Draft
2. Confidentiality of Library Records Policy (1999)

[DRAFT]



Pleasanton Public Library Privacy Policy

The Pleasanton Public Library’s mission is “To build community through exceptional services and inclusive programming. Discover, Connect, Belong.” To fulfill this mission, the library provides free and equal access to services while prioritizing the privacy of users’ personal information. The Library Privacy Policy affirms this commitment by outlining how the library collects, uses, and safeguards user information while helping community members understand their privacy rights when using library services.

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[DRAFT]

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Library Privacy Principles

Library users have the right to privacy and confidentiality. The Pleasanton Public Library upholds the principles of the American Library Association as outlined in [Article VII in the Library Bill of Rights](#), which emphasizes that "All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use." Additionally, the library affirms its ethical duty to "advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information."

The library is dedicated to safeguarding privacy by:

- Taking reasonable measures to protect the confidentiality of all library users
- Collecting only the minimum personal data necessary to provide library services
- Ensuring transparency of third-party services that collect, use, or share data
- Limiting the disclosure of library records to circumstances defined by state law.

To safeguard library user records, the library:

- Securely stores physical data
- Uses encryption for storing and transmitting electronic data
- Restricts data use to its intended purpose
- Deletes data securely once it is no longer needed
- Provides staff with ongoing privacy training.

Libraries and California State Law

Library Records and Legal Protections

California Government Code § 7927.100 - § 7927.105, titled "*Library Records and Similar Matters*," protects library records from public disclosure, with limited exceptions. These records include any written or electronic documentation identifying a library member, such as borrowing history, name, address, telephone number, or email address.

Library records may be accessed by City staff only as necessary to perform their official duties, in accordance with California Government Code § 7927.305.

The library may only disclose records to law enforcement if presented with a valid subpoena, warrant, or court order, as required by California Government Code § 7927.505. Requests for library records by law enforcement or other entities must be accompanied by a valid subpoena, warrant, or court order. The privacy protections described in California Government Code § 7927.505 do not distinguish between adult

records and minor records. The City Attorney will review requests to ensure compliance with state and federal privacy protections.

Public Record Requests

California Government Code § 7927.105 explicitly exempts library records from public disclosure under the California Public Records Act (CPRA). This provision ensures that personal information and borrowing histories remain confidential, with disclosure only allowed under specific legal circumstances.

In alignment with these laws, the library will not release records in response to public records requests.

Library Services and Personal Data

Data Collected from Library Users

The library may collect personal data directly from users of library services, such as signing up for a library card, attending classes and events, and reserving meeting rooms. The library aims to collect the least amount of data and only what is essential for providing library services. Personal data collected by the library may include:

- Name
- Physical address
- Email address
- Telephone number
- Birth year
- Student ID number (for PUSD Student Success Library Cards)
- Grade level (for PUSD Student Success Library Cards)
- School name (for PUSD Student Success Library Cards)
- Teacher or intervention specialist (for PUSD students referred to Paws to Read or students participating in School Field Trips).

The library may also collect data about a user's library activities, such as:

- Materials checked out to a member, including items that are overdue or billed
- Class and event attendance through registration and survey forms
- Inquiries sent to the library through email, web form, phone, mail or in person
- ADA accommodation requests for library program participants
- Computer/network information: The City collects certain information about devices connected to its wired and wireless network, including Media Access Control (MAC) addresses, device types, and connection timestamps

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- Borrowing history: Members can save their history in their online library account. This feature must be manually activated and can be disabled at any time.

Student Success Library Program

The Library may also collect data from other sources, such as the Pleasanton Unified School District (PUSD) for the Student Success Library Card Program. As outlined in Section D of the Memorandum of Understanding between the City of Pleasanton and PUSD related to Library Cards:

"To the extent that Library staff have access to any personally identifiable information from student records: (1) it will not use such information for any purpose, including targeted advertising, except for the legitimate educational purpose of providing services pursuant to this MOU; and (2) it shall not disclose this information to any other party for any reason, except as required by law (§ 49073.1(b)(3) and (9))."

Library Member Services

Account Access and Notifications

When new members sign up for a library card, they complete an online or paper application that asks for their name, physical address, email address, telephone number, birth year, and four-digit PIN.

After registering for a card, members can access several options for managing their library account and checkouts:

- Set up an online account through the library's catalog software to access their accounts online, view checked out items and renew and request materials
- Use library card number and PIN to check out physical materials. A physical card can be used for checkout, or a digital card can be stored in the Pleasanton Library App
- Designate another user to check out materials on their account. The member and the authorized user must visit the library together to set this up. This designation allows the authorized user limited access to the library member's account, including the physical address, email address, and phone number on file
- Contact library staff at any time to request to review or update the personal data in their accounts
- For security, when a library member requests account information or updates personal information, staff will ask for their library card number or photo identification to verify their identity.

The Library also provides various notification methods to help members track the due dates of their materials. Library members may be notified that an item is due through

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email or text message through the online catalog, depending on the preferences they provide for their account. These preferences can be changed at any time by notifying library staff.

Library Reserves

Library materials on hold for pickup are shelved in a public area, except for LINK+ items on loan from other libraries. Each item on hold contains a slip with the name of the member who reserved the item. Members may contact the Library if they prefer to have items placed on hold in a staff area at Member Services for privacy reasons.

Collection Agency Accounts

When a library account with past-due items remains unresolved for over 60 days, it may be referred to a collection agency that manages lost or damaged material fees on behalf of the City.

The City provides the collection agency with only the minimum personal data required to seek payment. This includes the library member's name, address, phone number, email address, and the replacement cost for lost or damaged materials.

Youth Account Permissions

If a library member is younger than 14, a parent or legal guardian is the account owner and has access to their account and library record.

When a member turns 14, the youth member becomes the account owner. At that point, the parent or legal guardian has limited access to account information, such as information required for billing purposes, unless their child provides permission to share the full library account information with their parent or legal guardian.

Library Member Accounts and Retention

Library staff annually reviews expired or inactive member accounts and eCards to determine eligibility for deletion:

- Paper library card applications are shredded once the information is inputted by staff into the Integrated Library System (ILS) software system
- Library members are asked to renew their accounts every four years
- Library accounts are deleted annually at the end of the calendar year if they have expired for over four years, provided no outstanding balances or unreturned materials exist
- eCards, valid for 30 days, are deleted after one year if they remain inactive
- The checkout history of each library item in the collection, which is connected to library member accounts in the ILS, is retained for one year before being automatically removed
- Library accounts retain payment histories with the titles of the items billed and paid indefinitely.

Library Program Participation Data

Program Registration and Surveys

Pleasanton Public Library collects data related to its programs to improve services and track participation:

- Program registration information, which includes names and email addresses, is stored in the Library's online event system and is only accessible to library staff
- Participants submit program surveys through the City's survey provider. City staff access and use survey data for program planning and vendor privacy policies, available on the Library's website.

Pleasanton Reads Literacy Program Data Collection

The Library's Pleasanton Reads Literacy Program collects personal data to match students with tutors. Some personal data is collected because the State of California grant agency, California Library Literacy Services (CLLS), requires collecting this data for funding and reporting purposes.

Data collected for the Pleasanton Reads Literacy Program may include:

- Telephone
- Address
- Phone number
- Email
- Birth year
- Gender
- Race
- Ethnicity
- Education
- Home country
- Primary language
- Written goals for literacy learners.

Program Participation and Retention

Program registration information is archived in the Library's events platform and retained for two years, consistent with the Library's general record retention schedule (Section 1406-2 of the City Records Retention Schedule, 2008).

For the Pleasanton Reads Literacy Program, the Library retains records related to grant programs for five years after it submits its final expenditure report for the funding cycle

under which the program was awarded, as required by the State of California. Grant program records without personally identifying information, such as program statistics and financial reports, are retained longer for planning purposes.

Third-Party Library Services

Data Practices and Third-Party Services

Pleasanton Public Library partners with third-party vendors to provide services such as e-books, streaming media, databases, and the Library's online catalog. These vendors may collect and use data about library members' interactions with their services, including:

- Information provided by library members (e.g., when creating an account)
- Shared data such as name and email address
- Browser, operating system, and device details
- Web page addresses visited, along with timestamps
- Library members' IP address and location
- Social media account information and content and inferred data.

Each third-party service has its own privacy policy and data practices, which determine how it collects, uses, and shares information. California law requires third parties acting on behalf of the Library to protect the privacy and confidentiality of data.

The City of Pleasanton regularly reviews vendor agreements on their renewal cycle to ensure privacy compliance. City IT staff review all software agreements to verify compliance with security and privacy requirements. The City will not enter into agreements with vendors that do not meet these standards.

Vendor Privacy Policies and information about their data practices are updated regularly on the Library's [Vendor Privacy Policy webpage](#).

Library Website Privacy

Data Collection and Tracking Tools

The City of Pleasanton maintains the library web pages and uses analytics tools to collect data such as:

- Browser, operating system, and other information about the device used to visit the website
- Addresses of the web pages visited
- The time and date the website was visited

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- The visitor's internet address (i.e., IP address).

Cookies and Web Browser Settings

The City website uses cookies, which are small files sent to a web browser to store and send data. Website users can set their browsers to reject these cookies. To learn more, website users may review the [City of Pleasanton Privacy Policy](#).

Library Public Computers and Internet Access

Pleasanton Public Library provides access to public computers, printers, and wireless Internet, and City IT maintains this access.

Privacy Considerations for Public Computer Use

The Library's [Public Access to the Internet Policy](#) addresses privacy regarding public computers and network access

Library users of public computers are advised of this policy on the screen each time they log in to use a computer at the Library

Parents and legal guardians are responsible for the safety and security of their children while using public library computers.

Internet Filters

Technology protection measures (or "internet filters") block or filter the Internet, other forms of electronic communications, and access to inappropriate information.

As required by the Children's Internet Protection Act (CIPA), filters are applied in the children's area of the Library to visual depictions of material deemed obscene or child pornography or to any material deemed harmful to minors. Individuals requesting access to the Internet without these filters are directed to use the computers in the adult computer area.

Security Measures

The City of Pleasanton makes every effort to ensure public computers have basic security measures. Library members should exercise caution and follow online security best practices when using public computers:

- Users should sign out of all accounts and delete any personal files saved on the computer at the end of the session. Public computers do not automatically delete personal data when users end their session
- Public computers are in a public area where individuals can see the content on others' computer screens
- Users may connect to the wireless network using their own device or one of the Library's Take-Home Laptops and move to another building area for more privacy.

Public Computer Data and Retention

The City of Pleasanton does not track computer or network use, such as reading or sending emails, website visits, or working on files.

The City collects certain information about devices connected to its wired and wireless networks, including:

- **MAC Addresses:** The unique identifier assigned to a device's network interface
- **Device Types:** Information about the type of device being used (e.g., smartphone, tablet, laptop)
- **Connection Timestamps:** The time and date a device connects to and disconnects from our network
- **Bandwidth Usage:** The amount of data transferred to and from a device while connected to the City network.

This data is collected to manage network performance, troubleshoot connectivity issues, ensure fair usage of the network resources, enhance overall service quality, and maintain cybersecurity. Additionally, the data may be used for investigative purposes if there are incidents or concerns regarding network security or misuse.

Usage logs are retained for one year to facilitate the analysis and resolution of technical issues, optimize network management, enhance cybersecurity, and support investigative efforts if necessary. After this period, they are securely deleted to protect user privacy.

Library Take-Home Laptops and Mobile Hotspots

Pleasanton Public Library offers take-home laptops and mobile hotspots for adult library members ages 18 and older. Devices can be checked out for three weeks. Laptop borrowers must complete the [Take-Home Laptop Loan Agreement](#) each time they check out a device and confirm it is in working order before leaving the Library.

Mobile Hotspots

- The Library provides hotspots to check out
- Hotspots do not track or log user data usage. However, the service provider may collect data in accordance with their privacy policy.

Laptop User Responsibilities

The City of Pleasanton makes every effort to ensure that Take-Home Laptops have basic security measures at checkout, including secure browser settings and up-to-date software patches. Laptop users sign an agreement to borrow a device that provides information on online security and data protection measures.

[DRAFT]

Once a laptop is in the borrower's possession, library users should exercise caution and follow online security best as outlined in the [Take-Home Laptop Loan Agreement](#).

Laptop Security and Monitoring

All data handling follows established privacy laws designed to protect user information. When library users sign in to a Take-Home Laptop, they may see a notification stating that the device is managed by cityofpleasantonca.gov. City IT manages the laptops available through the Library's Take-Home Laptop service to ensure they are up-to-date, secure, and function optimally.

As part of the City's commitment to maintaining the security and integrity of the Take-Home Laptops, the following information may be monitored:

- User Access Logs: Records of who has used the device and when. This is used solely for operational and security purposes
- Networking Information: IP addresses, interface configurations, and connection quality. This helps troubleshoot connectivity issues and improve network services.

Laptop Usage Logs and Data Handling

As part of the City's commitment to ensuring the best possible user experience and maintaining the integrity of library devices, the following information may be monitored:

- User Access Logs: Records of device usage, including timestamps. These logs are used solely for operational and security purposes and do not track personal activity
- Networking Information: IP addresses, interface configurations, and connection quality to troubleshoot connectivity issues and improve network services.

Data is collected strictly for administrative and security purposes, not for personal surveillance or profit.

While the City of Pleasanton does not monitor personal activities on Take-Home Laptops and Chromebooks, City IT maintains device usage logs for security and troubleshooting. These logs record access times and network diagnostics but do not capture or store personal browsing history or content.

Library users are responsible for safeguarding the device during the loan period, including applying for updates and avoiding potentially harmful websites.

Laptop Data Protection Measures

- The City of Pleasanton takes privacy and data security seriously. The City does not access or use personal data beyond the minimum required for device management and operational purposes. All data handling follows established privacy laws and City policies designed to protect library user information.

- Device Reset and Data Purge: Laptops are reset and data purged upon return, but users are encouraged to sign out of all programs before returning.

Library Privacy Policy Commitment

Pleasanton Public Library is committed to protecting member privacy and continuously improving its Privacy Policy. This commitment includes:

- Reviewing and updating privacy practices whenever new services and resources are introduced or modified
- Regularly updating the Privacy Policy to reflect changes in library services, technology, and data practices, with updates communicated through the [Pleasanton Public Library website](#)
- Maintaining a comprehensive, publicly accessible list of Vendor Privacy Practices on the library website
- Providing staff with ongoing training to assist members with privacy-related questions regarding library services and digital resources.

Emerging Technologies

The Library monitors developments in emerging technologies, including artificial intelligence (AI), and its impact on privacy and information access. Library users are advised to exercise caution when interacting with AI-powered tools, particularly regarding personal data and privacy.

Staying Connected

Library members are encouraged to review the Privacy Policy regularly to stay informed about how the library protects user privacy.

Members may contact the Library Administration for questions or concerns about their privacy rights at the library.

Glossary of Terms

- **ADA Accommodation Requests** – Requests made by library members for accessibility accommodations to participate in library programs or services.
- **American Library Association (ALA) Bill of Rights** – A guiding document that outlines fundamental library principles, including intellectual freedom, access to information, and privacy.
- **Authorized User** – A person designated by a library member to access their account and check out materials on their behalf.

- **Borrowing History** – A record of past checkouts by a library member, which is only stored if the member manually enables this feature in their online account.
- **Browser** – A software application used to access websites and online services, including the Library’s online catalog.
- **Children’s Internet Protection Act (CIPA)** – A federal law requiring internet filtering on library public computers to block inappropriate content for minors.
- **City IT** – The City of Pleasanton’s Information Technology department, responsible for managing and securing the City’s technology infrastructure.
- **Cloud Services** – Online data storage and computing services used to store information securely, including patron data protection and backup.
- **Collection Agency** – A third-party agency that manages overdue or lost library materials and associated fees.
- **Connection Timestamps** – Records of the time and date a device connects to and disconnects from a network, used for performance monitoring.
- **Cookies** – Small data files stored on a user’s device by a website to track and improve user experience. These can often be disabled in browser settings.
- **Customer Relationship Management (CLM) system** – The Library’s help desk system for managing and responding to patron inquiries.
- **Cybersecurity** – Measures taken to protect digital data and network infrastructure from unauthorized access, hacking, or cyber threats.
- **Data Practices** – Policies and procedures governing how personal and library-related data is collected, stored, shared and deleted.
- **Data Purge** – The process of securely deleting personal or sensitive data when it is no longer needed.
- **eCards** – Temporary digital library cards that provide access to online resources for a limited period before requiring full registration.
- **Encryption** – A security process that encodes electronic data to protect it from unauthorized access.
- **People Counting Software** – A system that utilizes sensors to track foot traffic in the Library.
- **Web Analytics** – Web analytics services track and report website traffic, user interactions, and other data.
- **Internet Filters** – Software tools that restrict access to certain online content, used in libraries to comply with CIPA requirements.

[DRAFT]

- **Library Member** – An individual with an active Pleasanton Public Library card who has access to borrowing materials.
- **Library Records** – Any documentation related to a library member’s account, including borrowing history, personal information, and communications with the library.
- **LINK+** – A resource-sharing network that allows library users to borrow materials from participating academic and public libraries across California and Nevada.
- **Loan Records/Checkout History** – A record of materials borrowed by a library member.
- **MAC Address (Media Access Control Address)** – A unique identifier assigned to a device’s network interface, used for network management and security.
- **Memorandum of Understanding (MOU)** – A formal agreement outlining responsibilities between organizations, such as the Library and the Pleasanton Unified School District.
- **Mobile Hotspots** – Portable devices that adult library members can borrow to access the Internet through a vendor’s cellular network.
- **Network Diagnostics** – The process of analyzing network performance and identifying technical issues to ensure reliable and secure internet access.
- **Online Catalog** – The Library’s digital system where members can search for materials, place holds, renew checkouts, and manage their accounts.
- **Operating System (OS)** – The software that manages a device’s hardware and software resources (e.g., Windows, macOS, Android, iOS, ChromeOS).
- **Personally Identifiable Information (PII)** – Any data that can identify an individual, such as name, address, phone number, or email.
- **Phishing** – A type of cyberattack where scammers attempt to obtain sensitive information through emails, messages, or websites.
- **PIN (Personal Identification Number)** – A secure code set by a library member that allows access to their online account and self-service features.
- **Integrated Library System (ILS)** – A library software used by staff for item cataloging, circulation, patron records, acquisitions, and statistical reports.
- **Public Records Act (CPRA - California Public Records Act)** – A state law that allows public access to government records but exempts library user records from disclosure.
- **Retention Schedule** – A policy outlining how long the Library keeps certain records before securely deleting them.

[DRAFT]

- **Student Success Library Card Program** – A partnership between schools and public libraries in which a Student ID functions as a Library Card for easy access.
- **Take-Home Laptops** – Laptops that adult library members can borrow for a period of three weeks.
- **Third-Party/Vendor Services** – Digital platforms or vendors that provide online library services, such as e-books, databases, and event management systems. The Library’s [Vendor Privacy Policy webpage](#) has a complete list of vendors and third-party services, along with their privacy policies.
- **VPN (Virtual Private Network)** – A security tool that encrypts internet traffic to protect user privacy and prevent tracking while online.
- **Web Analytics** – Services that track and report website traffic, user interactions, and other data.
- **Wireless Network** – A system that allows library users to connect their devices to the Internet while visiting the facility.

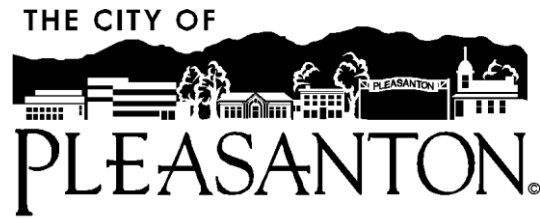
Related Policies and Regulations

- Library Bill of Rights – <https://www.ala.org/advocacy/intfreedom/librarybill>
- California Government Code – https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=10.&title=1.&part=5.&chapter=7.&article=
- City Website Privacy Policy – <https://www.cityofpleasantonca.gov/privacy-policy/>
- Pleasanton Public Library, Public Access to the Internet Policy – <https://www.cityofpleasantonca.gov/assets/your-community/library/public-access-to-internet.pdf>

Approval by Library Commission, [DATE]

Approval by City Council, [DATE]

Next scheduled update: July 2030



Confidentiality of Library Records Policy

It is the policy of the Pleasanton Public Library in accordance with California Government Code Section 6267 to keep all library circulation and registration records confidential. Staff will not give out any information regarding library usage to anyone other than the cardholder, except as follows:

1. Upon the presentation of a subpoena from a Superior court.
2. In order for a library employee, contractor, or other City employee to facilitate the collection of overdue materials from a patron whose record is delinquent.
3. In the case of a child under the age of 14, upon a request from the parent or legal guardian who originally authorized the child to obtain a library card.
4. Upon the presentation of a written release from the cardholder.

Adopted by the Pleasanton City Council, May 18, 1999.
Approved by the Library Advisory Commission, March 11, 1999.

**LIBRARY COMMISSION AGENDA
REPORT**

April 3, 2025
Library and Recreation

**TITLE: REVIEW LIBRARY PROGRAMS HELD IN APRIL/MAY AND DISCUSS
COMMISSIONER OUTREACH OPPORTUNITIES**

SUMMARY

To address outreach goals selected by the Library Commission, commission members have requested that staff provide a list of upcoming events where commissioners can conduct outreach and share information about library services.

RECOMMENDATION

Review library programs held in April/May and discuss commissioner outreach opportunities.

BACKGROUND

Commissioners play a pivotal role in extending the reach of the Pleasanton Library in the community through participation in outreach. At the October 3, 2024, meeting, the Library Commission approved the following Short-Term Plan outreach goal for Fiscal Year (FY) 2024/25:

Goal:

- Commission Outreach at Library and Community Events.

Commission/Staff Role:

- Commission provides outreach at events
- Staff shares a calendar of programs and coordinates with commissioners.

DISCUSSION

To move the FY 2024/25 Workplan Goal for Commission Outreach to implementation, staff will continue to provide a standing agenda item for the Library Commission to discuss specific outreach opportunities during each meeting. The Library Program Calendar for April 2025 (Attachment 1) and May 2025 (Attachment 2) is provided to assist the discussion.

Outreach Opportunities

Commissioners may conduct outreach or promote library services in several ways, including providing information to their community groups and professional networks, sharing through social media, and assisting or tabling at in-person library and community events.

Library and Community Events

Commissioners wishing to provide outreach at a program or event are encouraged to contact their staff liaison for scheduling and support. Reaching out in advance assists staff with event

scheduling and logistics for outreach. Staff can provide commissioners with an outreach toolkit that includes city-branded tablecloths, flyers, easels, posters, a small table, and other supplies to help support the event.

Commissioners are encouraged to use these events to connect with community members, provide information on library programs and services, and share their favorite library resources. Commissioners may also request library tablets or laptops to use at events as a visual tool to introduce community members to library services featured on the website.

Commissioners working at library and community events are asked to register as City volunteers with their staff liaison and wear their commissioner name badge while in attendance.

Spreading Awareness of Library Services

Commissioners are encouraged to spread the word about library services, programs, materials, and resources with their personal and professional networks. Examples of ways to share information with community members may include:

- Engaging with the library's social media platforms to share/like/re-post library posts on Facebook, Instagram, and TikTok
- Encouraging community members to sign up for the library newsletter online
- Sharing library flyers and information with organizations.

EQUITY AND SUSTAINABILITY

Expanding outreach efforts enhances equity by sharing the library's free resources with a broader audience at different types of library programs each month.

OUTREACH

No outreach has been done in advance of this item.

STRATEGIC PLAN ALIGNMENT

This action advances the following Citywide goals and strategies:

ONE Pleasanton Citywide Strategic Plan

- *Building a Community Where Everyone Belongs*, Strategy 3 – Implement high priority items from the Library and Recreation Strategic Plan to continue to deliver activities and programs that meet the needs and interests of the community.
 1. Library and Recreation Strategic Plan
 - Goal B. Community Engagement, Customer Service and Communication, Strategy 12 – Identify opportunities for increasing our partnerships with other City departments, local agencies, businesses, and organizations to extend the reach of the department to meet community needs and interests.

FINANCIAL STATEMENT

There is no financial impact associated with this item.

Prepared by:

A handwritten signature in black ink that reads "Lia Bushong". The signature is written in a cursive, flowing style.

Lia Bushong, Assistant Director of Library and Recreation

Attachments:

1. Program Calendar April 2025
2. Program Calendar May 2025

April 2025

All programs held in the Library Meeting Room unless otherwise indicated. Scan the QR code for more information on all programs.



Library programs are sponsored in part by the Friends of the Pleasanton Library.

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY



- Library Closed
- Special Event
- Special Event

6	7	1	2 Baby Storytime 11 a.m. Family Storytime 7 p.m.	3 Toddler Storytime 11 a.m.	4	5 STEAM Saturdays 11 a.m. Registration required
6	7	8 Spring Break Movie Matinee: "Dog Man" 1 p.m. - 3:30 p.m. Paws to Read 7 p.m. and 7:35 p.m. Registration required	9 Baby Storytime 11 a.m. Trivia Night: 90s Edition Firehouse Arts Center Doors open at 6:30 p.m. Registration required Family Storytime 7 p.m.	10 Toddler Storytime 11 a.m.	11	12 Adulting 101: Stock Market Game (grades 9-12) 1:30 p.m. - 3 p.m. Registration required
13 Sensory Storytime 10 a.m. Registration recommended	14	15 Paws to Read 7 p.m. and 7:35 p.m. Registration required	16 Baby Storytime 11 a.m. Puzzle and Game MeetUp 1 p.m. - 3 p.m. Family Storytime 7 p.m.	17 Toddler Storytime 11 a.m.	18	19 Earth Day Celebration 10 a.m. - 2 p.m.
20 Holiday - Library Closed	21	22 Paws to Read 7 p.m. and 7:35 p.m. Registration required	23 Baby Storytime 11 a.m. Family Storytime 7 p.m.	24 Toddler Storytime 11 a.m.	25	26 Film Club: "Drunken Master II" 1:30 p.m.
27	28 Veterans Administration Mobile Medical Unit Library Parking Lot 9 a.m. - 12:30 p.m.	29 Paws to Read 7 p.m. and 7:35 p.m. Registration required	30 Baby Storytime 11 a.m. Family Storytime 7 p.m.	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> <p>THE CITY OF PLEASANTON</p> </div> <div style="text-align: center;"> <p>Friends of the Pleasanton Library</p> </div> <div style="text-align: center;"> <p>The Conscious Closet by Elizabeth L. Cline</p> <p>Find booklists for all ages at www.pleasantonlibrary.org</p> </div> <div style="text-align: center;"> <p>The Conscious Closet The Revolutionary Guide to Looking Good While Doing Good Elizabeth L. Cline</p> </div> </div>		



All programs held in the Library Meeting Room unless otherwise indicated. Scan the QR code for more information on all programs.

Library programs are sponsored in part by the Friends of the Pleasanton Library.

May 2025

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

- Library Closed
- Special Event
- Special Event



May is Asian American & Pacific Islander Heritage Month

Hula
by Jasmin 'olani Hakes



4 Sensory Storytime 10 a.m. Registration recommended	5	6 Paws to Read 7 p.m. and 7:35 p.m. Registration required	7 Baby Storytime 11 a.m. Registration required Family Storytime 7 p.m.	8 Toddler Storytime 11 a.m.	9	10
11	12	13 Paws to Read 7 p.m. and 7:35 p.m. Registration required	14 Baby Storytime 11 a.m. Registration required Literacy Tutor Training 5 p.m. Registration required Family Storytime 7 p.m.	15 Toddler Storytime 11 a.m.	16	17 AAPI Heritage Month Celebration Firehouse Arts Patio 11 a.m. - 1 p.m. Film Club: "Heist" 1:30 p.m.
18	19 Veterans Administration Mobile Medical Unit Library Parking Lot 9 a.m. - 12:30 p.m.	20	21 Baby Storytime 11 a.m. Registration required Puzzle and Game MeetUp 1 p.m. - 3 p.m. Family Storytime 7 p.m.	22 Toddler Storytime 11 a.m.	23	24
25	26 Library Closed - Memorial Day	27 Book Club 7 p.m.	28	29	30 Library Closed - Building Maintenance/ Staff Development	31 Summer Reading Program Kickoff Performances by Rhythm Builders 11 a.m. and 2 p.m.

