

Library Board, Santa Monica Public Library
Secretary's Report
April 2018
April 5, 2018

Library Facilities and Budget Update:

The two library submissions for Capital Improvements Plan requests were reviewed by the Department Heads and the City Manager Team. The Library had submitted two requests. The Facilities Master Plan went forward in the process. The second request to issue an RFP and implementation of a new Integrated Library System will be initiated using one time only fund balances which will be allowed to roll over this next fiscal year.

Library Services and Programs:

Services to those experiencing homelessness: The Library supported a Homeless Coalition Meeting for community members experiencing homelessness. The meeting was co-facilitated by library leadership and Marque Love, a regular library user and homeless advocate. Approximately 30 individuals attended the meeting and discussions ranged from alternative resources for shelters to need for mental health support to potential partnerships with other organizations.

An anticipated large-scale storm predicted to draw more than an inch of rain in an hour period at the end of March prompted a quick discussion on what kinds of services the City could provide. In the end, the Library was able to redirect service to an Inclement Weather program to enable homeless to bring their belongings and dry off in the Multipurpose Room. The carpet was covered with plastic sheeting for water and detritus; chairs and tables were set up for use. The Friends of the Santa Monica Public Library provided a book truck with donations for reading, Additional electrical outlets were set up to create charging stations and donate ponchos, socks and garbage bags were distributed. As the storm subsided a total of 15 took advantage of the program. The program was successful with the support of Rashan Ivy and the custodial and day porter staff; Lou Enriquez and dedicated LSO support from Ryan Gonzalez and Andy Flores, donations from Susan Lamb, IT support from Greco Venegas and leadership from Erica Cuyugan.

Staff are gearing up for **Santa Monica Reads** featuring *Farewell to Manzanar* by Jeanne Wakatsuki Houston, **Fierce Friday** featuring more than a dozen young adult authors, **Arts & Literacy Festival**, inauguration of our **Seed Library** at Fairview Branch, **Caturday** featuring all things cats including adoptions, celebration of Ocean Park Branch 100th

anniversary with the noted historian Richard Orton's **History of Ocean Park**, **Soundwaves** concerts, Open labs for **3D printing** and much more.

State Librarian Greg Lucas visited Santa Monica Public Library with a special keynote for the first LEAF Adult Literacy celebration highlighting the work of the adult learners and literacy coaches. Literacy Coordinator Tara Crow and Adult Services Supervisor Nancy Bender shared the many outcomes of the program. Several literacy coaches sang the praises of their learner and many learners wanted to know more about how the literacy program was funded to make sure we encouraged future support. Greg Lucas met with team staff to determine ways to improve the program at a state level.

Mr. Lucas then met with a dozen MLIS and new librarians from Santa Monica and beyond to discuss what the State Librarian does, the value of the MLIS in today's world, and their decisions to further their education and careers.

The final event focused on "What in the World is a 21st Century Library?" and drew about 45 participants from surrounding library systems, SMPL staff and community members. Many thanks to staff for the entire day of support and the Friends for hosting the evening reception.

Fine free for youth – Beginning in mid-April the Library will host a Read Away Fines program for young people to earn Read Away Bucks to remove fines from their record, in anticipation of the Fine Free implementation in July 2018. Youth will receive \$1 of credit for each 15 minutes read while in the Library, and for every hour read they will receive an extra \$1 for a total of \$5 credit for the hour. All of the branches and the Main Library will participate. Staff will be trained – all overdues are eligible regardless of the material type. We will be tracking time read for each age range from 0-12 and from 13-17. Staff is working on a comprehensive plan to initiate Fine Free for Youth and will unveil the plans shortly along with a goal to engage local schools in a library card campaign. Beginning July 2 all fines incurred on youth cards (0-18) will be removed. An educational and promotional effort beginning in April and running through the year will promote this new service including a reminder about elimination of the non-resident fee. The approach will focus on inviting all families to engage in their local library. The program will also encourage adult card membership, the single fasted growing population in Santa Monica. Staff is also considering a competitive library card design concept to draw attention to the campaign and a logo is being developed.

Library Parking Lot:

On March 6 City Council approved an amendment of staff recommendation, Option A, focusing on the daily fee for parking would transition over time to increase from \$10-12 and then from \$12-14 over time through 2020. The monthly rate would increase considerably.

With the Councilmember's proposed change, there would be a validation for 90 minutes for programming needs at SMC Emeritus College (which happens to also take place at the Library), the Ken Edwards Center and the Library.

Since we are only at 30-minutes grace period as opposed to the 90 minutes allocated to the other lots, and since most of our programs edge towards 60 minutes, the Library is exploring options with Parking to discuss validation. The intent of Council is to not take this out of Library budget but to make this is a City commitment.

Human Resources

Vacancies

We congratulate **Susan Lamb** who has assumed the position of Principal Librarian for Reference and Circulation Services!

Susan was inspired by one of Santa Monica's own, retired librarian Sylvia Anderle, to become a librarian and make a difference in the community. Her focus while working on her Masters in Library and Information Studies degree as a student at UCLA was young adult services and public libraries. While in school she became interested in library history and completed a history of the Fairview Branch Library, which is in the Local History Collection at the Main Library (REF CA 027.4 LAMB). Following graduation, Susan worked as a Young Adult Librarian for the Los Angeles Public Library. Susan began working as a full-time librarian in Reference Services in 2007 at the Santa Monica Public Library. She is grateful for the variety of opportunities, experiences and talented people that she has worked with in the past 12 years at SMPL. This path has included supervising Periodicals and Reference staff, filling in as interim Branch Manager at the Fairview Branch Library, managing Circulation Services, and her most recent role as Acting Principal Librarian. In her role as Principal Librarian, Susan looks forward to working with the Management Team and with staff at all levels and locations to make a difference.

Susan's enthusiasm for the work that she does, her propensity to collaborate and connect her colleagues together, and her commitment to the Santa Monica and the library community make her a natural leader within our organization. We acknowledge and thank the Reference and Circulation teams for their hard work and support during this process.

We welcome the two new limited-term duration Library Service Officers who began work this month. **Lynnette Lawetzki** has extensive experience as a manager and supervisor, familiar with customer service, working with diverse populations, including those experiencing homelessness, and most recently served in security for the Getty.

Austen McClain comes to us with experience as a sheriff's deputy and has worked with a number of nonprofits and service industries, and in work with youth ministry.

The Library has the following vacancies: Public Services – Librarian II; Reference Services – Librarian III

We are working with City Finance and HR to authorize the conversion of the Library Assistant III (Ocean Park and Youth Services) to two permanent part-time (.50 FTE) Library Assistant II positions.

Legislative Update

Day in the District: Library Staff, Friends President Rachel Ginnerty, and an adult literacy coach visited with Richard Bloom, a strong advocate for local libraries. Mr. Bloom may be interested in preparing a net neutrality program in the library and advised us of his intent to sponsor a bill restoring redevelopment.

Library Staff, Lucien Plauzoles, Vice Chair of the Library Board, and literacy coordinator Tara Crow visited with Ben Allen, another strong advocate for local libraries. Mr. Allen is interested in participating in a local story time at SMPL. Staff is considering a Night of a Thousand Stars type of activity which would allow people of all ages to participate in a series of story times featuring some of our local celebrities which would include elected, department heads, CMO, community leaders and more.

Federal Funding: a separate sheet is attached to this document that outlines the omnibus spending bill results for libraries.

State Funding: a separate sheet is attached outlining the allocation of funds for the California State Library and disbursement to public libraries in CA.

Library Partners and Allies

Library leadership continues to meet with the boards and staff from Santa Monica History Museum, Friends of the Santa Monica Public Library and the Library Foundation.

The Library meets regularly with the owners of the BookMark Café.

Library Security and Safety

Technology applications for LSO and information associated with incident reports and access: The Library plans to obtain TrackForce to provide real time monitoring of LSO post and patrols as well as documentation and submission of incident reports.

Emergency Operations: The Library is working with Chief Resilience Officer, Lindsay Barker to develop a business continuation plan. SMPD analysis of security needs and functions of the Main Library has been completed – Library leadership will review and develop a set of prioritized plans based on the recommendations. Library staff will identify several individuals who will be trained to assist in the Emergency Operations Center.

Staff Connections: Homeless training for staff will continue through a team – Patty Sophos, Foo Nguyen, Bobby Tsui and Barbara Fleeman. Staff will be encouraged to view selected accompanying videos. We hope to share these selections for group discussion at All Staff meetings. Supervisors and others who have participated in the programs and Mental Health First Aid will also support discussions at unit meetings.

Safety & Security Monthly Report – March 2018

LSO Limited Term Recruitment

We welcomed to new LSO's on March 12, Lynnette Lawetzki and Austen McClain. They will be shadowing and receiving training from the LSO team during the next few weeks. The next all-LSO staff meeting is scheduled for April 7.

LSO Team Presence

As the LSO Team expands, coverage on the Main library and branches will receive increased coverage. A noticeable presence at the Main Library entrances, as well as posts on both the first and second floors will be apparent in the next few months. LSO Supervisor Lou Enriquez and his team will continue to evaluate priority areas and take measures to address behaviors and rule violations at the Main Library entrances. LSO responsibilities as it relates to posts, roving, and floating duties will be defined and articulated through a document that will be distributed to all LSO's. In addition, the team will be organizing a scheduling board so that staff will know where LSO's are stationed or roving at any given time while the library facilities are open. Branch roving patrols will also increase, and two separate LSO's will be tasked to cover two branches each.

Through these efforts, staff and the public will see an increased LSO presence on the floor, consistent and frequent rule enforcement, and a more proactive approach to addressing behaviors to maintain a safe, welcoming environment for all.

Rules of Conduct Draft

Rules of Conduct draft has been vetted through the City Attorney's office and is ready for Library Board review. Once approved, staff will implement a rollout and communication plan for the newly revised Rules. In addition, staff will conduct training within the units to ensure consistent application and understanding of the Rules of Conduct.

Statistics on Incidents and Bans

Incidents for March 2018 have already surpassed the March 2017 incident total, which was 29. Overall, there are more incidents being reported this year as compared to last year, in part because library staff is being more consistent about recording incidents and also, because there is a noticeable increase in specific behaviors related to rule violations.

We will continue to track and analyze incident data to help better inform our work with improving safety and security at our five locations. The library is also exploring software that will better track, record and display incident data and patrols on a regular basis.

Comparative Annual Statistics

2017

Total Incidents: 120

- Main Library Incidents: 101
- Branch Incidents: 19
- Police Calls: 46
- EMT Fire Calls: 5

2018 (January to March 21, 2018)

Total Incidents: 146

- Main Library Incidents: 118
- Branch Incidents: 28
- Police Calls: 30
- EMT Fire Calls: 9

March 2018 (As of 3/21/18)

Incidents reports - 39

Police calls - 9

Ban Issued - 5

Ban Active -19

Stay Away Orders Active – 13

Respectfully submitted:

Patricia M. Wong, Director of Library Services