

Library Board, Santa Monica Public Library
Secretary's Report
May 2018
May 3, 2018

Library Board:

We welcome Arlene Hopkins as the newly appointed Library Board member. Arlene is a long time (39 years) resident of Santa Monica and frequents the Ocean Park Branch. She has been an active volunteer in community service with stints on the Planning Commission, Neighborhood Council and is a founding member of the SM Conservancy and the Ocean Park Association. She is a renaissance individual with a back ground in architecture and education and libraries and is now active in resilience and sustainability. Arlene has been appointed to fill the current board vacancy of two months and is eligible for reappointment for the full four years.

Citywide Priorities:

Library staff participated in the **Pico Wellbeing Project** to prepare staff from all departments in this community facing community planning process. Goals focused on identifying ways to strengthen efforts to support Pico, identify potential obstacles and brainstorm in getting to yes. Principal Librarian Cecilia Tovar is one of the planning members of this city planning team.

City Framework: The Council discussed and approved Public Safety as a category added to the City Framework which includes: Community, Place & Planet, Learning, Health, Economic Opportunity and Governance. Library managers have reviewed existing and future library priorities in service and program development and have integrated key items into the framework. Staff is developing performance measures, metrics and outcomes for each area.

Council Retreat: Patty Wong along with fellow Department Heads, City Manager Staff and the community met with City Council on April 21 to discuss 21st Century Government in order to develop a stronger relationship. The group was asked to weigh in on four questions:

- What are we currently doing well that we want to continue and enhance?
- On our journey from a 20th Century government to a 21st Century government, what are the "potholes" and "detours" we might face?

- What are the roles of the Councilmembers, department heads and City Manager's Office in creating a 21st Century government?
- What would be the measures of success that tell us we've achieved our goals?

A link to the archived recording of the retreat may be found here: [great video](#)

Library Facilities and Budget Update:

The replacement (new) Automated Materials Handling Sorter was installed at Pico Branch Library last week along with other service improvements. There have been a few hiccups, but the system seems to be running smoothly.

Ocean Park Branch experienced some mold outbreak in the community meeting room. 100th Anniversary programs along with some key programming were relocated to the lawn or other branches.

Library and Parking staffs are working on installing a system to bring strong cell service (regardless of carrier) to the parking structure at all levels. Library continues to work with Parking on a validation system for program participants. The Library is installing a stronger transmitter to enable radio signal between the Main Library and the branches. An early earthquake warning system will be installed soon.

The plans for the Literacy Office/Public Services workspace/Library Services Officer space are complete. Library leadership worked with Architect Associate William Clerk and Architect Tom Afschar and the RFP for construction is scheduled to go out beginning of next week. Construction will begin end of August/beginning of September, scheduled for completion in 90 days.

Library Board requests:

Update on additional hours: It is most prudent to wait from the findings and recommendations of the Library Classification and Compensation Study. The consultant will determine the appropriate level and number of staff for the five library locations. From there, staff will be able to more completely calculate the levels of staff and resources needed for additional hours – nights, weekends or morning hours. The RFP for the Classification and Compensation Study is being developed and will most likely go out by mid-May. Timeline for the project to be completed within 6-12 months.

Library Services and Programs:

Services to unsheltered people: Library leadership met with representatives from The Vineyard who offered to host bag lunches for all participants at the forthcoming Pop-Up

Resource Fair. Other meetings included consultation with Nathan Sheets, from the Center at Blessed Sacrament, who discussed different ways to engage homeless customers and connect with funding opportunities to serve this community. Mr. Sheets was referred to the Library by Alisa Orduna, the City Manager's Senior Advisor on Homelessness. The Library also met with Tom Haberkom from SHARE Housing who will also join the Pop Up Resource Fair scheduled for May 18 from 8:30-12 noon in the Multipurpose Room. The Library may explore adding in another element of direct service in the adjoining Community Room and is working towards creating a board game activity center in the Main Library at a future date.

The RFP for the Library Social Worker has been posted and closed on Friday 4/27. Review of candidates and interviews will be held in mid-May. The People Concern is recruiting for a new Library Outreach Specialist. In the meantime, they have covered shifts with various staff and are committed to continuing the level of service provided by the Outreach Specialist. We hope to have someone more permanent on board in the next few weeks.

A few success stories from the People Concern outreach specialist:

A retired homeless patron, with whom the specialist had been interacting with since early January, was experiencing a difficult time obtaining his social security retirement benefits from the social security office. She was able to place a CBEST referral through St. Joseph Center for assistance in this matter. On 03/09/18 she walked the client over to the CBEST representative who was at the Pop-Up Resource Fair and made the introduction. The client was able to follow up in person with the CBEST representative that day and will be connected to appropriate support services.

A man in his late 50's came to drop in hours at the Main Library and informed the specialist that he had been missing her during drop in hours. He let her know that he had been saving the mini outreach flyer and wanted help with an application for SSI benefits. She was able to set up a few sessions with him during outreach hours to fill out the CBEST referral packet and send it to St. Joseph Center for review.

In January, a 50-year-old female to whom the specialist had been outreaching since mid-October called her towards the end of the month to inform her that she was no longer homeless. She had encountered her every time that she went to do outreach at the main library and was successful during a drop in session in December to connect her to DPSS regarding her benefits. When the client called Linda in January she let her know that she was safe, but could not disclose where she was. She wanted to thank the specialist for all the help that she provided to her when she was homeless in Santa Monica.

Strategic Plan:

All staff units developed visioning boards as part of a Re-imagining the Strategic Plan, led by Rachel Foyt and Jasmine Gutierrez. The boards represent staff identification of programs and services that connect with the four Strategic Priorities: Community and Cultural Connector, Wellbeing Cultivator, Dynamic Third Place, and Vibrant Learning Center.

Human Resources

Vacancies

The Library has the following vacancies: Public Services – Librarian II; Reference Services – Librarian III. Additional Library Assistant II as needed support is planned for Communications under Rachel Foyt’s direction and Public Services under Cecilia Tovar’s direction.

City Finance approved the conversion of the Library Assistant III (Ocean Park and Youth Services) to two permanent part-time (.50 FTE) Library Assistant II positions. Implementation will go forward with the budget approval in June.

Elaine Award: The Elaine Award is given to staff who do extraordinary things every day.

On April 3, Rick Cole recognized the Adult Literacy Team for their work.

Librarian III Nancy Bender, and Adult Literacy Program Assistants Tara Crow and Jennifer Michel-McNally

In celebration of the first anniversary of the Adult Literacy Program, this week's Elaine Award goes to the staff crucial to this program's success: Nancy Bender, Tara Crow and Jennifer Michel-McNally. This week's nomination comes from Director of Library Services Patty Wong and Assistant City Librarian Erica Cuyugan:

Since receiving the California Library Literacy Services grant in 2016 and getting the program off the ground in Spring 2017, the Adult Literacy team has done a phenomenal job by pairing 22 (soon to be more!) pairs of adult learners and literacy coaches. To date, the efforts of this team include interviewing and training tutor volunteers, evaluating and assessing learners, providing outreach and promoting the program to the public and strategically pairing learners and tutors to get the best fit for achieving goals. With over 700 hours of tutoring and 1,232

hours of volunteer hours donated, the program really concentrates on meeting the learners where they are in life and helping them accomplish their goals—whether it is learning to read, reading at a higher level, completing a job application or beyond. The Adult Literacy team at the Santa Monica Public Library continues to improve and transform people’s lives, one pair at a time.

Congratulations Nancy, Tara and Jennifer. Keep up the great work!

Library Partners and Allies

Renewed partnership: The Library will meet regularly with the Santa Monica Regional Consortium for Adult Education. The Consortium may be able to allocate funding to enhance the library’s adult literacy program.

Library Security and Safety

Safety & Security Monthly Report – April 2018

LSO Team meeting

The LSO Team (Permanent and As-needed staff) met earlier this month to talk about expectations, new staff, and plans moving forward as it relates to presence and coverage on the floors at all library locations. Lou reviewed the plans to station LSO’s at the entrances at Main and on the 2nd floor. The team is organizing and realigning their schedules to ensure coverage. We have already been getting feedback and comments from staff and customers about increased LSO coverage.

The team will also be getting mobile phones to use when on duty, which will have a new touring and incident tracking app installed called Trackforce. Principal Librarian, Greco Venegas, provided a presentation on the new Trackforce software and some of the capabilities. The team will be able to conduct tours of all facilities, inside and outside on the perimeters. They will also be able to create incident reports on the cell phones. The goal is to maximize the time that an LSO spends on the floor, patrolling and engaging with customers and staff.

Upgraded Technology for Safety

In addition to the new equipment for LSOs, the Main Library will also be installing stronger radio frequencies with the intent of reaching the branches. The branches will soon be equipped with radios for direct contact to the LSOs during emergencies. The Library parking garage will also be receiving cellular coverage improvements, which will enable customers to make phone calls from Parking level 3, an area where calls often dropped. This is particularly important to have during emergencies.

LSO Vehicles

We have received 2 vehicles from our fleet team to assist with patrol at the branches. The goal is to have two LSOs out at the branches, each one serving two locations. These extra vehicles will enable LSOs to do more frequent patrols back and forth, without worrying about taking their own vehicles or tying up the LSO van. In addition, they can arrive at the locations much quicker.

Comparative Annual Statistics (there was an error in reporting 2017 statistics in March)

2017

Total Incidents: 418

- Main Library Incidents: 348
- Branch Incidents: 70
- Police Calls: 117
- EMT Fire Calls: 20

2018 (January to April 23, 2018)

Total Incidents: 206

- Main Library Incidents: 163
- Branch Incidents: 43
- Police Calls: 43
- EMT Fire Calls: 17

April 2018 (As of 4/23/18)

Incident Reports-41

Police Calls-10

Bans Issued-3

Bans Active-22

Stay Away Orders Active- 13

The Top 3 violation types were: Loitering or sleeping, disruptive behavior, and Verbal (altercations, threats, harassment)

March 2018

Incidents reports – 58

Police calls – 12

Bans Issued – 5

Bans Active -19

Stay Away Orders Active – 13

Top 4 violation types were: Verbal (altercations, threats, harassment), Public intoxication, loitering or sleeping, and disruptive behavior

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.

Respectfully submitted:

Patricia M. Wong, Director of Library Services