

**Library Board, Santa Monica Public Library**  
**Director Report**  
**June 2018**  
June 7, 2018

**Citywide Priorities:**

The team working on the **Pico Wellbeing Project** initiated a series of meetings with stakeholder groups (Virginia Avenue Park Advisory Board, PIO, Familias Latinas Unidas, Pico Neighborhood Association, Parent Connection Group this month, culminating in a community wide initial presentation to engage and gather feedback on June 30.

**City Budget:** Library Director Patty Wong, along with SMPD Chief Renaud, to represent Department Heads on the new Performance Based Budgeting Steering Committee. The team will meet biweekly to determine the scope and process of moving the staff in developing a performance based culture to build budget priorities. It is anticipated that within 5 years, the City budget will be at a deficit with flattening sales tax and diminishing parking revenue.

**Summit on Government Performance & Innovation 2018**

Close to 60 City staff (including three Library members) attended this two-day conference in Downtown LA. Sessions included data collection, innovative ways of reallocating revenue to directly benefit constituents, citizen-centered service development, with a heavy dose of innovation as it influences equity and access. Participants came from all over the world and in many metro-centered areas in the US.

**Emergency Operations:** Library leaders engaged in a learning overview of Emergency Operations Center role and duties for particular library team members should the EOC activate.

**Library Facilities and Budget Update:**

The replacement (new) Automated Materials Handling Sorter at Pico Branch Library is much more quiet and easier to operate with few mechanical issues. The vinyl replacement in the study rooms was not successful and will need to be reconfigured. The reader screen and self-check installations were successful.

Ocean Park Branch experienced another three-toilet plumbing issue leading to an overnight closure. Staff are working on appropriate signage and additional training of story time and program participants to avoid flushing diapers and baby wipes.

Library and Parking staff are considering pre-pay machines to assist customers with efficient exits.

Hearing loop technology was installed in the Multi-Purpose Room to strengthen the listening abilities of customers experiencing hearing loss.

Bids for the Literacy Office/Library Service Officer/Public Services renovation have been received and will be reviewed in early June.

**Library Classification and Compensation Study:** The RFP is in final design and in review with Human Resources. Staff will promote the RFP at the American Library Association Conference in late June with anticipated return of proposals by early August. Timeline for the project to be completed within 6-12 months.

### **Library Services and Programs:**

**Santa Monica Reads:** the kickoff for Santa Monica Reads was a full house with the author Jeanne Wakatsuki Houston's appearance on May 12. Mrs. Houston received a resolution honoring Santa Monica Reads, her role in changing lives and chronicling a dark moment in US history through her memoir, and acknowledgement of the injustices committed during the forcible evacuation and incarceration of thousands of Japanese Americans. The programs focused on the Japanese American experience during WWII, ranging from music and swing dancing to the 442 and everything in between has been a vivid reminder of resilience and loss and community as Nisei and relatives of internment survivors have come forward and participated in several programs.

Two members of our team – Foo Nguyen and Timothy Hall, interviewed several individuals Santa Monica residents who were interned during that time. The video will be shown at the June 12 book discussion of Farewell to Manzanar at the Main Library.

### **Art Exhibit highlighting Mental Health Awareness Month**

Staff worked with City staff from Community and Cultural Services and all members of the Disabilities Commission to host an art exhibit in the Main Library lobby May 1 through May 15. Approximately 18 artists submitted work to exhibit. The reception, held on Sunday, May 6 from 2:00-4:00pm, hosted 75 people at its apex. Sue Himmelrich, Santa Monica City Council member spoke about her support and lifetime advocacy for persons with disabilities. Visitors had the opportunity to speak with the artists about their work and meaning that they found in creating art. City TV attended the entire event and spoke with artists and organizers, whom they filmed.

**Fine Free for Youth (0-18) Library Cards:** Staff retained a graphic designer to create a logo and tag line for roll out of the Fine Free Youth Program. This will be used on a poster series in the Popular Materials area and on marketing notices and publications.

Beginning July 2, 2018, all fines attached to Library accounts for youth ages 0-18 will be expunged. This will apply to active and inactive files.

We plan story times and crafts in the lobby at Main and ideally at the branches in conjunction with the Summer Reading Program roll-out. Youth Services Librarians will share the Fine Free status of youth cards as they visit school to enlist interest in the Summer Reading program.

Additional activity will begin in August/September around Library Card Sign Up month (September) and the resumption of local schools. This will entail outreach to the school district by Youth Services staff and visits. We plan to host a library card design contest to engage community youth.

An email blast about “Read Away Your Fines” was sent to school district parents in Spanish and English on April 29.

On May 22, staff reported that 8 youth cards were unblocked due to their participation in the “Read Away Your Fines” program designed by Jeremy Abbott.

April 27 statistics	May 22 statistics
Juvenile cards \$53.15	Juvenile cards \$95.60
<u>Teen cards \$6.50</u>	<u>Teen cards \$33.05</u>
Total \$59.65	Total \$128.65

The “Read Away Your Fines” program continues through June 30.

*Expected outcome(s) and measure of success:* Ensure youth access to Library resources by waiving fines on 1,908 juvenile and teen cards that are blocked due to fines and fees. Increase number of youth account system-wide, plus participation in the 2018 Summer Reading Program. Engage students of all ages in obtaining Library cards through their school. Increase circulation of materials for youth.

**Strategic Plan:**

Rachel Foyt and Jasmine Gutierrez has reframed and updated the website and supervisors are sharing renewed library priorities with staff.

**Human Resources**

**Vacancies**

As per civil service process, the Library follows the same process for each existing vacancy for permanent staff:

### Existing vacancy process

- Information session
- Request for transfers – transfers are interviewed first
- Recruitment (open or promotional only) – if three or more existing staff are on eligibility list, then the recruitment becomes promotional only
- Reference checks

### The Library has the following vacancies:

- Librarian III (Reference) – projected start date July 2018, interviews to be scheduled near June 15 – existing list – promotional only
- Librarian II (Public Services) – under review – recruitment projected June 2018 – promotional only
- Librarian I (Pico/Fairview) - under review – recruitment projected August 2018
- .50 FTE Library Assistant II (Ocean Park) – interviews to be held July 2018 – existing list
- .50 FTE Library Assistant II (Youth Services) – interviews to be held July 2018 – existing list

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. City Council has reviewed this request at their May budget meeting. Implementation will go forward with the budget approval in June.

### **Library Partners and Allies**

Santa Monica Pier: Staff met with new Executive Director Negin Singh to initiate cooperative approaches to activating the Pier based in educational and literacy efforts.

Santa Monica YMCA: Staff will be meeting with Executive Director Tara Pomposini in July to discuss potential collaboration.

Santa Monica Police Department: Library leadership met with Chief Renaud to discuss current condition in and near libraries as well as opportunities for collaboration. A first responder program/story time with the Chief is to be scheduled soon.

Santa Monica Fire Department: Groundbreaking for Fire Station 1 took place on June 2. Library Board Vice-Chair Lucien Plauzoles and Director Patty Wong represented the Library as both interested supportive department and critical neighbor. Construction will begin immediately. Staff met the construction manager and will be working with Parking to make sure the area is safe and conducive to construction needs.

Library Foundation: Gerda Newbold has joined the Foundation working team to rebuild the Foundation. The team regularly meets on the second Wednesday of the month from 7:30-9 a.m. in the Administration Conference Room. Current team members include Antonio Spears, Carter Rubin, Gerda Newbold and Naomi Seligman (Library Board liaison). The team reviewed the existing bylaws, is developing an active list of potential board members, and continues to discuss events and activities to bring attention and cultivate interest in the Foundation.

Friends of the Santa Monica Public Library Board: Ben Ballard was elected Secretary for the group; many thanks to Bob Cannon for his years of service. The Friends are considering their budgetary priorities for the 2018-2019 year – staff provided key presentations for potential Friends support including a small innovation fund for pilot programming.

Bookmark Café: Library leadership continues to meet with owners Sangwu Chu and Nana Murata to promote and encourage and coach activation and engagement of the Café within Library operations. Current discussions are focused on reduction of the extensive menu to streamline costs, additional promotion and moving hours of operation to more closely reflect library open hours.

## **Library Security and Safety**

### **Safety & Security Monthly Report – May 2018**

#### **Bed Bug Monitors**

Bed bug monitors were installed in a number of locations at the Main Library. These were checked after a week and a half, and no bed bugs were found. Another monitor check is scheduled for later in June.

#### **Pop-Up Resource Fair**

Over 60 participants came to the Pop-Up Resource Fair at the Main Library in May. The Fairview Teen Advisory Group made travel care kits to distribute to homeless individuals during the resource fair. These kits were given as an incentive to fill out an exit survey and talk to staff about other services that would be helpful to the community. New to the Resource Fair was SHARE! Collaborative Housing and the Vineyard, who provided sack lunches. Numbers seem to be increasing, as we do more Resource Fairs. We continue to try different things and introduce different partners to the event.

#### **LSO Team**

The LSO Team continues to work towards maximum coverage and posts at Main and the branches. Coverage at the entrances and throughout the buildings have increased, with the plan for more complete coverage by the end of June, beginning of July. It will be important for the LSO team to maintain consistent communication with staff and fellow

team members and be clear about protocols and expectations when using radios and cell phones. Members of the LSO staff continue to meet regularly with Greco to test the new software, Trackforce, which will be for touring facilities and tracking/recording incidents.

### **Incident Reporting**

The amount of incidents reported is steadily increasing, along with bans issued. This reflects the more consistent and expedient responses to misbehavior, disruptions and altercations.

### **May 2018 (As of 5/31/18)**

Incident Reports- 69

Police Calls- 13

Bans Issued- 8

Bans Active- 28

Stay Away Orders Active- 12

Top 3 violation types: Disruptive, Verbal (altercations, threats, harassment), and hygiene or restroom related

### **April 2018**

Incident Reports- 55

Police Calls- 14

Bans Issued- 3

Bans Active- 22

Stay Away Orders Active- 13

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

**Legislative Update:** The Director provided a verbal update on the \$9.5 million budget package for the California State Library and the Conference Committee process regarding an additional \$1.0 million for Lunch at the Library program.

### **Next Steps for Library Rules of Conduct:**

With the Rules of Conduct approved in concept by the Library Board, the Library will now plan for updated signage and the creation of a simpler version of the rules to post throughout the library buildings. This, along with a newly designed handout of the Rules of Conduct will hopefully be drafted this month, with estimated roll-out in July. Along with the roll-out, the LSO Team will guide staff through discussions around enforcement and interpretation of the rules.

**Next Steps for a Charter Amendment:**

Library leadership met with the City Manager's Office and the City Attorney's Office to discuss charter changes regarding the Library Board. As we have discussed, changes to the City Charter must be amended by a simple majority at a general municipal election. Of note, the words "qualified elector" that is present in the current language implies that one must be a citizen to be appointed to the Library Board. This language also appears in two other commissions that are part of the Charter – the Personnel Board and the Airport Board. This provision would be framed with a recommendation to change the language to "resident." Attorney Brandon Ward recommended that each section of change within the Charter be examined separately with a distinct question and therefore multiple ballot measures. **The group recommended to take this change - from "qualified elector" to "resident", first to make a global change and then to make any other Charter changes (moving from administrative to advisory, potential number of board members) at a later date. The next date would be for the 2020 election.** The City Manager staff were fine with entertaining the need for a measure with the forthcoming election when more time is available to craft the need for such a measure.

Timeline: Deputy CM Anuj Gupta and Patty Wong will quickly compose the Information Item required for Council to apprise them of this situation and recommendation to be heard on June 26. If Council directed a ballot measure for submission to the November 6 ballot, the item would have to be approved by Council no fewer than 88 days before the election. That timeline would fit in nicely with the Council meeting scheduled on July 24. The Information Item will also identify other non-charter boards and commissions that contain this type of language for potential code amendment changes to reflect a "resident" vs. "elector" change in the language. The Information Item coincides with the City's interest in sharing a resolution in support of Immigrant residents.

Respectfully submitted:

Patricia M. Wong, Director of Library Services