

**Library Board, Santa Monica Public Library**  
**Director Report**  
**November 2018**  
November 8, 2018

**Citywide Priorities:**

**Performance Based Budgeting:** Library and City staff is hard at work mapping all of the key activities. All total more than 660 activities were identified and now we are allocating costs. The budgeting process will enable us to make stronger decisions around to see where there is duplication, ways to enhance or expand impact, areas to improve, potential collaborations, services to maintain, and considerations for reduction.

Change is in the air. The City of Santa Monica is working on a number of changes: a new website and stronger communications, a new purchasing and financial management system, a new Central Services Building, new sports fields, a parks facilities plan, and the continued focus on the framework and services towards improving mobility, increasing safety, supporting people experiencing homelessness, all while creating more opportunities to learn and thrive, wellbeing and sustainability. It's a lot. There is probably a bit more. Resiliency and priorities will need to be part of our ongoing vocabulary.

**Library Facilities and Budget Update:**

Pico: The final stages of the project – painting and installation of the metal framing of the Automated Handling Sorter entry and interior painting – were completed in October. Acoustical tiles will be added to the interior in the hopes of reducing reverberation and noise.

Main: Cell and radio transmitters should boost signals from the library parking structure to enhance safety in the lot as well as enable real time reporting for the recently installed EV chargers on the first floor.

The Adult Literacy/Public Services/Tenant Improvements are close to completion. Staff is scheduled to move in to their new areas in late November. Thanks to project lead Nancy Bender from the library and project lead Pharoah Augustine from Architecture for their hard work.

The RFP for the Facilities Classification Study will include a call for public art and is scheduled for completion soon. The Study will be open early December for a few weeks.

**Library Classification and Compensation Study:** Interviews with the finalists will take place in early December.

**Library Services and Programs:**

**Services to unsheltered people:**

The most recent Pop Up Resource Fair in early November drew about 80+ individuals – more than any of the other outreach efforts. One success story: One participant successfully sought support for obtaining a replacement CA driver’s license so he could drive to his new job.

Due to the failed recruitment for a Social Worker through the contractual bidding process, the Library worked with CCS Human Services and HR to create an as needed Social Worker I/II position which will open soon for three weeks pending final review by the Personnel Board and approval by City Council. We hope this will generate a successful list of interested candidates.

Staff spoke with Goodwill Industries about developing a pilot program to reserve some employment spots for unsheltered individuals. We hope to hear more very soon.

**Diversity:** The Library was pleased to host a Gender Diversity training for all staff brought to the City through Public Works. A workshop focused on support of Transgender communities was facilitated by librarian Jeff Kaplan. Jeff is the librarian liaison to Coming Out in Santa Monica, an affinity staff group focused on LGBTQIA. Both events were very popular. Scott Turner Schofield was especially effective in his facilitation in talking about identification and the Transgender community.

Library staff Cecilia Tovar and Stephanie Archer are part of the 2018 Cohort of city staff participating in the Government Alliance on Racial Equity. A plan is being developed to bring diversity training to SMI and a 3-5 year outlook on broadening the work to the greater organization.

**Human Resources**

**Retirements:** We bid a fond farewell to Roger Kelly, long-time Youth Services Coordinator who has brought a legacy of commitment to early literacy and quality programming, staff development and youth engagement to Santa Monica Public Library. We wish Roger well in his continued journey as a youth advocate and library instructor. Many thanks for your incredible impact on Santa Monica and beyond.

## Vacancies

**Librarian III, Youth and Family Services Coordinator:** The recruitment process was initiated with several candidates moving to the finalist interviews. A selection will be made very soon.

**Librarian II:** The promotion of Kathy Lo to Librarian III resulted in a Librarian II vacancy in Reference Services. Librarian **Bobby Tsui** assumed this promotion on September 30. From Kathy Lo:

After receiving his MLIS from the University of South Florida in 2003, Bobby Tsui began his career as a librarian specializing in technology at the Orange County Library District in Orlando, Florida. Then the other coast beckoned, and in early 2006 Bobby drove across the country and moved to California, joining SMPL Reference Services on February 6, 2006.

Supervisors in Reference Services quickly recognized that Bobby is skilled and experienced at teaching, and one of the first responsibilities he took on was adult computer literacy instruction. For many years, Bobby (figuratively) held the hands of patrons who were new to computers, introducing them to computer basics and earning their kudos along the way. In 2010, he began coordinating the computer classes schedules for the system, working closely with the Division's scheduler and branch managers to provide a range of instructional opportunities for the public. Bobby has also brought his organizational and Web design skills to the Web Committee. He's currently the chair of that committee, working with colleagues from other units and City departments to redesign the next iteration of the City's and Library's website.

Bobby has collaborated with City agencies and community organizations to produce and host popular outreach programs such as the *Older Adult Tech Fair* and the *Senior Singles Mingle: Book Lovers Edition*. Those endeavors entailed multi-layered logistics planning. For the Tech Fair, Bobby worked with Public and Youth Services to recruit some 50 volunteers who assisted more than 200 patrons one-on-one. He was instrumental in creating the "Appy Hour" Device Workshop, a service that meets the community's need for individualized assistance with personal electronic devices.

Bobby has been the Sunday lead supervisor in Reference since 2012. Sundays can be a whirlwind of activities, requiring the person in charge to think on their feet and juggle multiple challenges. Over the years, Bobby has used his knowledge of policies and his communication as well as customer service skills to resolve conflicts, treating everyone fairly and with respect. The Library is part of a network of agencies that provide critical services to homeless individuals who interact with our staff daily. Last year, as Library Administration introduced staff to Ryan Dowd's "Practical Tips for Difficult Homeless Patrons" videos, Bobby was asked to be one of the facilitators and has helped make the exercise a success.

Bobby's collegiality, technical skills, experiences as a lead, and commitment to service make him a natural fit to be the new Librarian II in Reference Services.

**Library Assistant II:** There were two full time vacancies in Circulation Services. They were filled by **Andy Monroy** and **Joseph Delaplaine**, who both start on November 11. From Patty Carranza:

Andy Monroy started his career with the SMPL as a Library Page back in 2007 and then added as-needed LA II to his job skills in 2016. Previous experiences include office assistant with Woodlawn Cemetery and Library Clerk for the University of LA Verne. He has experience organizing runs with his fraternity to collect money for philanthropy.

Joe Delaplaine started his career with SMPL as a Library Page back in 2006 and then he started working as an as-needed LA II about a little over a year ago. He has worked for the Hollywood Reporter and Entertainment Weekly designing their magazine layouts. You may have even seen him in a televised commercial for Mercedes Benz that was produced by Michael Bay.

Both Andy & Joe are proven assets to SMPL. They not only have tons of customer service experience both in Commons and on the front counter but they have both worked at the branches as both Pages & LAII's. Also, they have supported many festivals and programs. Both completed the Mental Health First aid course. Andy has assisted when needed at the Administration front desk and Joe does a regular shift in Periodicals.

Conferences and trainings: Patty Sophos attended the Southern California Grantmakers Conference and Foundation Center's Network Days.

Erica Cuyugan, Jennifer Boyce, Hanako Moondance, Julia Rose and Patty Wong attended the Joint Conference of Librarians of Color 2018 Conference. Patty provided a preconference on leadership.

Rachel Foyt will be attending the Library Marketing Conference.

Erica Cuyugan, Cecilia Tovar, Karen Reitz, Silvia Cisneros and Andrea Eitsert will be attending the California Library Association.

Several library staff reviewed the recording of Library 2.018: Social Crisis Management in a 21<sup>st</sup> Century World facilitated by Patty Wong

### **Library Partners and Allies**

Santa Monica Pier: Library staff continues to support Pier efforts with plans for integration of family activities such as story time for regular featured events.

Santa Monica Malibu Unified School District: Library, CCS, and Civic Wellbeing leadership along with City Manager team members met with Dr. Drati and his key staff in facilities, student services, athletics and education and curriculum to discuss ways to engage on future projects of mutual interest.

LA Law Library: Staff met with key LA Law Library leadership to begin relationship building and to determine ways to partner. The Law Library offers many critical courses and workshops that would be of benefit to Santa Monica residents and library users of all ages and needs. SMPL would offer regular promotion, a dedicated staff liaison, purposeful space and commitment to develop a stronger legal collection. The Law Library currently offers the Nolo Press collection online– all are welcome to use this free e-resource.

Emeritus College: Library and CCS leadership met with Emeritus College leads to discuss potential collaboration and cross promotional opportunities.

Library Foundation: The Foundation event on September 12 was quite successful with more than 30 in attendance. Participants were interested to learn about Library events and services and how they could support through the Foundation. Representatives from the Friends and the Library Board attended.

Friends of the Santa Monica Public Library Board: The Friends will host a strategic planning session on Friday, November 9 from 3-7 p.m. Library staff held a listening session with Friends Bookstore volunteers regarding safety processes in the store. A number of procedures were recommended and implemented. An ongoing meeting schedule will be established to ensure stronger communication. A new phone system will be set up followed by cashier training and minimum levels of staffing in the store.

### Safety & Security Monthly Report

#### LSO Team

LSO Supervisor Lou Enriquez met with the LSO Team, permanent and as-needed staff, to discuss updates to technology, responsibilities, and expectations. These meetings are meant to emphasize the consistency and communication needed with one another and fellow library staff to maintain and enhance the welcoming environment of all library locations. Schedule permitting, we plan on coordinating LSO Team meetings on a quarterly basis and more regular check-ins with the permanent LSO staff.

LSOs are honing in on accuracy in definitions and technology to track, record, and display incident data. In addition to clarifying definitions of incidents and when to write reports, they are using a wider variety of reporting tools to more accurately and

efficiently record data for incidents such as medical incidents, ban violations, and vandalism.

Additionally, in mid-October, LSOs began implementing an Activity Log reporting tool to record counts of the many tasks they do during patrols including responding to staff requests, donations, lost and found, and rule violations that do not result in a formal, recorded incident. Over time, this will help paint a broader picture of LSO activity and incident response.

### Statistics on Incidents and Bans

We are seeing a trend in which incidents in the last two months have decreased and stayed stable, from 65 in August, to 26 and 30 in September and October. Additionally, new bans are trending down with 1 new ban issued in September and 5 in October. Factors contributing to this decrease include a seasonal change as well as LSO presence at the doors and branches, frequent rule enforcement, and a proactive response to behaviors. For example, the current number of active bans is 47, compared to only 10 in October 2017.

LSOs logged 579 rule violations since October 15 into the Activity Log. This demonstrates a consistent response to incidents, with LSOs responding to many rule violations, in which only a small percentage of incidents escalate or necessitate a written incident report.

### October 2018

30 Total Incidents

27 Incident Reports

3 Medical, Theft, and Ban Violation Reports

8 Police Calls

5 New Bans Issued

47 Active Bans

16 Active Stay Away Orders

Activity Logs \*October 15, 2018-October 30, 2018

579 Rule Violations (No Incident Report)

469 Other "Non-Incidents" including staff requests (168), donations (132), and lost & found (125)

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September 2018

26 Total Incidents

23 Incident Reports

3 Medical Reports

8 Police Calls

1 New Bans Issued

43 Active Bans

15 Active Stay Away Orders

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August 2018

65 Total Incidents

56 Incident Reports

9 Medical and Theft Reports

10 Police Calls

6 New Bans Issued

43 Active Bans

14 Active Stay Away Orders

Respectfully submitted:

Patricia M. Wong, Director of Library Services