

Library Board, Santa Monica Public Library
Director Report
April 2019
April 11, 2019

Citywide Priorities:

Budget: Like all other departments, the Library was asked to look at its operations in a new way and contribute substantive efficiencies which would lead to ongoing savings over time. The City as a whole is expecting a cycle of reductions in our immediate economy, with the increase in costs associated with staff- healthcare and benefits, unfunded liabilities, and leveling off of revenue. At the same time, we are embarking on a process to examine all programs and services in ways where we can share aspirations and goals to benefit our community as well as metrics and outcomes to reflect the story of those changes. These new ways of looking at our service mean a series of efficiencies in the way we work.

Efficiencies: The budget process in the City of Santa Monica is a two-year process. In FY 19-20, the Library will embark on a new way of organizing our use of staff support at customer service desks, centralized scheduling of staff, and initiating the use of technology enhancements to allow staff to attend to other duties.

Some of the thinking behind these efficiencies have been in the works for many years so this offers an opportunity to implement and prioritize these changes.

Consolidation of the Periodical and Computer Commons Desks: The design of these two desks create twice as much emphasis on staffing to support customer needs. The sightlines and distance between these two areas also create a security and safety problem for staff. A single desk arrangement would allow for a centralized point of contact as well as opportunities for a staff member to roam while the second staff member maintains a presence. The Library hopes to absorb costs of this configuration this year.

Cross training and staff scheduling: Each library facility has hired and trained a core but individualized staff. With an additional focus on using permanent staff to support service desks, at all levels, and a process of cross training at various classifications, we will be moving towards centralized scheduling and a system approach to staffing. As needed and permanent staff will cover customer service needs throughout the Library's 5 locations. This process will be implemented over a long-term process, aided by the upcoming Classification Study.

Technology efficiencies: FY 19-20 and FY 20-21 will focus on the introduction of self-service processes to reduce reliance on the number of customer service desk support.

An Automated Materials Handling Sorter will enable efficient return of more than 800,000 items annually and will aid in reducing the turnover time of circulation. With more than 800,000 items borrowed each year, a new set of self-checks will process 80% or more of all transactions and will be able to process payments of fines and fees. This technological advancement will also allow for consolidation and reduction to a single point of contact for both information and customer service/accounts.

Performance Based Budgeting: Library staff continue to develop metrics to determine success for City Framework priorities around Engaged and Thriving Community; and Learning.

Library Strategic Priorities: The staff is developing a refreshed set of outcomes for a) Vibrant Learning Center; b) Wellbeing Cultivator; c) Dynamic Third Place; and d) Community & Cultural Connector.

Library Facilities Update:

Pico: There are a few more deliverables that warrant attention. Acoustical tiles will be added to the interior in the hopes of reducing reverberation and noise. The staff have patiently waited for a new front desk, the interior requires painting, and the damaged end panels of shelving needs replacement. The exterior sails will be replaced and exterior painting is expected later this year.

Main: The Main Library will install an early detection earthquake warning system. The staff are working on the consolidation of desks between the computer commons and periodicals within the next six months.

Ocean Park: The plumbing line to the street was replaced at the Ocean Park Branch, which opened just in time for a successful 100-year anniversary celebration.

Fairview: Architectural Services is working with the Library to schedule replacement of all exterior facing windows. The library is looking at a small window of time for closing to ensure swift installation.

Library Classification and Compensation Study: The kickoff for this effort will take place in on May 15 and extend through May 17. An employee planning team is being assembled to assist the contractor with implementation and staff engagement.

Library Facilities Master Plan: Interviews for three finalists will be scheduled on May 7 at 9 a.m., 11 a.m. and 1:30 p.m. in the Main Library Multipurpose Room. Staff and representatives from the Library Board and Friends of the Library Board are invited to audit the presentations. Questions for the proponent will be directed only from the panel – Erica Cuyugan, Patty Wong, Amelia Feichtner, William Clerk and Chris Dishlip from Architecture Services.

Library Services and Programs:

Diversity: The Santa Monica Institute (SMI) is the continuing education arm for City staff. The Library Director participates on the SMI Advisory Committee – they are integrating an equity, diversity and inclusion lens to decision making, creation, content, and evaluation associated with current and future offerings. The Library is working with a core staff representing different classifications and perspectives to bring equity, diversity and inclusion thinking through an Equity Think Tank. The group will weigh in on training, policy and procedure review, and other organizational functions with a diversity perspective. The goal is to actively engage with staff with regular communication, staff driven activities and training.

Thanks in part to the Library Board's interest the Public Services Staff is developing a template to craft program proposals that reflect on Library strategic priorities and City Framework with metrics. Proposals will also be reviewed for equity, diversity and inclusion integration.

April brings a Financial Independence Workshop at Pico, Dia de los Ninos/Dia de los Libros at all branch libraries, and the Arts & Literacy Festival at Virginia Avenue Park which will highlight Let's Read with Gleam. The second annual Literacy Education for Adults and Families – LEAF celebration honors adult learners and their literacy coaches and tutors. Graduates from the Career Online High School program will also be honored that same evening on April 30 from 6:30-8 p.m. at the Main Library

Santa Monica Reads: The Hate U Give by Angie Thomas is the selected title and offers many topics of conversation: equity and diversity and race relations, privilege, police and community interactions, community activism, peer pressure, gun violence, youth development, and family dynamics. The Friends of the Library donated 50 copies of the title to Olympic High School and Santa Monica High School to promote focused youth discussions on the title.

To safeguard the collection and also ensure appropriate use of the Local History Collection, a locking mechanism will be added to the door leading to Local History.

Human Resources

Ilene Miner and has been selected as part-time as needed social worker for the Library, under the supervisor of Human Services, but working directly at the Main Library with some time at the branches. A second social worker will be appointed shortly.

Cheryl Thompson joins us this month as acting Circulation Supervisor. Cheryl is returning to us from her current service as Staff Assistant III at the Airport. She brings an active knowledge as former Circulation team staff and an active user. Cheryl will be working in

this role for six months. The Circulation Supervisor position is being reviewed first through the Classification Study process and recruitment will begin early Fall 2019.

Safety & Security Monthly Report

New limited Library Services Officer (LSO), Christopher Edwards started this month. For the first month or so, Mr. Edwards will be shadowing different LSO team members for onboarding and orientation purposes. He will be providing much needed support to the LSO Team and will slowly be integrated into Library priorities and initiatives, as it relates to the LSO team. Mr. Edwards brings several years of security and management experience most recently with the healthcare sector.

LSO Lynnette Lawetzki was interviewed for the City's "We are Santa Monica" campaign, and her interview and profile will be shared on the www.weare.santamonica.gov website in the future.

The LSO Team continues to use Trackforce to strengthen their presence and response on the floor. In March, the team logged 54 incident reports, 14 of which resulted in police calls. In addition, 7 new bans were issued, and a total of 939 non-incident rule violation advisals were administered. The team is beginning to use touring software more often, in which LSO members "check-in" to specific areas and locations in the buildings as part of their "tour." This is to ensure more consistent coverage throughout Main and the branch libraries.

Addressing Homelessness

Last week on Friday, April 5, the Library in partnership with the City's Human Services division, held Get Connected: Resource Fair. Over 60 people checked in to speak with service providers. Providers included LA County Department of Social Services, The People Concern, Safe Place for Youth, Venice Family Clinic, People Assisting the Homeless (PATH) Veteran Services, and Chrysalis. New to the fair were Bet Tzedek (Legal services) and the Disability Community Resource Center. While exiting the fair, several individuals noted how satisfied they were and how they were not expecting the level of help and information they received at the Fair. The next Resource Fair will be planned for June or July.

In March, our Outreach Specialist, Stacy Allen, made 354 engagements with people experiencing homelessness (of these, 111 were unduplicated contacts). These engagements are through outreach walks in and around the libraries, staffing a resource table at the Main Library, and drop-in sessions in the study rooms. Drop-in sessions are designed to help individuals become more case management ready, whether it is through obtaining an ID, birth certificate, mail agreement, or connected to additional resources.

Partnerships:

Santa Monica History Museum: The Light& Shadow: Capturing Early Santa Monica continues the exhibit through June 15, 2019.

Pier: The Library continues joint programming to activate the Pier.

18th Street Arts Center: We are embarking upon a partnership with 18th Street Arts Center based on a joint grant funded by the National Endowment for the Humanities (NEH). The inaugural project begins tomorrow, April 4, in the Main Library lobby, where artist Marcus Kuiland-Nazario will be holding a series of interviews of male-identified community members on a voluntary basis to examine their relationship with their fathers, based on the 1955 Mexican novel *Pedro Páramo* by Juan Rulfo.

Interviews will occur at the following times on the following dates at the Main Library:

Thursday, April 4: 11am to 2:00pm

Saturday, April 6: 11:30am to 1:30pm

Thursday, April 11; 3:00pm to 6:00pm

Saturday, April 13: 2:00pm to 5:00pm

Thursday, April 18: 5:00pm to 8:00pm

Other workshops are scheduled offsite and book discussions at 3 branch libraries (Pico, Ocean Park, and Montana) in May. Additional information about the project is available here: <https://18thstreet.org/artists/marcus-kuiland-nazario/>

Respectfully Submitted,

Patricia M. Wong

Director of Library Services