

Library Board, Santa Monica Public Library
Director Report
May 2019
May 2, 2019

Citywide Priorities:

Budget: The City will follow the process as outlined below:

April 30: Strategic Budget Direction for the Proposed FY 2019-21 Biennial Budget

Council will receive a presentation on the City's strategy to achieve fiscal sustainability for the Proposed FY 2019-21 Biennial Budget and the following two biennial budget cycles. The presentation will include the City's long-term strategy for maintaining fiscal balance while paying down its unfunded pension liability, as well as an outline of the Proposed FY 2019-21 Budget, including proposed efficiencies and program changes. The complete agenda packet is attached to this email and available [here](#) for your easy reference.

June 4-5: Budget Study Sessions

Council is scheduled to conduct a study session on the Proposed FY 2019-21 Biennial Budget on June 4 and 5, 2019. The City Clerk will publish the complete agenda, including the proposed budget, on the [Council Agendas/Minutes](#) webpage for public review and comment no later than the evening of Wednesday May 29, 2019. The nightly schedule for departmental budget discussions will be included with the posted agenda.

June 25: Budget Adoption

Adoption of the FY 2019-21 Biennial Budget will be on Council's agenda for the June 25, 2019 meeting. The complete agenda, including final proposed budgets, will be published on the [Council Agendas/Minutes](#) webpage for public review and comment no later than the evening of Wednesday June 18, 2019.

From the Staff Report for April 30:

“Invest in a 21st Century government, including the new City Hall extension, new Fire Station and City Yards project, revamping our work processes to be more efficient and better serve customers, and developing a digital City Hall using a new website to deliver 24/7 responsiveness to our community members.” This will have an impact on the library and influence on our own website presence and resources.

The Library is called out specifically in other areas of the report:

“From a practical perspective staff believes the following impacts will be felt in the coming two-year budget cycle: • Programs and services will be realigned to current industry standards, community usage and anticipated future needs – (e.g., **the library may no longer purchase as many copies of best sellers given the option of e-book lending** or the City might renew parking permits every two years instead of annually);

Some reductions will require departments to share responsibilities, such as counter service or answering telephones;

Incremental changes will be made to programs and/or services which may be the first phase of transition to a more efficient, cost-efficient option over the long term (Out of School Time youth programs such as PAL, CREST, VAP);

The cost of doing business will be fully recovered in instances such as building in the cost of credit card transactions into our fee structure or full cost recovery for events such as the LA Marathon; and

Legacy costs will be reduced while investing in new ways to maintain service to the community (e.g., eliminating KCRW coverage of City Council meetings while investing in web-based coverage or investing in materials handlers at the Library to more efficiently process over 1 million items circulated annually).

The Council will be asked to review the Framework:

The Framework organizes work around the achievement of seven outcomes: • Connected and Engaged Community; • Inclusive, Affordable, and Diverse Local Economy; • Lifelong Opportunities for Personal Growth; • Physical, Mental, and Environmental Health; • Resilient Built and Natural Environment; • A Safe Place for All; and • Reliable, Effective, and Efficient Government

Based on the last Council retreat, the Framework Values have been identified for Reliable, Effective and Efficient Governance are: Accountability, Equity, Inclusion, Resilience, Stewardship, Safety, Innovation.

City Departments, including the Library articulated descriptions and costs and metrics associated with key services. Many of these will be tied through the Framework and the data collected will be included in a dashboard to share the stories: (<http://www.santamonica.gov/dashboard>). The next few years will focus on cost recovery, paying down pension funds, and processing efficiencies to save funding longer term.

The staff reports recommends a two-year extension of limited term duration status for our two Library Service Officers and social workers. Future years will focus on services and efficiencies.

Library Facilities Update:

Pico: Exterior painting has been completed. 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.

Main: The Main Library will install an early detection earthquake warning system. A library-wide training will take place in early June.

Fairview: Architectural Services is working with the Library to schedule replacement of all exterior facing windows. This will most likely take place in early June and the branch will close as construction will take approximately two weeks,

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

Library Facilities Master Plan: Three finalists will provide presentations during interviews scheduled on May 7. Library Board, staff, Friends and volunteers are welcome to audit the presentations.

Library Services and Programs:

Diversity: The library has initiated an Equity Think Tank with staff volunteers who wish to dedicate time and energy to creating opportunities where equity and diversity learning and conversation become a part of our existing events and activities.

Programs and Services: Public Services is coordinating a process to assist staff in categorizing and organizing program planning to include information on ties to City Framework and Library Strategic Planning and evaluation metrics, with an eye toward equity, diversity and inclusion.

May-August: Highlights include Dia de los Ninos/Dia de los Libros (April/May), Fierce Friday (May 3), Free Comic Book Day (May 4) and Y'ALLWEST (May 4-5), Summer Reading (June 15-August 1), Santa Monica Reads featuring THE HATE U GIVE by Angie Thomas and SMPL at the Beach (6/28 at the Annenberg Community Beach House, , 7/13 at South Beach, 8/16 at the Annenberg Community Beach House)

Human Resources: We welcome Debbie Glasser as our newest Librarian I in Youth Services. Debbie Glasser grew up in Santa Monica and Los Angeles, spending most of her early years in Santa Monica's Ocean Park neighborhood, and attending high school at Crossroads School in Santa Monica. She received her BA from UC Berkeley and MLIS degree in 2016 from San Jose State University. Debbie has worked in diverse library settings for many years, including volunteering at a school library, working at the SMPL Pico Branch when it first opened, and continuing there as a part-time librarian after completing her MLIS. She has also worked as an as-needed librarian at the SMPL Main Library in Youth Services, and at the Beverly Hills Public Library in both the adult and children's departments. Most recently, Debbie worked full-time as a Children's Librarian at LA County Library's Marina del Rey Branch, where she planned and implemented a variety of programs for the community. She is very excited to be returning to SMPL!

We have one vacancy remaining at SMPL: Circulation Supervisor. Cheryl Thompson is currently in the Acting position for the next few months. The position is approved for recruitment in Fall 2019.

Safety & Security Monthly Report

The LSO Team has been increasing communication regarding posts and patrols through daily schedule reports, so that front-line staff and supervisors know who is on duty and at specific posts during the course of the day. In addition, staff have been coming together before opening on Fridays, Saturdays, and Sundays at Main for a “staff huddle” to review events and operations for the day. This has also been extremely helpful for connecting staff at the different service desks.

In April (as of April 29), the team logged incident reports, 8 of which resulted in police calls. Here are some graphs to help show the activity levels, as it relates to rule violations and LSO tours.

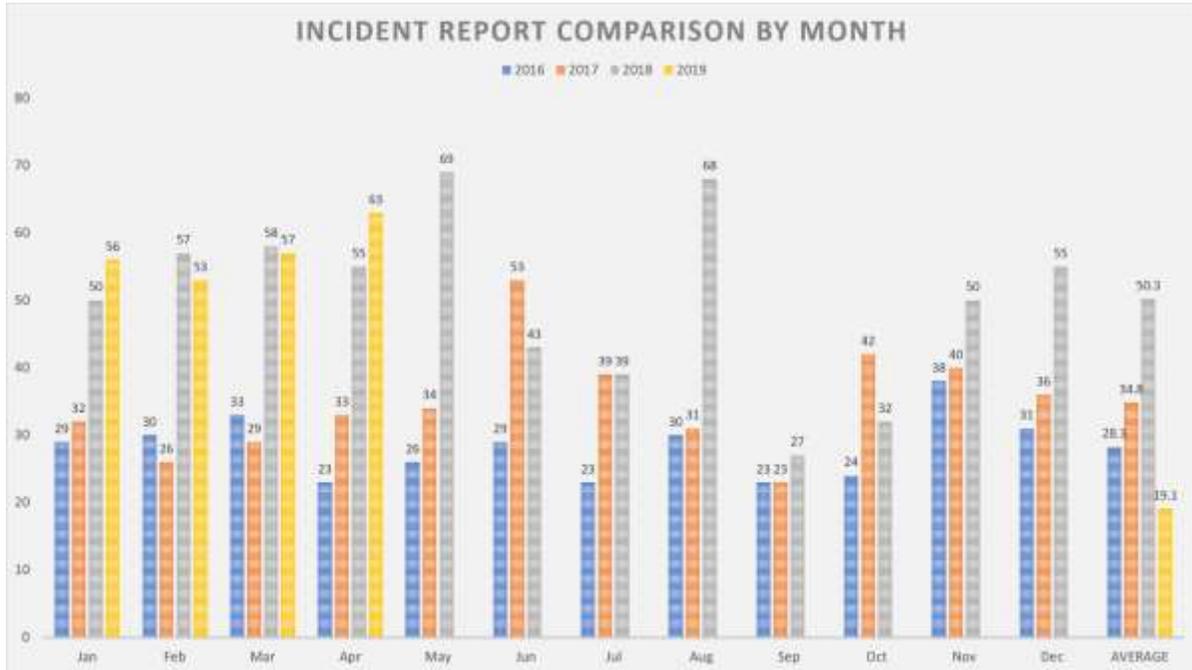
Library Tours

Below is a depiction of the activity levels for LSO staff on patrols. These “tours” are designated by checking into different points of the patrol with their mobile device. Below shows the number of completed tours. Tracking these tours will be helpful to establish optimum number of tours per shift and also, to examine the challenges that may block an LSO from completing a tour. It will also give staff an overall idea of how consistent we are with patrolling our different library locations.



Incident Reports

The graph below shows a comparison of incident reports from 2016 through 2019. The increase in incident reporting is largely due to a new, more consistent software available to the Library Services Officer team, as well as an increase in patrols at the 5 library locations.



Examples of Specific Rule Violations

Below is a breakdown of types of rule violations for the month of April. This gives a more detailed picture of the types of incidents that the security handles, as well as the frequency.

Note: Multiple rule violations may be indicated in an incident report (1.2 avg)

Dangerous, Destructive or Illegal

- 6 threatening or engaging in assault
- 7 threats or harassment
- 3 property damage

Misuse of Library Facilities

- 10 incidents involved sleeping

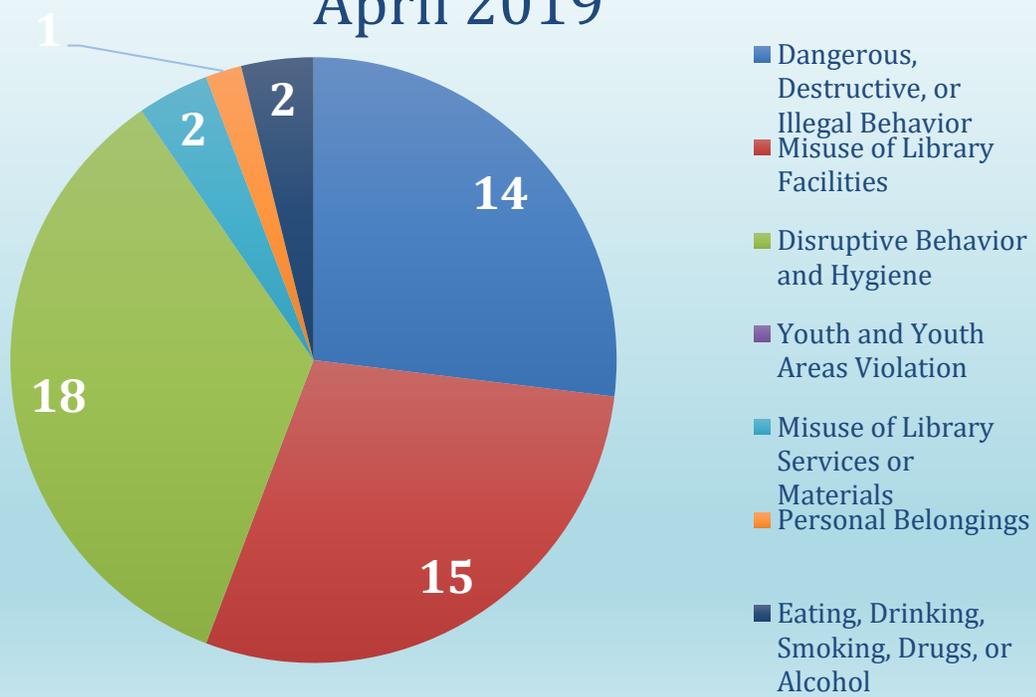
Disruptive Behavior and Hygiene

- 15 noisy or disorderly conduct
- 3 bodily hygiene

Eating, Drinking, Smoking, Drugs, or Alcohol

- 2 under the influence of drugs or alcohol

Primary Rule Violation April 2019



Walk-In Counts

