

**Library Board, Santa Monica Public Library**  
**Director Report**  
**August 2019**  
August 1, 2019

**Citywide Priorities:**

**June 25: Budget Adoption**

The budget for the Library was adopted on June 25 by City Council as part of the biennial budget process. It calls for a total of \$13,172,900 for FY 2019-20 and a plan of \$13,535,178 for FY 20-21. The 19-20 budget is reduced by the return of 2.4% for the Maintenance of Effort costs in addition to 3% of the as-needed budget for approximately 1.52 FTE value of service. Initially these funds were reduced from the overall as-needed allocation – due to efficiencies in single desk consolidation in the periodicals and computer commons areas. This effort will also strengthen sight lines and increase safety and security within the area. Support for the two limited-term duration Library Service Officers and the two as-needed social workers will be extended through Summer 2021.

In addition, \$225,000 has been allocated in Capital Improvements Projects for the Automated Materials Handling Sorter and another \$180,000 in renovations to support a consolidated desk model in FY 20-21. In light of recent developments that focus our attention on safety and security, we have asked and received authorization to push the CIP schedule out a year, if needed.

**Grand Jury:** On July 1, the Los Angeles Grand Jury published a report on The Impact of Homeless on Public Libraries. The LA County Grand Jury spoke with several libraries in the area – including Santa Monica Public Library. As you may be aware a Grand Jury topic is often developed out of a strong community need that is brought to their attention with the intention of creating a change through their recommendations.

Although the report focuses on LA County the findings have some impact with recommendations specifically for Santa Monica Public Library:

10.4 Additional partnerships should be developed with agencies that can provide additional services to library users e.g. AARP, commercial establishments, travel groups, etc.

10.5 Training should be created for all staff, including part-timers on how to handle difficult situations and effectively refer them to a person who can solve the problem.

10.6 Library management should seek appropriate funding to hire staff e.g. clinical social worker or public health technician who can build stronger relationships with homeless individuals and connect them through cross-functional teamwork with various agencies, e.g. DMH, DHS, DPSS, LAHSA to provide information and referrals to homeless and other behaviorally challenged patrons.

10.7 Library representatives should become more visible to the greater public by attending interactive forums including block club meetings/neighborhood councils/community forums to share the philosophy and techniques used by the Library to address local issues.

10.9 Security personnel should be assigned to each branch of the Los Angeles Public Library and County of Los Angeles Public Library to provide security for all.

The Director and Assistant Director are working on responses with the City Attorney's office due to the Grand Jury by October 1. Most recommendations are already in place - others have financial implications. The campaign focused on Safety and Security will address needs for stronger community and staff education and training. The Library has already been authorized for social worker staffing and there are numerous programs with partners to attract and support our Santa Monica customer base. The responses will better inform the Grand Jury's understanding of the programs and services already underway in support of addressing the impact of homeless in public libraries.

### **Library Facilities Update:**

Pico: Exterior painting has been completed. The replacement canvas sails will be installed once the trees are trimmed. 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 lights and lighting fixtures connected to the shelving are no longer produced. Facilities team is searching for a replacement.

Main: The Main Library installed an early detection earthquake warning system. The intensity is set for the level of 4.0. A system training for the community will take place in September or October.

Fairview: Architectural Services is working with the Library to schedule replacement of all exterior facing windows. This will most likely take place in August, and will optimally take two weeks. Architectural Services will negotiate the timeline.

**Library Classification and Compensation Study:** 154 staff completed the Position Description Questionnaire. 30 staff were invited to participate in a Staff Analysis Survey. Segal Waters will hold a virtual meeting with the Staff Advisory Group and Branch Managers and Librarian IIIs.

**Library Facilities Master Plan:** A selection was made and offered – Council will approve a contract with the consultant in late August and work will begin in consultation with staff at all levels and key department stakeholders and will include a community engagement process. The results are anticipated within a two-year period.

## **Library Services and Programs:**

**Diversity:** The Equity Think Tank is working on supporting a systemwide training for Implicit Bias at the Staff In-service Day on November 11. Three consultants were interviewed by the Director and Chair and the Think Tank team reviewed proposals. A final recommendation is under way after checking references.

**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.

**August:** Summer Reading continues for all ages! Bohemian Rhapsody movie showing (August 8, 6 p.m., Main). Shakespeare by the Sea: The Comedy of Errors (August 8, 1 p.m. Virginia Avenue Park). Pop up at the Beach (August 16, 10-3 p.m., Annenberg Beach House). Mars Insight Mission featuring Dr. Farah Alibay space systems engineer (August 15, 7 p.m., Ocean Park). Soundwaves featuring jazz cornetist Bobby Bradford and his sextet (August 21, 7:30 p.m., Main Library). Vivian Rosenberg screens and discusses Galaxy Quest (August 22, 2 p.m. Montana). Dog Days @The Library (August 24, 10:30-3 p.m. Main) featuring family story time and Let's Read with Glean!, Canine Crafts and the movie Pick of the Litter. Santa Monica Rep presents The Revolutionists (August 31, 2 p.m., Fairview).

**Human Resources:** Administration will be hiring a part-time as-needed Marketing Assistant to assist Rachel Foyt with media releases, graphics and design and support for Public Services programming. Segal Waters -consultant for the Classification Study will be working with the Library and HR to focus on the Circulation Supervisor description and recruitment. The Library Page examination is underway and there will be a recruitment for Library Service Officer fairly soon.

**ALA highlights:** Four staff attended the American Library Association in Washington, DC at the end of June. Youth Services librarian *Julia Rose* is member of the important 2020 John Newbery Award Committee that selects the best children's book published in the US the following year. She will be reading hundreds of books over the course of this year, with the Awarded title and selected honor books announced in January 2020 at the ALA Midwinter Meeting. Julia was able to attend some equity programming and provided a small in-service training to her youth services colleagues. Reference Services librarian *Jeff Kaplan* is the SMPL liaison to Out in Santa Monica, a City-wide staff driven community focused on GLBTQIA issues and services. In June more than 30 programs celebrating the GLBTQIA community were held at the Pier, on the Promenade, in many businesses, at Santa Monica College and at the Library. Jeff attended ALA and was able to make stronger connections with the GLBT Round Table (now known as the Rainbow Round Table) and attend several equity and inclusion programs. Principal Librarian for Public Services *Cecilia Tovar* is the Chapter Councilor for California, representing the

California Library Association on ALA's governing body, ALA Council. Director *Patty Wong* serves as a member of ALA's policy making body, the ALA Executive Board.

Attached find the Annual Conference Talking Points which provide highlights of the programs offered and key areas of interest.

### **Safety & Security Monthly Report**

The safety and security of our customers and our staff are of the utmost importance to us, as a library system and as a City. The Library is focusing on a year-long effort to address safety, security, and community wellness concerns. This includes the activation of a Safety and Security Task Force group, which will include staff at different levels in addition to LSO team members.

We will also begin increasing presence and engagement at the Main Library entrances to reiterate that all are welcome, but also that we must take care of the facility, follow the rules, and say something if we see something that doesn't seem right. Non-uniformed library staff supervisors will be accompanying LSO's on patrols around the building. We will begin conversations around safety and handling difficult behaviors, which will be partially led by our as-needed social worker. We will also be exploring more ways to further support our branches and branch staff, working closely with the branch managers on effective communication, presence during peak activity times, and follow-up and follow-through on branch incidents.

We continue to address safety and security concerns by staff and the public, and we are looking at more proactive approaches to these concerns. This month, our Library team accomplished the following:

- Management and City staff connected with Human Services and Human Resources to help address staff concerns regarding a June incident involving a weapon. A social worker came onsite to talk with staff about the incident, and the library's as-needed social worker continues to help plan future conversations and trainings around safety.
- Management engaged with other City departments to address stronger enforcement of exterior areas through increased signage and an exploration of landscaping and other physical areas that could be modified to improve safety.
- Main Library staff began daily morning huddles to review and communicate any pertinent information and to discuss the day's events and call-offs (for staffing gaps).
- Library Director and management team presented a PowerPoint at an All-Staff mtg. on the Library as a Safe and Welcoming Place for All. The presentation addresses safety and security at the Library and outlines specific areas of

- improvement, future staff engagement opportunities, communication plans, and the idea importance of working together and as partners to achieve our goals.
- Library leadership met with the Office of Communications to brainstorm ideas, direction, and messaging for a year-long campaign around the Library as a safe and welcoming place for all, and the importance of understanding and following Library Rules.
  - LSO Supervisor met with permanent LSO Staff (a team of 7) at their monthly meeting to talk about consistency of enforcement and changes to patrols and touring, including integrating library supervisors into at least 1 patrol per day to engage and educate customers on the Rules of Conduct.
  - LSO Supervisor met with the entire LSO team (7 permanent, 13 as-needed) to review enforcement protocols, LSO expectations, and shifts in focus on security, enforcement, and education of the Rules of Conduct with the community.
  - Management and Librarian III's will be pairing up with LSO team members to do a daily patrol/walk-through at Main beginning the week of August 5, to engage and educate customers on the Rules of Conduct.

#### Addressing Homelessness

The Library is committed to helping our most vulnerable customers connected to services and to make every effort to meet individuals “where they are.” Our Outreach Specialist, A/N Social Worker and LSO team continue to engage with a large number of individuals experiencing homelessness every day. Some accomplishments to note these past 2 months are:

- Regular office hours set Mondays – Thursdays, and Sundays at Main Library; Tuesdays – Thursdays, there are 4 hours of drop-in available. These take place in a study room on the 2<sup>nd</sup> floor.
- Library staff created a streamlined Resource Calendar that include drop-in office hours and activities with our partner service providers, The People Concern, Connections for Children, and LA Law Library, as well as our Library Social Worker.
- Library Arts Brigade – L.A.B. is a monthly group run by The People Concern at the Library to encourage expression and community through art-related activities. We continue to have an average of 20 people attend, and through this connection, a number of participants have seeked connections to services through drop-in office hours or by visiting the Access Center.
- We had a significant number of Library participants—28—enrolled in case management services with The People Concern; 1 participated in Project Homecoming and was reunited with family.
- Pop-Up Resource Fair on 7/26 was a success. Over 60 people came to the event to connect to resources and ask questions. Service providers included St. Joseph

Center, Safe Place for Youth, Venice Family Clinic, Dept. Of Mental Health,  
Chrysalis, Dept. Of Veteran Affairs, and The People Concern.

Our Library Social Worker and Outreach Specialist will also be providing support for engaging and educating our regular library customers about our more consistent approach to our Library Rules of Conduct and our efforts for making the Library a welcoming, safe environment for all.

Respectfully submitted:

Patricia M. Wong 8/1/19