

Library Board, Santa Monica Public Library
Director Report
September 2019
September 4, 2019

Citywide Priorities:

LA County Grand Jury Report: Impact of Homelessness on Public Libraries

Responses are shared with the Santa Monica Library Board and are attached for review at the September 4, 2019 meeting for approval. At this time, the City has addressed all of the recommendations identified by the Grand Jury that pertain to Santa Monica Public Library. The response is due on October 1, 2019. The current campaign focused on safety and security in addition to the current level of support for adult services and social services to reduce homelessness should address each element of the report.

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. Quotes have been secured for the canvas sails, desk, acoustical tiles and end panels. The lights and lighting fixtures connected to the shelving are no longer produced. Facilities team is searching for a replacement.

Main: The computer training lab has received a furniture facelift thanks to a \$10,000 grant from the California State Library and the Re-Imagining Spaces grant. Kelly Wortham and Simran Khalsa were the project leads with assistance from Kara Steininger and Greco Venegas. The grant supported purchase of new tables where the computer monitors can be nested. New lightweight chairs and a new design allow for a refreshed instructor platform and stations for 12 that replace the space of 8. The area requires new electrical, linoleum instead of carpet, fresh paint, and moving the men's room hand dryer that shares one of the lab walls, to avoid sound dissonance.

Fairview: Architectural Services is working with the Library to schedule replacement of all exterior facing windows. This project continues to be delayed.

Ocean Park: The bench created to honor LSO Mike Castagnola has been completed and will be decorated with images reminiscent of children's literature characters.

Library Classification and Compensation Study: Segal Waters continues to meet via conference call biweekly with the Library team comprised of Patty Wong, Erica Cuyugan,

Priscilla Bouvet, and Rosie Cruz from HR. Segal Waters assisted with a revised job description for Circulation Supervisor.

Library Facilities Master Plan: On August 27, City Council approved the selection of Group 4 to work with the Library team to develop a 20-year Facilities Master Plan. William Clerk of Architectural Services is the project manager. The planning meeting will be initiated soon.

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. The team chose Kikanza Nuri Robins for the training. Ms. Robins has experience working in all aspects of organizational development and staff engagement around race and equity. She is a noted trainer and will be working with the Equity Think Tank members to support the training on 11/11.

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.

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. The Circulation Supervisor description and recruitment will take place soon. The Library Page examination is underway. A Librarian I recruitment will take place beginning September 6

Partnerships: Naomi Seligman introduced Library Leadership to Verizon for potential support and resources. Staff has been invited by the Verizon Foundation to participate in a very large grant program for one to three years. The grant is due September 20 and is the portend of some longer term relationship with Verizon.

Safety and Security

We have continued with our LSO's and library staff partnered patrols, both library staff and the LSO team feel it has been very positive while engaging with the public and enforcing the libraries rules. Having an non-uniform staff person with an LSO while engaging and conversing with patrons has helped with some of our problem patrons.

On Monday August 26, we had a webinar for our library staff which was a conversation about Safety and Security, including how they assess and analyze potential issues through incident reporting systems. The role that library staff play in security

interactions and impact will be included in the discussion. This was hosted by Calgary Public Library and San Francisco Public Library, as part of an Urban Libraries Council webinar.

Members of the Safety and Security taskforce will meet at the end of September to discuss next steps for engaging staff in discussion, training, and sharing resources around safety and security.

The week of September 9th, we will be having LSO's at all branches at opening to assist with the enforcement of personal items/ baggage size with the help of the measured containers that will be at all of the branches. This container will be the exact size of 26" x 16 " x 15" that is allowed.

Addressing Homelessness

This month, our Outreach Specialist from the People Concern met a total of 43 unique clients, some multiple times. She also hosted the send session of a new program, Pathway to Wellness, which focused on "Beat the Heat" and staying healthy during the summer. About 30 people attended and were satisfied with the resources and social interactions that took place. Several clients entered programs will help them increase their chances for success in obtaining housing.

Our as-needed social worker conducted approximately 105 interviews in August. This is significant in that the social worker will often interact and engage with an average of 50 people daily, but only a portion of these take advantage of her office hours and express interest in continuing to visit her to get help or get connected to other services. Both our library social worker and outreach specialist may work together to help address multiple issues that an individual has. This is connection, teamwork, and collaboration with our City's Human Services division is often important for successful outcomes, including opportunities to enter into case management and get connected to regional resources.