

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

Citywide Priorities:

The Library is working with Community and Cultural Services on a number of collaborative efforts: community input for the new RFP for their community grants process; development of metric tools and outcomes for similar programs (homework help); and of course, work on reducing homelessness.

The Office of Sustainability and the Environment (OSE) worked with the Library to create several sets of Sustainability kits to encourage customers to try a variety of low-cost ways to improve the environment through personal changes at home – use of LEDs, different shower heads and measuring wattage and other tools. The kits will be available at first at the Main Library and then later at the branch libraries.

The Green Prize for Sustainable Literature is a collaboration between OSE and the Library to celebrate authors, illustrators, photographers and publishers who broaden the public’s awareness of sustainability. Offered since 2007, the Award recognizes literature for children, young adults and adults. The 2019 Green Prize will be celebrated at the Aero Theatre on October 3 at 7 p.m. and will feature the film BLUE by director Katrina Holden.

Library Facilities Update:

Pico: The canvas sails have been installed and add a bright color to the building. Acoustical tiles have been added to the study rooms and have significantly reduced noise. The tiles that have been added to the other parts of the building have not been as successful. The new front desk and the damaged end panels of shelving will come in towards the end of the year.

Main: The computer training lab is in development with electrical and new equipment.

Fairview: Architectural Services is working with the Library to schedule replacement of all exterior facing windows. This project will take place we believe in the fall.

Ocean Park: Staff continue to monitor plumbing and the growth of the front lawn.

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 are now conducting research with comparable cities to shore up our existing job descriptions.

Library Facilities Master Plan: Library staff have begun initial meetings with Group 4 to establish scope and timeline for the plan. William Clerk will be the project manager.

Library Services and Programs:

Diversity: The Equity Think Tank has been working with consultant Kikanza Nuri Robins to plan the Implicit Bias training scheduled for Inservice Day on 11/11. Other Inservice Day tracks will feature safety and security, a book discussion on Ibram X. Kendi's How to be an antiracist and many wellbeing programs.

Library Strategic Plan: The Strategic Plan is a forecast of the goals for the next two years that update the Library priorities: Vibrant Learning Center, Wellbeing Cultivator, Dynamic Third Place, Community and Cultural Connector. We will be addressing these at the upcoming Library Board retreat in November.

Programs and Services: Library staff are moving forward with a smaller team to take a look at all of the kinds of data we collect and how we can better analyze use of our services, where we need to seek additional data to determine priorities and plan accordingly.

September and the fall marks the time for Library Card Sign Up Month and our ongoing outreach to provide stronger services to all of our customers, and to promote the library as a vital part of our community's wellbeing.

October-December:

Human Resources: Librarian I external interviews will take place October 15 and 16. Circulation Supervisor (promotional only) interviews will take place soon. Library Service Officer and Library Assistant II applications were accepted through September 26.

Staff Development: Greco Venegas was one member of Santa Monica staff who attended the city of Denver's PEAK Academy focused on establishing peak performance and lean efficiency practices as part of government culture. Several staff are attending the annual CLA conference in Pasadena later this month.

Santa Monica Public Library and Marin County Free Library with fiscal agent, CALIFA, were awarded a \$225,000 grant to provide a statewide network of libraries trained in race and equity – focusing on organizational policy and cultural change, and the establishment of a race and equity statement and plan for 15 library jurisdictions in California. The grant will be administered this fiscal year. Principal Librarian Cecilia

Tovar and Director Patty Wong will work together to support training needs. Both the Marin County Free Library and Santa Monica Public Library will assemble teams to participate.

Library Director Patty Wong has been nominated to run for ALA President in 2020. The election will be held in the spring and is part of a three year process.

Partnerships: Library staff submitted a \$260,000 grant proposal to Verizon Foundation through the Friends of the Santa Monica Public Library to focus on digital literacy for all with an enhanced focus on youth development and the teen tech program, intergenerational support for our older adult learners and diverse ways of learning for our youngest readers.

Bookmark Café: Increase publicity and marketing has resulted in stronger patronage of the establishment. An RFP will be issued later in 2020 to determine future use of the restaurant space following expiration of the current lease.

18th Street Arts Center: The Library is a strong partner with 18th Street Arts Center – together we are working on shaping the work we do together through shared metrics, initially, on grants. The 18th Street Arts Center team may also assist us developing stronger arts programming within the library.

Safety & Security Monthly Report

The LSO team completed the first phase of branch greetings this month, and although there are not as many people at opening, all staff acknowledge the importance of staff greeting people and informing people of our Rules of Conduct. The LSO team will work with branch managers to evaluate the deployment of LSO staff and patrols at the branches and consider peak times for coverage for the next phase. The key will be consistency, but also deploying staff at appropriate levels, during appropriate times, while also balancing the needs of the busy Main Library.

The library team continued its partnered patrols at Main, often advising customers on minor infractions such as sleeping or eating, but generally taking the time to be combined presence—uniformed staff and non-uniformed staff—to help reinforce the message that we are all working together to maintain a safe, welcoming environment.

Management provides staff with weekly Safety and Security updates. Through these updates, we address any questions that staff may have communicated, either in their units or in the Main huddles. We also use it as an opportunity to highlight all of the efforts and strategies to help improve the actual and perceived feelings of safety and security in our libraries. Some important tips or information include our involvement with Santa Monica Police Department (SMPD) and how to best work together to determine when to call SMPD. We've also included informal scripts and

recommendations on what we may say when we welcome our customers and/or are responding to questions about why we are informing everyone about our Rules. Overall, it is another good way to communicate information and encourage practice and sharing experiences among and across units.

The newly formed Safety & Security Taskforce met for the first time this month. Led by LSO Supervisor Lou Enriquez, the first meeting included a facilitated conversation around why this group's work is important and what potential goals we want to pursue. All agreed that supporting one another and finding ways to improve training and communication across the system are critical pieces of the work. This includes evaluating and trying out a number of communication strategies to ensure that staff at all levels receive information and are engaged in the process of improving safety and security overall. The group is working on formalizing a charge and a focused set of goals to help direct their work moving forward.

Addressing Homelessness: Our Outreach Specialist and Social Worker continue to maintain a robust outreach, engagement and drop-in schedule. In August, they had over 150 client interviews combined. These interviews are generally defined as engagement beyond saying "Hello, how are you?" and move into providing answers to more social service-related questions, directing people towards specific resources, and preparing them for case management. In the past four months (from May – August), our Outreach Specialist from The People Concern has moved 37 clients into Case Management. This means that 37 more people have been assigned a specific case manager and are on the path to receiving the services and resources they need to move beyond their current situation. This is a great success and a testament to the great work that both our Outreach Specialist and Social Worker are doing to help connect people. A second Social Worker will be hired soon as interviews are under way.

Respectfully submitted<

Patty Wong, Director of Library Services