

# MINUTES

## **BOARD OF LIBRARY COMMISSIONERS CITY OF LOS ANGELES**

**JUNE 25, 2009**

A Regular meeting of the Board of Library Commissioners was held at the Chinatown Branch Library, 639 North Hill Street, Los Angeles, CA 90012, convening at 11:00 a.m. on the above-written date.

**PRESENT:** PRESIDENT TYREE WIEDER  
COMMISSIONER ROBERT A. CHICK  
COMMISSIONER MARSHA HIRANO-NAKANISHI  
COMMISSIONER RITA WALTERS

**EXCUSED**

**ABSENT:** VICE PRESIDENT JULIE A. MENDOZA

**ALSO PRESENT:** Kris Morita, Interim City Librarian; Patricia Kiefer, Assistant City Librarian; Basia Jankowski, Deputy City Attorney; Jaki Wagner, CAO; Roy Stone, President, Librarian's Guild; and staff.

MINUTES FOR APPROVAL – 6/11/09

MOVED by Commissioner Walters, seconded by Commissioner Hirano-Nakanishi and unanimously carried that the Minutes of the regular meeting held June 11, 2009, be approved as submitted.

REMARKS BY THE NORTHEAST AREA MANAGER

Northeast Area Manager

Sylvia Galan-Garcia, Northeast Area Manager, reported that during Fiscal Year 2008/2009 the majority of the branches in the region increased materials circulation from 5 to 15% supporting the research that popularity of public libraries increase in hard economic times. She said they expect this summer to be one of the busiest ever primarily due to the elimination of summer school. Ms. Galan-Garcia presented highlights of programs and services offered including crafts, puppet plays, programs dealing with job search strategies and how to write resumes, computer classes, literacy programs for all ages and outreach efforts including the Mayor's Partnership for Schools Program. Most recently, several branches held poetry readings to encourage participation in the recent Lummis

Day Festival, a celebration of the history and multicultural heritage of Northeast Los Angeles (Charles Fletcher Lummis served as City Librarian from 1905-1910). Ms. Galan-Garcia commended the Northeast Area library staff for using their initiative and personal skills to deliver excellent library services to these communities.

#### Senior Branch Librarian

Sylvia Galan-Garcia spoke on behalf of Shan Liang, Chinatown Branch Senior Librarian, who was not present. Ms. Galan-Garcia reported that the Chinatown Branch is one of the busiest branches in terms of walk-in patrons and circulation of materials, consistently ranked among the top five in circulation. This facility offers an array of programs such as classes in tai chi, knitting, citizenship and ESL, LACMA art programs, computer classes in English, Chinese and Vietnamese, year-round reading programs for all age levels and HOPE for teens, (High Opportunities Program for Education). The Area Manager thanked the members of the Chinatown Friends for their tremendous support over the years. She indicated through the Friends' generosity, homework assistance was available to students, and a Computer Aide assisted patrons in using computers. Further, Ms. Galan-Garcia acknowledged the financial support of the David and Pearl Louie Family Foundation and Mr. Tien P. Zee, both of whom have enriched the lives of the families who visit the Chinatown Branch.

#### Board Discussion

Commissioner Walters thanked the community for their continued commitment to the Chinatown Library. She said the Chinatown Friends, under the leadership of Ms. Louie, were partners and collaborators even before the first Chinatown Branch opened at Castelar Elementary School, and it has been wonderful to see how much both facilities have been used since day one. Lastly, the Commissioner thanked Ms. Galan-Garcia and library staff for their good work in the Northeast region.

**PUBLIC COMMENTS ON MATTERS  
WITHIN THE BOARD'S JURISDICTION: NONE**

#### CITY LIBRARIAN'S REPORT

**MOVED** by Commissioner Walters, seconded by Commissioner Chick and unanimously carried that the following resolutions be adopted:

LIBRARY RESOLUTION NO. 2009-33 (C-25)

RESOLVED that the following contribution to the “Hot of the Press” program for 2009/2010 be accepted:

\$6,000 From the Friends of the Kaufman-Brentwood Library

FURTHER RESOLVED that a thank you letter be sent to the Friends group expressing the grateful appreciation of the Board of Library Commissioners for the generous financial contribution to the Los Angeles Public Library.

Approval of Agreement for “Karsh:  
A Biography of Images” Exhibition

LIBRARY RESOLUTION NO. 2009-34

WHEREAS, the Los Angeles Public Library, working with the Library Foundation of Los Angeles, has negotiated an Agreement with the Museum of Fine Arts, Boston, to present “Karsh: A Biography of Images” for exhibition at the Central Library from August 2, 2009 to January 23, 2010; and

WHEREAS, the Library Foundation of Los Angeles will serve as the “fiscal agent” for the exhibition and will be responsible for all costs related thereto:

BE IT RESOLVED that the Board of Library Commissioners hereby authorizes the City Librarian to enter into an agreement with the Museum of Fine Arts to present the exhibition, “Karsh: A Biography of Images”; and

FURTHER RESOLVED, that the City Attorney and City Librarian be authorized to make technical changes to the Agreement prior to execution.

Recommended Approval of Personnel  
Resolution for Fiscal Year 2009-2010

LIBRARY RESOLUTION NO. 2009-35 (C-26)

**A RESOLUTION FIXING PERSONNEL IN THE LIBRARY DEPARTMENT OF THE CITY OF LOS ANGELES FOR THE FISCAL YEAR 2009-2010.**

WHEREAS, this Board has considered the various classification of employees and the number of positions in each classification approved by the City

Board Resolution (Cont.)  
No. 2009-39 (C-26)

WHEREAS, in accordance with the City Charter, Section 511(a), it is the desire of the Board to adopt a resolution authorizing personnel for Fiscal Year 2009-2010 to include both positions approved by the City Council and those authorized by the Board of Library Commissioners.

NOW, THEREFORE, BE IT RESOLVED THAT:

1. Effective July 1, 2009, the following classes of positions are hereby authorized in the Library Department, and the number of positions, and code numbers and titles as set forth in the attached schedule "A" are hereby fixed for such classes of positions and shall be known as the 2009-2010 Library Personnel Resolution.
2. Memoranda of Understanding approved by the Board of Library Commissioners, and the City Council where appropriate shall be considered to be incorporated into this resolution. The provisions of each of the Memoranda of Understanding shall take precedence over any conflicting provisions contained in this resolution, but only for those employees in classes and/or positions within the employee representation unit to which the various Memoranda of Understanding apply.
3. It is the intent of the Board that all City Council actions relating to salaries and benefits and affecting classes in the Library Department will become effective on the same basis and date as those approved by the City Council for council-controlled employees.

(The Permanent Records will include the complete Personnel Resolution.)

Interim City Librarian noted a correction to Board Report: The last line on No. 3 should be changed to reflect System Aide instead of System Analyst.

Recommended Approval of  
Fiscal Year 2009/10 Budget

LIBRARY RESOLUTION NO. 2009-36 (C-27)

RESOLVED, That the Board of Library Commissioners hereby adopts and certifies the attached Library Department Budget for Fiscal Year 2009/2010 in the amount of \$134,630,543, as approved by the Mayor and City Council.

Interim City Librarian noted a correction to Board Report: Third page, under Expenditures Salaries, General, should be changed to read \$56,766,884 instead of \$57,266,844 and Salaries, As Needed, should be changed to read \$1,058,708 instead of \$558,708

**RECOMMENDED RECEIVE AND FILE  
REPORT ON OPERATIONAL PLANS TO  
ADDRESS SALARY FUNDING GAPS  
IN FISCAL YEAR 2009-2010 BUDGET**

The Interim City Librarian reported that the Mayor and City Administrative Officer (CAO) have asked each City department to submit operational plans to address the salary funding gap in the FY 2009-2010 Budget. She presented two plans that would address the Library Department's salary deficit of \$6,362,900, one that incorporates the use of the 26-day work furlough program and one that does not.

Ms. Morita stated if the library were to implement the plan that includes the furlough program, all 72 libraries would be closed on the second and fourth Fridays of the month, similar to what most city departments would carry out. She emphasized that patrons are able to use a multitude of services such as placing book reserves, asking librarians questions, etc. at the library's website, which is available 24/7.

She reviewed the second operational plan which would address the deficit by transferring the appropriation from the following accounts to the salaries account: contractual services "shared responsibility and sacrifice contingency line item", utilities line item in contractual services account, savings from FY 2008-09 expense accounts and reduction of the FY 2009-10 book budget.

Discussions were held about the second operational plan during which questions were raised about the contractual services account and utility line item. Kyle Millager, Business Manger, stated that according to the CAO, the "shared responsibility and sacrifice contingency line item" in the contractual services account can be used to address the budget deficit in the salaries account. This line item meets the library's minimum charter appropriation and is not designated for any specific ongoing contracts. Additionally, water and electrical cost saving measures will be implemented for savings in utilities.

Interim City Librarian Morita informed the Board that the second operational plan diverts layoffs. She said if the City's workforce were to shrink, either through layoffs or personnel taking advantage of the proposed Early Retirement Incentive Program (ERIP), it is not possible for the City to continue to deliver the same services.

In reply to a question from President Wieder about the status of the ERIP, Al Clark, Human Resources Director, stated that on Friday, June 26, 2009, the City Council approved the concept of an ERIP but details of the program are not finalized. The Retirement Program still has to be ratified by union members and adopted by the City Council. If the Program is ultimately approved, Mr. Clark said the impact upon the Library Department would be greater than for other City departments because it is very difficult to recruit librarians who are a specialized classification of workers. Even during the best fiscal years with major recruiting efforts, he underscored the library has maintained a vacancy factor. The Human Resources Director echoed Ms. Morita's concerns that the loss of employees would have a direct impact on our services.

Commissioner Hirano-Nakanishi stated she understands negotiations are on going, but as decisions are reached, she would like a more detailed plan as to the impact these decisions would have on the library system.

#### **Public Comment**

Roy Stone, President of the Librarians' Guild, stated they hope the City Council will approve the ERIP so they can move forward with a plan. He said the latest information he heard was of a 45-day window for employees to submit their retirement application; so once that occurs the Library Department would know what kind of system would be left. He asserted there are not enough employees now, so fewer numbers in personnel would change the way the library functions.

Commissioners Wieder and Chick emphasized the importance of making sure staff is prepared if libraries need to be closed twice a month. They mentioned issues such as timely notification to the public and clearing book drops more frequently.

Thereafter it was **MOVED** by Commissioner Chick, seconded by Commissioner Hirano-Nakanishi and unanimously carried that the following resolution be received and filed:

#### **LIBRARY RESOLUTION NO. 2009-37 (C-28)**

WHEREAS, pursuant to instructions by the Mayor and CAO that all City departments submit operational plans to address the salary funding gap in the Fiscal Year 2009-2010 budget, the Library Department will submit a plan that incorporates the use of 26-day work furlough program and one that does not incorporate the furlough program:

RESOLVED that the Board of Library Commissioners receive and file the report on Operational Plans to address salary funding gaps in the Budget for Fiscal Year 2009/2010.

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RECOMMENDED RECEIVE AND FILE LAPL'S  
RESPONSE TO THE CONTROLLER'S PERFORMANCE  
AUDIT OF THE LIBRARY'S 2007-2010 STRATEGIC PLAN

The Interim City Librarian reported that the Controller's Office has completed a performance audit of the Los Angeles Public Library's 2007-10 Strategic Plan. The audit's primary objective is to assess the Library's development, implementation and monitoring of its current Strategic Plan. At the conclusion of the audit, the Controller commended the Library for its effort in developing a comprehensive Strategic Plan and for establishing performance measure that are relevant and aligned with the Library's core mission.

Ms. Morita presented the auditor's three findings, with corresponding recommendations, and LAPL's response thereto:

*Finding No. 1*

The Library does not have a formalized process to monitor and assess its performance in carrying out its 2007/2010 Strategic Plan

Controller's Recommendations:

- a. Ensure that the Strategic Plan is adequately communicated throughout the Department
- b. Develop a formal process to capture, monitor and assess performance metric data
- c. Annually assess the Plan to ensure the goals reflect current priorities
- d. Ensure performance data is collected in a consistent manner

Library's Response:

The Library supports the Controllers' recommendations. The Library will communicate the objectives of the Strategic Plan more frequently and formally to staff; improve and formalize methods of collecting data; annually assess the Plan and ensure data collected is consistent and reliable.

*Finding No. 2*

The Library does not ensure data collected are accurately reported and adequately supported.

Controller's recommendations.

- a. Establish a formal review process
- b. Develop formal record retention policy regarding source data

- c. Determine feasibility of using information systems to retain historical data
- d. Generate electronic report to compile data

Library's Response:

The Library supports the Controller's recommendations. The Library will establish a formal documented process and will review its retention policies for all source documents. Where possible, the library will retain such documentation electronically for longer periods of time.

*Finding No. 3*

The Strategic Plan does not provide management with a tool that can be readily evaluated to provide an overall assessment of the Department's core functions.

Controllers' Recommendations:

Re-examine current Strategic Plan to ensure the goals and objectives remain relevant.

Library's Response:

The Strategic Plan was developed with the assistance of Dubberly Garcia Associates, Inc., as well as input from Library management, staff, Board of Library Commissioners, and results of a Customer Satisfaction Survey completed by more than 9,500 City residents. The Library will consider the Controller's recommendations when it develops a future Strategic Plan.

MOVED by Commissioner Hirano-Nakanishi, seconded by Commissioner Chick and unanimously carried that the following resolution be received and filed:

LIBRARY RESOLUTION NO. 2009-38 (C-29)

WHEREAS, the Controller's Office has completed a performance audit of the Los Angeles Public Library (LAPL) 2007-2010 Strategic Plan, which covered activities from July 2, 2007 to June 30, 2008; and

WHEREAS, the audit's primary objective is to assess the Library's development, implementation, and monitoring of its current Strategic Plan. The auditors submitted three findings with recommendations in connection therewith; and

WHEREAS, at the conclusion of the audit, the Controller commended the Library for its efforts in developing a comprehensive strategic plan and for establishing performance measures that are relevant and aligned with the Library's core mission:

RESOLVED, That the Board of Library Commissioners receive and file the report on the Library Department's response to the Controller's Performance Audit of the Library's 2007-2010 Strategic Plan.

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**RECOMMENDED RECEIVE AND FILE REPORT RE  
THE LIBRARY DEPARTMENT'S RESPONSE TO THE  
CONTROLLER'S PERFORMANCE AUDIT OF PUBLIC  
ACCESS TO LIBRARY BOOKS AND MATERIALS**

Interim City Librarian Morita informed the Board that in November 2008, the City Controller's Audit Division began an assessment of the Library's acquisition and inter-library loan processes. The primary objective of the audit was to assess whether the Library effectively maximizes its resources to ensure local communities have access to books and materials that match their interests. While the report acknowledges the excellent overall service that the Library provides to the people of Los Angeles, it also recommends enhancing specific operations and provides 30 detailed recommendations. The Library is currently preparing a formal detailed response to the recommendations.

Ms. Morita provided an overview of six key findings and the Library's response

*Finding No. 1*

The Library's processes to identify patron needs and assess the effectiveness of purchasing decisions could be strengthened.

Library's Response

The Library disagrees with this recommendation. Library staff is aware of the books that are being reserved and browsed in their library, since they are shelving these items on a continuing basis. The audit's recommendation for staff to scan each book found on a table in their library before re-shelving it would require an unreasonable financial investment in additional equipment and could not be implemented due to staff's already large workload.

*Finding No. 2*

The Library could improve patron access to books and materials by strengthening system-wide theft prevention controls and considering branch loss rates when allocating budget.

Library's Response

Library agrees with the audit recommendation to strengthen system-wide theft prevention controls. The Library will survey branches for best practices, review branch loss rates for materials and will give consideration to this when allocating budget.

*Finding No. 3*

The Library could strengthen its processes for using book and material vendors to ensure the city's financial interests are adequately protected.

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Library's Response

Library agrees with the audit recommendations. The Library already maintains letters-of-agreement with its largest book vendors, and now has begun submitting them to City Attorney staff for review and approval. The Library is also reviewing its procedures for paying book vendors to ensure that it is protecting the City's interests.

*Finding No. 4*

The Library's controls over direct purchases could be strengthened.

Library's Response

Library concurs with the audit's recommendation to strengthen controls over direct-purchase processes of library materials. It has already taken steps to issue new instructions for processing direct purchases

*Finding No. 5*

The Library does not assess how well the reservation system serves patrons.

Library's Response

The Library disagrees with the audit finding that it does not evaluate in-transit times or have an established target date for delivering items to patrons. The Library makes every effort to deliver reserved items to branches and patrons in a timely manner, usually within five days. However, circumstances beyond the library's control, such as staff shortages, branch closures, etc. may impact delivery schedules.

Library agrees with the audit that, on occasion, the reserved material is not efficiently handled and as a result, the Library will establish work instructions for this process

*Finding No. 6*

The quality of merchandizing displays varies considerably by branch.

Library's Response

Library agrees with the recommendations to monitor merchandizing of Library materials at the branches to ensure that it is effective.

**Board Discussion**

The Commissioners made the following comments and requests during discussion of the Controller's Performance Audit:

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President Wieder

- Books left on tables may not be an accurate assessment of patrons' interest in these materials.
- System-wide theft prevention controls should be strengthened. The President understands some branches do not have the space, but she indicated one of the branches had implemented a control system that appeared to minimize theft and that was to place DVD cases on the shelves for patrons to peruse but the actual discs were maintained behind the checkout counter.

Commissioner Chick

- Requested a report on loss rates of materials
- Options should be explored to encourage donations of DVD's
- An analysis of how books are bought should be conducted with follow up to ascertain how much demand there is for these materials.
- The Library should look into recommending alternative fiction books when patrons have difficulty reserving popular material.
- From a merchandising standpoint, it is important to have attractive display racks such as those in the Chinatown Branch
- Requested a report on the CARL System (the Library's integrated automation system). The Interim City librarian stated they are in the process of upgrading the CARL system and would present a report on the new and expanded features.

MOVED by Commissioner Hirano-Nakanishi, seconded by Commissioner Walters and unanimously carried that the following resolution be received and filed:

LIBRARY RESOLUTION NO. 2009-39 (C-30)

WHEREAS, in November 2008, the City Controller began an assessment of the Library's acquisition and inter-library loan processes; and

WHEREAS, the primary objective of the audit was to assess whether the Library effectively maximizes its resources to ensure local communities have access to books and materials that match their interests; and

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Board Resolution (Cont.)  
No. 2009-39 (C-30)

WHEREAS, while the report acknowledges the excellent overall service that the Library provides to the people of Los Angeles, it also recommends enhancing specific operations:

RESOLVED that the Board of Library Commissioners receive and file the report on the Library Department's response to the Controller's Performance Audit of Public Access to Library Books and Materials.

VARIOUS COMMUNICATIONS:

Item No. 1

Noted and filed communication from the Mayor of Los Angeles appointing Martin J. Gomez as permanent City Librarian

Item No. 2

Noted and filed communication from the Mayor of Los Angeles reappointing Dr. Julie A. Mendoza to the Board of Library Commissioners for the term ending June 30, 2014.

COMMISSIONERS' COMMENT, ANNOUNCEMENT  
AND REVIEW OF MATTERS PENDING

New City Librarian

Interim City Librarian Morita informed the Board that Mr. Martin Gomez was unanimously confirmed as City Librarian by the City Council on June 24, 2009. He will be assuming the position July 6. Mr. Gomez was the Director of the Brooklyn Public Library, Oakland Public Library, and President of the Urban Libraries Council, an organization of 180 urban libraries.

Reappointment of Commissioner

President Wieder congratulated Dr. Mendoza on being reappointed to the Board.

Appreciation to Interim City Librarian

The Board joined Commissioner Walters in extending appreciation to Interim City Librarian Kris Morita for stepping into a difficult position during a very challenging time and doing a superb job. Ms. Morita thanked the wonderful library staff indicating she could not have done it without their support.

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Response to Correspondence

President Wieder noted staff responded to Mr. David Berry' an regarding software issues, and to Librarian Sherry Van Sickle, Mid-Valley Regional Branch Library, on the material drop policy.

Branch Meeting Sites

The Board concurred in changing the location of the next meeting of the Board on July 16, 2009 to the Central Library since this would be the first meeting for the new City Librarian.

Commissioner Walters asked that for the next six months, branch Board meetings be scheduled at branch libraries that have not been visited by the current Board.

Items Pending

The President asked the Commissioners and Library staff to review the Items Pending List for the purpose of clearing items.

There being no further business to come before the Board, the meeting was adjourned at 12:20 p.m.

ATTEST: \_\_\_\_\_

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Tyree Wieder  
President

\_\_\_\_\_  
Gladys L. Senac  
Board Executive Assistant

Date to be approved:

July 16, 2009