

# AGENDA

## BOARD OF LIBRARY COMMISSIONERS CITY OF LOS ANGELES

THURSDAY, NOVEMBER 8, 2012

CENTRAL LIBRARY  
BOARD ROOM, 4th FLOOR  
630 W. 5TH STREET  
LOS ANGELES, CA 90071

TIME: 11:00 A.M.

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**AGENDA:** In compliance with Government Code Section 54957.5, you may view the agenda and all available documents related to the items at the Central Library's Information Desk or via the Internet at: [http://www.lapl.org/about/blc\\_docs.html](http://www.lapl.org/about/blc_docs.html).

**RULES OF DECORUM:** Persons addressing the Commission shall not make impertinent, slanderous or profane remarks to the Commission, any member of the Commission, staff or general public, nor utter loud, threatening, personal or abusive language, nor engage in any other disorderly conduct that disrupts or disturbs the orderly conduct of any Commission Meeting and prevents the Commission from carrying out its public business. At the discretion of the Commission President or upon a majority vote of the Commission, the Commission President may order removed from the Commission meeting place any person who fails to observe the rules of decorum. Any person who has been ordered removed from a meeting may be charged with a violation of Penal Code Section 403, or other appropriate Penal Code or Los Angeles Municipal Code sections.

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1. **ROLL CALL**
2. **MINUTES FOR APPROVAL: 10/11/12**
3. **PUBLIC COMMENTS ON MATTERS  
WITHIN THE BOARD'S JURISDICTION**

(In accordance with Board Policy, a total of 15 minutes shall be allocated for public comment not to exceed three (3) minutes per speaker. Items arising during the public comment portion of the meeting shall be referred by the President to the staff or Board Committee for appropriate action or report back thereon to the Board.)

4. **CITY LIBRARIAN'S COMMENTS AND ANNOUNCEMENTS**
5. **CITY LIBRARIAN'S REPORTS**

### CONSENT CALENDAR

(Commissioners who wish to discuss particular items should ask that such items be called as Special. The remaining items will be subject to a single vote.)

- a. RECOMMENDATION TO ACCEPT GIFT VALUED AT (EXHIBIT "A")  
\$1,600 FROM MS. SUN OK YOON FOR THE PIO PICO  
KOREATOWN BRANCH LIBRARY
- b. RECOMMENDATION TO ACCEPT GIFT IN THE AMOUNT (EXHIBIT "B")  
OF \$114,000 FROM THE LEOTA ANN LIGHTFOOT TRUST  
FOR THE LOS ANGELES PUBLIC LIBRARY

**BOARD DISCUSSION**

- c. RECOMMENDATION TO APPROVE FISCAL YEAR 2013/14 PROPOSED LIBRARY DEPARTMENT BUDGET IN THE AMOUNT OF \$123,316,839 (EXHIBIT "C")
  - d. RECOMMENDATION TO APPROVE THE REPLACEMENT OF TREE AT THE MAR VISTA BRANCH LIBRARY  
*(Continued from 9/13/12 Board Meeting)* (EXHIBIT "D")
  - e. RECOMMENDATION TO AWARD STRATEGIC PLAN CONSULTANT CONTRACT TO MIG, INC. (EXHIBIT "E")
  - f. RECOMMENDATION TO RECEIVE AND FILE HIRING STATUS REPORT ON THE RESTORATION OF SERVICE HOURS (EXHIBIT "F")
6. VARIOUS COMMUNICATIONS: NONE
7. COMMISSIONERS' COMMENTS, ANNOUNCEMENTS AND REVIEW OF MATTERS PENDING
8. ADJOURNMENT

**NEXT BOARD MEETING NOTICE**

THE NEXT BOARD MEETING IS SCHEDULED FOR THURSDAY, **DECEMBER 13, 2012**, AT THE **CENTRAL LIBRARY**, 630 WEST FIFTH STREET, LOS ANGELES, CA 90071, CONVENING AT **11:00 A.M.**

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**FINALIZATION OF BOARD ACTIONS - CHARTER SECTION 245:** In accordance with Charter Section 245, actions of the Board of Library Commissioners shall become final at the expiration of the next five (5) meeting days of the City Council during which the Council has convened in regular session.

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**PARKING:** Reduced parking rate validation can be obtained by showing your library card at the Information Desk, and is only valid for parking on the Westlawn Garage at 524 S. Flower Street. The Westlawn Garage is not owned or operated by the Library Department. Additional information is available at [www.lapl.org](http://www.lapl.org).

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**Title II of the American with Disabilities Act:** the City of Los Angeles does not discriminate on the basis of disability and upon request will provide reasonable accommodations to ensure equal access to its programs, services, and activities.

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POSTED – 11/5/2012

FOR INFORMATION CONTACT: LIBRARY COMMISSION OFFICE (213) 228-7530

**LOS ANGELES PUBLIC LIBRARY  
BOARD REPORT**

**EXHIBIT A**

November 8, 2012

TO: Board of Library Commissioners  
FROM: John F. Szabo, City Librarian JS  
SUBJECT: **ACCEPTANCE OF GIFT FROM MS. SUN OK YOON**

**RECOMMENDATION:**

That the Board of Library Commissioners adopts the following resolution:

RESOLVED, That a gift of 80 new Korean language classic books to the Pio Pico Koreatown Branch Library valued at \$1,600 received from Ms. Sun Ok Yoon, former bookstore owner, be accepted; and

FURTHER RESOLVED, That a letter of thanks be sent to Ms. Sun Ok Yoon, expressing the grateful appreciation of the Board and staff for the generous gift.

**FINDINGS:**

1. Gift of 80 new Korean language classic books to the Pio Pico Koreatown Branch Library.
2. A letter of thanks should be sent to:

Ms. Sun Ok Yoon  
616 No. Las Palmas Ave.  
Los Angeles, CA 90004


Prepared by: Ruth E. Seid, Hollywood Area Manager

Reviewed by: Cheryl Collins, Interim Director of Branches

LOS ANGELES PUBLIC LIBRARY  
BOARD REPORT

EXHIBIT B

November 8, 2012

TO: Board of Library Commissioners  
FROM: John F. Szabo, City Librarian   
SUBJECT: ACCEPTANCE OF GIFT FROM THE LEOTA ANN LIGHTFOOT TRUST

**RECOMMENDATION:**

That the Board of Library Commissioners adopts the following resolution:

RESOLVED, That a gift of \$114,000 received from the Leota Ann Lightfoot Trust, for donation to the Los Angeles Public Library be accepted and placed into Library Trust Fund No. 831, Account No. 289; and

FURTHER RESOLVED, That a letter of thanks be sent to Amy L. Neiman, the successor trustee of the Leota Ann Lightfoot Trust, expressing the grateful appreciation of the Board and staff for the generous gift.

**FINDINGS:**

1. Ms. Lightfoot passed away on September 7, 2011 after a lengthy battle with lung cancer. No other information is available at this time regarding Ms. Lightfoot.
2. The gift of \$114,000 is a partial distribution of a larger bequest, which is to be used for the purchase of large print mystery books and other large print books.
3. Of the total assets that were on record as of April 30, 2012, 20% has been willed to the Library, which may amount to approximately \$530,000.
4. A letter of thanks should be sent to the successor trustee:

Amy L. Neiman  
1717 Fourth Street  
Santa Monica, CA 90401

Prepared by: Tom Jung, Management Analyst II  
Reviewed by: Kyle Millager, Business Manager

LOS ANGELES PUBLIC LIBRARY  
BOARD REPORT

EXHIBIT C

November 8, 2012

TO: Board of Library Commissioners  
FROM: John F. Szabo, City Librarian **JS**  
SUBJECT: **FISCAL YEAR 2013-14 PROPOSED BUDGET**

**RECOMMENDATIONS:**

THAT the Board of Library Commissioners adopt the following resolutions:

RESOLVED, That the attached Proposed Budget submittal for FY 2013-14 in the amount of \$123,316,839, for funding library services and programs, be transmitted to the Mayor; and

FURTHER RESOLVED, That the Board authorize the City Librarian to make minor technical revisions to the Budget, if necessary.

**FINDINGS:**

1. The Library's Proposed FY 2013-14 Budget Submittal includes an executive summary (first attachment) that also serves as the budget narrative.
2. As a result of the passage of Measure L in March 2011, the Library's Charter-mandated appropriation will increase by \$16,659,626 in FY 2013-14. Of this amount, 45% (\$7,496,832) will be appropriated to the Library's operating budget and 55% (\$9,162,794) will be appropriated for the repayment of direct and indirect costs.
3. Of the \$7,496,832 increase to the Library's operating budget, **\$3,262,563** will be available to fund the library's budget packages. The chart below shows a detailed breakdown:

Increase to Library's Operating Budget	\$ 7,496,832
Add Back One-time FY 12-13 Funding for Strategic Plan RFP	200,000
Reduce Anticipated Revenue Receipts from Library Fines & Fees	(650,000)
Cost of Living Increases/Salary Step Turnover Plan	<u>(3,784,269)</u>
Net Increase to Library's Operating Budget:	<b>\$ 3,262,563</b>

### Budget Packages

4. Fulfilling our promise of restoring Sunday service (nine months earlier than originally planned), the proposed budget allocates six months funding for 32 new positions to fully restore public service hours at all 73 libraries. Implementation would be planned for January 2014. This includes:
  - 7 day service at the Central Library (60 hrs/ week)
  - 7 day service at eight (8) regional libraries (60 hrs/ week)
5. The proposed budget also includes increasing the library collections budget by \$1,069,398. This significantly increases our per capita expenditure from \$1.80 to \$2.21.
6. Lastly, the proposed budget establishes an annual line item for the replacement of aging technology infrastructure. Funds in the amount of \$1,199,000 are critical to adequately provide information technology support service for the library's network and systems. These funds will provide for the replacement of aging servers, switches and routers as well as the equipment used to checkout materials to the public. In addition, public facing technology (public computers, printers, training equipment, and the software running on this equipment) will be updated.

### Related Costs

7. As stipulated by Measure L, an additional \$9,162,794 will be appropriated for the repayment of direct and indirect costs such as building maintenance, landscaping services, utilities, security services, fleet services, employee benefits, etc. (see attached budget notebook for itemization). In fiscal year 2013-14, the Library will be paying a total of \$46,333,624 towards related costs. This amount is 37% of the Library's budget.

### Attachments

Prepared by: Kyle Millager, Business Manager

Reviewed by: Kris Morita, Assistant General Manager

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**LIBRARY DEPARTMENT**  
**BUDGET SUBMITTAL FY 2013-14**

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- 2. Executive Summary/Budget Narrative**
- 3. Proposed Budget Packages – Measure L Obligations**
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  - B. Increase Library Collections Budget
  - C. Enhancing Service Through Technological Investment and Innovation
- 4. Financial Data**
  - Library Charter Appropriation/Incremental Increase from Measure L
  - Library Related Costs
- 5. Funding Requests for Other Departments**
  - A. Integrated Telephone System – Phase I (Information Technology Agency)

## **LIBRARY DEPARTMENT**

### **BUDGET SUBMITTAL FY 2013-14**

#### **Executive Summary**

During difficult economic times, the Los Angeles Public Library (LAPL) provides a lifeline to Los Angeles residents. Today's library offers a wealth of valuable resources to improve and enhance people's lives. LAPL has digital resources and mobile apps to provide information quickly and more efficiently. By forging new community partnerships, LAPL offers free workshops on financial literacy, computer and digital literacy and becoming a citizen. In addition, the library provides needed literacy programs to teach toddlers, children and adults how to read.

Private funding enables the library to offer the "Live Homework Help" and "Student Smart" programs that help students improve their study skills and motivate them to go to college. Our librarians visit the Mayor's Partnership schools and hundreds of other schools to educate the students on the many resources available at their local library to help them succeed in school.

The Los Angeles Public Library plans to do more.

In 2011, Los Angeles residents voted for Measure L to provide sufficient funds over a four year period to restore library services to FY 2009-10 levels:

Year 1 funds restored Monday service (6 day service) at all 73 libraries.

Year 2 funds restored 4 evening, and Friday morning service at all 73 libraries.

The library's proposed FY 2013-14 (Year 3) budget recommends full restoration of service hours at the Central Library and eight regional libraries starting in January, 2014, nine months ahead of schedule. The proposed budget also fulfills the promise to voters by upgrading the library's aging technology infrastructure and increasing the library collections budget.

The Library's Charter-required appropriation for FY 2013-14 will increase by \$16,659,626: from \$102,307,213 to \$118,966,839. This appropriation, together with the estimated \$4,350,000 revenue generated by the Library during the next fiscal year, brings the total FY 2013-14 funding for the Library to \$123,316,839.

The 2013-14 fiscal year will be a challenge to all city departments as the city faces a possible \$250 million budgetary shortfall. The Library Department is very cognizant of the positive impact that Measure L has had on its operations and the people of Los Angeles. We will continue to be fiscal stewards in ensuring that the additional funds provided by Measure L will fulfill the intent of the ballot measure to restore library hours and services.

In the current fiscal year, LAPL plans to develop a new library strategic plan. This plan will guide the Library in developing a new service platform in the digital age, meeting the public's expectations for restored library services following the passage of Measure L, and creating a strategy for better serving the city's growing and changing communities.

## **BUDGET PACKAGES**

### **Restoration of Library Service Hours**

The services available in the city's 73 libraries are vital resources that help people succeed in school, work and life, and help build strong communities. Restoring service hours restores access to literacy services, homework help, financial literacy resources, citizenship programs and much more. Equally important, open libraries provide children with a safe, supervised place and an effective alternative to the streets, gangs and drugs.

In FY 2011-12, Measure L's first year, Monday service (6 days/ week) was restored at all 73 libraries as of July 18, 2011. This fiscal year, as part of Measure L's second year promise to voters, Monday and Wednesday evenings and Friday morning service hours were restored at libraries on October 15, 2012, increasing service hours by 15%.

In FY 2013-14, the Library plans to fully restore service hours—nine months ahead of the schedule promised to voters:

- 7 day/week service at the Central Library (60 hrs./week)
- 7 day/week service at eight (8) regional libraries (60 hrs./week)

Sunday is a popular day for people—especially families—to visit their library. Before the budget reductions when these nine libraries were open Sunday, it was one of the busiest days of the week and thousands of City residents were able to access the vital services that the library offers.

### **Increase Library Collections Budget**

A collection of current, in-demand books is a critical component in the Library's support of the Mayor's Partnerships for Schools program. With the LAPL now serving as the *de facto* school library in many neighborhoods, students depend on new, up-to-date library books to help them with homework, school assignments, college information and career goals. In addition, the demand for downloadable books for all ages has soared. However, the Library's collections have not kept up with demand. Los Angeles' per capita spending on library materials has sunk to one of the lowest levels of any major city in the nation.

For the 2013-14 budget, the Library is required to increase its book budget as part of Measure L. It is essential that the Library have adequate funds to buy books that help children succeed in school and help their parents succeed in life.

### **Digital Initiatives and Library Technology Upgrades**

Technology is a key public library service. Many residents depend on the Los Angeles Public Library for access to the vast array of Internet-based resources that help them succeed and build strong communities. Whether seeking homework assistance, job and career resources, literacy and language training or a favorite e-book to download, technology has become critical to the library's mission. Sustaining this technology requires not only a talented and well trained staff, but also a dedicated funding stream to ensure the network infrastructure and the advanced telecommunications backbone required to provide these resources remains strong.

Funds are needed to establish an annual line item for the replacement of its aging telecommunications network and technology equipment used by the public. We are committed to ensuring that city residents have access to up-to-date technology well into the future. In order to do that, we propose establishing a phased replacement process for our aging technology infrastructure, including servers, switches and routers as well as the computers, printers, training equipment, and software used by the public. We are also committed to taking advantage of the ever-changing mobile, digital and self-service technologies necessary to meet the demands of the 21<sup>st</sup> century.

This annual funding stream will allow library professionals to provide innovative solutions (e.g., community digitization centers, Web and app development, and other leading edge programs) to keep the public and staff trained on the ever changing mobile, digital and self-service technologies necessary to thrive in the 21<sup>st</sup> century. "Digitize L.A." is a new initiative to immortalize L.A.'s history. Community scanning centers will be established to motivate residents and community organizations to digitize their family photos and historical documents and orally record their memories of living in Los Angeles. Special outreach will be made to immigrant families, senior citizens, historical societies and neighborhood associations.

### **FUNDING REQUESTS FOR OTHER DEPARTMENTS' BUDGETS**

#### **Integrated Telephone System – Information Technology Agency**

The Library Department is desperately in need of a new integrated telephone system in order to create a common platform and dialing plan, and to increase efficiency and reduce costs. The estimated cost of this project is \$1.5 million, which includes the cost of re-cabling several branches that have sub-standard cabling and replacing antiquated telephone servers, switches and instruments. The Library proposes that the telephone system upgrade be completed in three phases:

- Phase I: Central Library and core systems (voicemail, conference calling, smart phone app support, etc.) - \$500,000
- Phase II: Regional Branches and larger neighborhood branches - \$500,000
- Phase III: All remaining neighborhood branch libraries - \$500,000

The Library Department recommends that funds from the Library's related costs finance Phase I of the project. Measure L will provide an additional \$9,162,794 for related costs in FY 2013-14. Funding in the amount of \$500,000 will be identified in the Library's

adopted budget, but earmarked for transfer to the Information Technology Agency (ITA) in FY 2013-14. This project has been discussed with ITA staff and they have agreed with the need for the upgrade to the telephone system and to the source and method of funding.

ITA, with assistance from the Library, will be coordinating the selection of the telecommunications vendor who will install and configure the integrated telephone system. ITA has indicated that the funding should be provided to them for this purpose.

## **RELATED COSTS**

### **Measure L & Related Costs**

Measure L guarantees that by its fourth year, FY 2014-15, the funding increase not only will restore Library service to FY 2009-10 levels, but also require the Library to fully reimburse the city's general fund for all of the Library's related costs.

In FY 2013-14, the Library's reimbursement to the General Fund for related costs will total \$46,333,624 (an increase of \$9.1 million from the current fiscal year amount). This makes up 37% of the Library's budget. These funds will be used to fully reimburse the General Fund for the department's:

- employee fringe benefits (*including retirement, health, dental, etc.*)
- central services rates (*department share of citywide costs of support departments*)
- utility costs (*water, electricity, natural gas*)
- fuel and fleet maintenance costs
- building maintenance and services
- landscaping costs
- custodial services
- public safety/security services
- parking lot operations
- parking lot sweeping
- mail/postage

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**RESTORE LIBRARY SERVICE HOURS  
MEASURE L OBLIGATIONS**

In FY 2010-11, the Library sustained major budget reductions that forced a drastic cutback in service hours. With the passage of Measure L in March of 2011, the Library has begun to restore the hours that were cut. In July 2011, the Library began the first phase of this restoration by re-opening Mondays. In October 2012, a second phase in the restoration plan restored partial evening service on Mondays and Wednesdays and restored Friday morning service.

In FY 2013-14, it is our plan to restore public service hours, as follows:

- 7 day/week service) at the Central Library (60 hrs./week)
- 7 day/week service at the eight (8) regional branches (60 hrs./week)

Sunday is, for many residents, the only day they have available to visit the library. Before the budget reductions when these nine libraries were open Sunday, it was one of the busiest days of the week and thousands of City residents were able to access the vital services that the library offers.

The services that the public library offers are critical to the health of our communities. Its resources provide literacy services, homework assistance, cultural and entertainment resources, and provide an alternative to gangs and the lure of the street.

If these positions are authorized, the Library requests that they be exempted from the Managed Hiring Process.

**RESOURCES REQUIRED**

<b><u>1010 – Salaries, General</u></b>		
15	Librarian I (6 months funding)	\$ 518,175
2	Library Assistant I (6 months funding)	40,967
15	Clerk Typist (6 months funding)	<u>381,263</u>
32	<b>Total New Position Authorities</b>	\$ 940,405
 <b><u>1070 – As-Needed Salaries</u></b>		 <u>53,761</u>
<b>Departmental Subtotal</b>		<b>\$ 994,166</b>
<b>Related Costs</b>		<b><u>473,870</u></b>
<b>Total</b>		<b><u>\$1,468,036</u></b>

**IMPACT**

The public now has fewer service hours to obtain information, research assistance and library materials or to utilize the library's facilities and on-site resources. The true impact of reducing library service hours is incalculable and goes far beyond fiscal issues. A library is each neighborhood's primary cultural institution. Reducing service hours limited public access to vital library resources.

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It is critical to keep libraries open—and their valuable resources available—when schools and other community centers are closed. Children and their parents depend on the library to provide an alternative to gangs, and offer the books, computers and other resources they need to succeed in school and in life. Reducing library hours makes neighborhoods poorer.

## INCREASE THE LIBRARY COLLECTIONS BUDGET

### DESCRIPTION OF WORK OUTPUT AND OBJECTIVE

Funds are requested to increase the current \$7,374,068 book budget for all 73 libraries by \$1,069,398. Funds requested in this budget package represent a significant opportunity to support the Mayor's efforts to help our schools and educate our children. It funds additional books and other resources that students need to succeed in school and in life. These materials help not only students, but their families as well.

The library plays a critical role in educating children and supporting schools. In fact, the public library serves as the *de facto* school library; offering books, free access to the latest technology and personalized service by trained librarians, which are not available at most schools.

Last year, 14 million people visited the library and borrowed over 15 million books. The Library purchases high-interest resources in many languages to support personal, educational and career growth.

Among large libraries serving populations above 1,000,000, LAPL is 22<sup>nd</sup> (out of 25) in per capita spending for library materials. Our per capita expenditure is \$1.80. Our materials budget has not kept pace with the expansion of the Library system, including the addition of 6 new branch libraries since FY 2001-02.

It is essential for the Library to have adequate funds to buy books and other materials that help children succeed in schools and help their parents succeed in life.

### RESOURCES REQUIRED

<u>9010 – Library Materials</u>	<u>\$1,069,398</u>
<b>Requested Increase</b>	<b>\$1,069,398</b>

### IMPACT

If this package is not funded, Los Angeles, already one of the lowest in per capita spending of the major cities in the U.S. and Canada, will have fewer books and electronic resources available for parents and students and all other members of the public who use libraries daily. There will be fewer resources to meet the demand by the public for educational, homework, career, parenting, and recreational and other information needs. Greater literacy creates a more informed public, one that will contribute to the improvement of the individual well being of families and the economic prosperity of the City. Lack of funding will result in a lost opportunity to improve the literacy goals of the City and the lives of its residents.

## ENHANCING SERVICE THROUGH TECHNOLOGICAL INVESTMENT AND INNOVATION

### DESCRIPTION OF WORK OUTPUT AND OBJECTIVE

This package requests funds to establish a recurring annual line item for the replacement of aging telecommunications network, staff and public facing technology hardware software. In order to adequately provide information technology support for accessing the library's resources and systems, it is imperative that this funding be allocated.

Technology is a key public library service. Residents depend on the Los Angeles Public Library for access to the vast array of Internet-based resources which enhance our lives. Whether seeking homework assistance, job and career resources, literacy and language training or a favorite e-book to download, technology is front and center in the library's mission. Sustaining this technology requires not only a talented and well trained staff, but also a dedicated funding stream to ensure the network infrastructure and the advanced telecommunications backbone required to provide these resources remains strong.

Measure L, passed by voters in 2011, commits funds to support library technology beginning in the 2013-14 budget year. This budget package establishes a recurring annual line item to ensure city residents and staff have access to up-to-date technologies well into the future.

These funds will provide for the replacement of aging telecommunications network equipment which serves as the delivery mechanism for the host of electronic resources the library provides the public. This network consists of hundreds of servers, switches and routers as well as the equipment used to checkout materials to the public: the workstations at the checkout desks in 73 libraries, the self-checkout machines, the scanners, RFID equipment and the diverse software applications which operate on this hardware.

In addition, it is critically important to ensure the investment in technology (computers, printers, training equipment, and the software running on this equipment) is maintained by updating and replacing the hardware and software on a regular rotating schedule.

Finally, library technologies are rapidly changing and public expectations of what libraries should provide are evolving as well. This annual funding stream will allow library professionals to provide innovative solutions (e.g., community digitization centers, media labs, oral history projects, content creation and collaboration centers, mobile device lending, Web and app development, and other leading edge programs) to keep the public and staff trained on the ever changing mobile, digital and self-service technologies necessary to thrive in the 21<sup>st</sup> century.

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**RESOURCES REQUIRED**

<u>6010 – Office and Administrative Expense Account</u>	\$ 540,000
<u>7300 – Furniture, Office and Technical Equipment Account</u>	<u>659,000</u>
<b>Departmental Total</b>	<b>\$1,199,000</b>

**IMPACT**

Failure to fund the this package will result in increased downtime of the library's 3,500 computers and the equipment used to check out materials at each of the 73 libraries, as well as the library's network infrastructure (servers, routers, switches and wireless access points). Downtime equates to loss of service to the public and an inability of the public and staff to access the electronic resources which help students succeed in school. As the public demand for e-content increases, the need for a reliable and stable technology infrastructure becomes all the more important.

## FY 2013-14 LIBRARY CHARTER APPROPRIATION

### INCREMENTAL INCREASE FROM MEASURE L

With the passage of Measure L, the Charter-required appropriation for the Library Department will increase from .0175% on each 100 dollars of assessed tax value of all real and personal property within the City to .0300%. This increase will be implemented over four years, beginning in Fiscal Year 2011-12 and concluding in Fiscal Year 2014-15. For FY 2013-14, the percentage applied to assessed property values is .0269%, as follows:

2012 Assessed Valuation - Los Angeles City	\$ 442,255,906,848
Multiplier (.0269% for each \$100)	x .000269
2013-14 Charter Required Appropriation	<b>\$ 118,966,839</b>
2012-13 Charter Required Appropriation	<b>\$ 102,307,213</b>
<b>Change From Prior Year</b>	<b>\$ 16,659,626</b>

The Charter provides that the amount of the increased appropriation dedicated for restoration of Library services and programs shall not be less than 45% of the increase in appropriation (see "Change From Prior Year" amount, above). As such, the appropriation for Library's operating budget is calculated as follows:

45% of Increase - Operating Budget	\$ 7,496,832
55% of Increase - Related Costs	9,162,794
	<b>\$ 16,659,626</b>

### OPERATING BUDGET EXPENDITURES

<b>FY 2013-14 Library Operating Budget Appropriation:</b>	<b>\$ 7,496,832</b>
<i>Add Back One-time FY 12-13 Funding for Strategic Plan RFP</i>	200,000
<i>Reduce Anticipated Revenue Receipts from Library Fines and Fees</i>	(650,000)
<i>Cost of Living Increases/Salary Step Turnover Plan (per Wages &amp; Count)</i>	(3,784,269)
<b>Available - Operating Budget</b>	<b>\$ 3,262,563</b>

#### **Proposed Budget Packages:**

1. <u>Increase Library Materials Budget</u>	\$ 1,069,398
2. <u>Technology Upgrades</u>	1,199,000
3. <u>Expand Library Service Hours to Include Sunday Hours @ 9 Libraries</u>	994,165
<b>Total - Proposed Budget Packages</b>	<b>\$ 3,262,563</b>

**LIBRARY DEPARTMENT**  
**Proposed Budget - Financial Information**

	(A) Adopted Budget 2011-12	(B) Adopted Budget 2012-13	(C) Proposed FY 2013-14 Adjustments	(D) Proposed Budget 2013-14
<b>APPROPRIATIONS</b>				
1 Mayor-Council Appropriation.....	\$ 87,604,567	\$ 102,307,213	\$ 16,659,626	\$ 118,966,839
2 Total Appropriations.....	\$ 87,604,567	\$ 102,307,213	\$ 16,659,626	\$ 118,966,839
<b>OTHER REVENUE</b>				
3 Fines and Fees.....	\$ 3,450,000	\$ 3,450,000	\$ (650,000)	\$ 2,800,000
4 Other Receipts.....	400,000	400,000		400,000
5 State Public Library Foundation.....	1,400,621	-		-
6 Unspent Prior Year Funds from UUFB.....	1,150,000	1,150,000		1,150,000
7 One-Time General Fund Appropriation.....	1,642,990	-		-
Total Other Revenue.....	\$ 8,043,611	\$ 5,000,000	\$ (650,000)	\$ 4,350,000
Total Revenue.....	\$ 95,648,178	\$ 107,307,213	\$ 16,009,626	\$ 123,316,839
	<b>Budget Budget 2011-12</b>	<b>Budget Budget 2012-13</b>	<b>Proposed FY 2013-14 Adjustments</b>	<b>Proposed Budget 2013-14</b>
<b>EXPENDITURES</b>				
<b>SALARIES</b>				
8 General.....	\$ 52,179,370	\$ 56,156,295	\$ 4,724,673	\$ 60,880,968
9 As Needed.....	2,309,940	2,577,921	53,761	2,631,682
10 Overtime.....	35,423	35,423	--	35,423
Total Salaries.....	\$ 54,524,733	\$ 58,769,639	\$ 4,778,434	\$ 63,548,073
<b>EXPENSE</b>				
11 Office Equipment .....	\$ 30,462	\$ 30,462	\$ --	\$ 30,462
12 Printing and Binding.....	50,000	50,000	--	50,000
13 Contractual Services.....	2,551,917	3,204,917	(200,000)	3,004,917
14 Transportation .....	77,463	77,463	--	77,463
15 Library Book Repairs.....	77,796	77,796	--	77,796
16 Office and Administrative .....	327,504	394,584	540,000	934,584
17 Operating Supplies.....	157,454	157,454	--	157,454
Total Expense.....	\$ 3,272,596	\$ 3,992,676	\$ 340,000	\$ 4,332,676
<b>EQUIPMENT</b>				
18 Furniture, Office and Technical Eqpt.....	\$ --	\$ --	\$ 659,000	\$ 659,000
Total Equipment.....	\$ --	\$ --	\$ 659,000	\$ 659,000
<b>SPECIAL</b>				
19 Library Materials.....	\$ 6,823,265	\$ 7,374,068	\$ 1,069,398	\$ 8,443,466
20 Early Retirement Incentive Program (ERIP)....	1,943,209	-	--	-
21 Various Special.....	29,084,375	37,170,830	9,162,794	46,333,624
Total Special.....	\$ 37,850,849	\$ 44,544,898	\$ 10,232,192	\$ 54,777,090
22 Total Library.....	\$ 95,648,178	\$ 107,307,213	\$ 16,009,626	\$ 123,316,839

## VARIANCE PAGE

### PROPOSED BUDGET – FY 2013-14 BUDGET DESCRIPTION

<u>Column</u>	<u>Line</u>	
(D)	1	<u>Mayor-Council Appropriation:</u> \$118,966,839 – includes Charter-required increase of \$16,659,626.
(C)	3	<u>Fines and Fees:</u> (\$650,000) – reduction in revenue anticipated for FY 2013-14.
(C)	8	<u>Salaries-General:</u> \$4,724,673 – sum of increase for mandatory cost of living and other adjustments (\$3,784,269) and funding for restoration of 32 positions for expanded public service hours package (\$940,404).
(C)	9	<u>Salaries-As Needed:</u> \$53,761 – increase in funding for expanded public service hours package.
(C)	13	<u>Contractual Services Account:</u> (\$200,000) – One-time funding received in FY 2012-13 for the Strategic Plan (\$200,000) is deleted. Account funding includes: shared data base and cataloging services; alteration and improvements for libraries; book binding; library grounds maintenance; fire/life/safety system maintenance; CARL system annual maintenance; contract support staff for network infrastructure, servers, routers, Web services, PC support and maintenance; parking garage maintenance; photocopier rental; audiovisual and special event services; telecommunications maintenance.
(C)	16	<u>Office and Administrative Expense Account:</u> \$540,000 – increase in funding to support the package to replace the aging staff and public facing technology equipment (computers, printers, etc.).
(C)	18	<u>Furniture, Office and Technical Equipment Account:</u> \$659,000 – increase in funding to support the package to replace the aging telecommunications network equipment (servers, switches, routers, etc.).
(C)	19	<u>Library Materials Account:</u> \$1,069,398 – increase in funding to support package to purchase additional books and other library materials.
(D)	21	<u>Various Special:</u> \$46,333,624 – Per the Charter, the Library's contribution toward its related costs will increase by \$9,162,794. Library payments for related costs for FY 2013-14 are still being computed by the Office of the City Administrative Officer and other City departments.

**LIBRARY RELATED COSTS  
FY 2013-14**

The Library Department's Budget for FY 2012-13 includes \$37,170,830 to reimburse the General Fund for its direct and indirect costs, including utilities and employee benefits, from the Library's operating budget. Funding for this purpose will increase in FY 2013-14, as follows:

FY 2012-13 Funding - Various Special (Related Costs)	\$ 37,170,830
FY 2013-14 Funding Increase	9,162,794
<b>Total Funding - Related Costs</b>	<b>\$ 46,333,624</b>

	Total Related Costs	General Fund Contribution	Library Budget
Library Fringe Benefits Rate ( <i>Modified CAP 3</i> )	\$ 25,417,805		\$ 25,417,805
Library Central Services Rate ( <i>Modified CAP</i> )	5,260,116		\$ 5,260,116
Water and Electricity	3,389,682		3,389,682
Natural Gas	226,255		226,255
Fuel and Fleet	105,559		105,559
Public Safety Services	1,136,651		1,136,651
Custodial Services	2,178,050		2,178,050
Parking Lot Operations	245,896		245,896
Parking Lot Sweeping	45,000		45,000
Mail/Postage	24,750		24,750
Building Services/Maintenance	2,637,505		2,637,505
Recreation & Parks - Landscaping	475,996		475,996
<b>Total</b>	<b>\$ 41,143,264</b>	<b>\$ -</b>	<b>\$ 41,143,264</b>

Breakdown of Library Fringe Benefits Rate:	
Retirement	\$ 15,488,119
Health & Dental Benefits (FLEX)	\$ 8,432,014
Employee Assistance	\$ 18,264
Medicare	\$ 675,779
Union Sponsored Benefits*	\$ 103,498
Unemployment Claims	\$ 48,705
Workers Compensation Benefits	\$ 651,426
	<b>\$ 25,417,805</b>

Fringe Benefits Rate: 41.75%

Breakdown of Library Central Services Rate:	
Depreciation	\$ 1,588,993
City Administrative Officer	\$ 353,110
City Attorney	\$ 188,731
City Clerk	\$ 12,176
City Ethics Commission	\$ 24,352
Controller	\$ 1,053,241
Information Technology Agency	\$ 1,339,381
Personnel Department	\$ 663,603
Miscellaneous Depts./Neg. Carryover	\$ 36,529
	<b>\$ 5,260,116</b>

Central Services Rate: 8.64%

*Note: Fringe Benefits & Central Services costs are calculated against total salary costs (excluding as-needed and overtime salaries). Total Salary Costs for FY 2012-13: \$60,880,969*

\*Union Sponsored Benefits include: city-subsidized optical, dental and life insurance benefits.

ver. 1

## INTEGRATED TELEPHONE SYSTEM (PHASE 1) LIBRARY DEPARTMENT

### DESCRIPTION OF WORK OUTPUT AND OBJECTIVE

The 73 facilities that make up the Los Angeles Public Library (LAPL) use 73 separate, independent telephone systems. The Central Library telephone system is manufactured by Mitel. Sixty-five (65) of the 72 branch libraries use telephone systems manufactured by Nortel, and the remaining 7 branch libraries use 70's style "Centrex" telephones provided by AT&T.

This mix of telephone systems results in varying levels of service delivery within the branches. Some branches have voice mail while some do not. Calls at the Central Library can be transferred within the building, but calls cannot be transferred between different branch facilities. At the 7 Centrex branches, many of the instruments have different colored handsets because parts for these systems are difficult to find. At the Central Library, refurbished instruments have been purchased because Mitel no longer manufactures the models used in the majority of the building.

Another by-product of this mix of telephone systems is the cost. Calls from one location to another incur a cost. If the two branches are far apart (e.g., San Pedro Area Office calling Mid-Valley Area Office), there is also a long-distance charge associated with the call. These branches must use their Telcode number issued by the Information Technology Agency (ITA) in order to call the other branch.

The following libraries have significant telephone problems: Granada Hills, Vernon, San Pedro and Wilmington. Granada Hills and Vernon have very antiquated, 70's style Centrex phone systems; phones are no longer available for purchase as they are no longer manufactured for their phone system. San Pedro has only three lines, and Wilmington has only two lines, which is insufficient for public service and in-house dialing purposes. Many times, especially in inclement weather, the phone system fails at these branches, and they are unable to receive or make calls, even in emergency situations where the police must be called. The Granada Hills branch is currently communicating between staff in the workroom and staff at the reference desk using a bell because they have no intercom system.

In the first quarter of 2012-13, there were 36 documented telephone problems at Central Library requiring 40% of a Senior Systems Analyst I's time to resolve. Additionally, an average of two line card failures each year require up to 24 hours to diagnose and resolve.

A new integrated telephone system will solve these problems by creating a common platform and dialing plan. Telephones at each facility will work exactly the same, eliminating the technology haves vs. have-nots. Everyone will have a voice mailbox that functions exactly the same across locations. Inter-facility dialing will reduce costs by taking advantage of the library's fiber-optic network and branches will be able to transfer public and staff calls by dialing a simple extension number. Additional capabilities will include audio and video conferencing which will decrease the need for travel by allowing for more "virtual" meetings,

and staff will be able to receive branch calls on multiple devices, including smart phones and on their computers.

Based on pricing obtained from several vendors, it is estimated that the cost of this project will be approximately \$1.5 million. This includes the cost of re-cabling several branches that currently have sub-standard cabling as well as all of the telephone system servers, switches, and telephone instruments. The Library proposes that the telephone system upgrade be completed in three phases, as follows:

- Phase I: Central Library and core systems (voicemail, conference calling, smart phone app support, etc.) - \$500,000
- Phase II: Regional Branches and larger neighborhood branches - \$500,000
- Phase III: All remaining neighborhood branch libraries - \$500,000

## RESOURCES REQUIRED

The ITA, with assistance from the Library, will be coordinating the selection of the telecommunications vendor who will install and configure the integrated telephone system. ITA has indicated that the funding should be provided to them for this purpose.

The Library Department is recommending that funds be identified within the Library's related cost portion of funding realized through Measure L. Measure L will provide an additional \$9,162,794 for related costs in FY 2013-14. The following funding will be identified in the Library's adopted budget, but earmarked for transfer to the ITA in FY 2013-14. This project has been discussed with ITA staff and they have agreed with the need for the upgrade to the telephone system and to the source and method of funding.

<b><u>9510 – Various Special</u></b>	
<b>Integrated Telephone System – ITA (Phase 1)</b>	<b><u>\$500,000</u></b>
<b>Departmental Total</b>	<b><u>\$500,000</u></b>

## IMPACT

Each of the branch libraries in the library system have an independent telephone system. Many of these systems are more than 20 years old and are no longer supported by the manufacturer. In addition, when these systems fail, it is difficult to find parts and to troubleshoot the system to determine the cause of the problem. This package will consolidate 73 library telephone systems into a single unified telephone system. Failure to fund this project will continue to result in a continued inconsistent level of service provided to library patrons and the public.

LOS ANGELES PUBLIC LIBRARY

BOARD REPORT

EXHIBIT D

November 8, 2012

TO: Board of Library Commissioners  
FROM: John F. Szabo, City Librarian *JS*  
SUBJECT: REPLACEMENT OF TREE AT MAR VISTA BRANCH LIBRARY

**RECOMMENDATION:**

THAT The Board of Library Commissioners approve the planting of a 24" box coral tree to replace the fallen coral tree at the Mar Vista Branch Library.

**FINDINGS:**

**BACKGROUND**

1. On September 13, 2012, the Board of Library Commissioners discussed a staff recommendation to replace the coral tree at the Mar Vista Branch Library that was fatally damaged on July 9, 2011 by winds.
2. At that meeting, comments were made by various Mar Vista community members who expressed their desires regarding the tree replacement.
3. Staff has confirmed with the Planning Department that the landscaping plan for the Taco Bell and the fire station across the street from the library planted coral trees in order to mimic the library's landscaping scheme.
4. Staff has confirmed that the original stump has been completely removed, and that planting of a new coral tree could take place in early spring. Subsequent to the planting of the tree, the Library will ensure that regular, periodic maintenance will be performed.
5. Staff recognizes the signage visibility issue and is working on a solution.

Prepared by: Kyle Millager, Business Manager

Reviewed by: Kris Morita, Assistant General Manager

LOS ANGELES PUBLIC LIBRARY  
BOARD REPORT

EXHIBIT E

November 8, 2012

TO: Board of Library Commissioners  
FROM: John F. Szabo, City Librarian *JS*  
SUBJECT: **AWARD OF STRATEGIC PLAN CONSULTANT CONTRACT TO MIG, INC.**

**RECOMMENDATION:**

THAT The Board of Library Commissioners award a contract to MIG, Inc. to develop a strategic plan for the Los Angeles Public Library (LAPL), and;

FURTHER RESOLVED, That an independent contractor can perform the work set forth in this agreement to develop a strategic plan for LAPL more feasibly and economically than City staff, and;

FURTHER RESOLVED, That the City Librarian and the City Attorney be authorized to make technical changes to the agreement prior to execution, and;

FURTHER RESOLVED, That the President of the Board of Library Commissioners is authorized to execute the contract.

**FINDINGS:**

**BACKGROUND**

1. On July 26, 2012, the Library Commission approved the issuance of a Request for Proposals (RFP) for a Consultant to develop the next strategic plan for LAPL. A non-mandatory, pre-proposal conference was held on August 16, 2012 to answer questions from potential proposers and discuss the RFP. Representatives from thirteen firms attended the conference. The deadline to submit proposals was September 24, 2012.
2. Four proposals were received on September 24, 2012. The proposals were preliminarily reviewed to ensure compliance with the requirements specified in the RFP. Unfortunately, two of the firms submitting a proposal did not comply with the Business Inclusion Program (BIP) Outreach Process. Because they did not perform the mandatory outreach, the Bureau of Contract Administration considers the two proposals non-responsive.

3. Those two proposers have written correspondence requesting further consideration on the issue of their failure to comply with the Business Inclusion Program Outreach Process by the date required and staff has accepted this correspondence as protests. Staff has evaluated the protests and concluded that notice of the outreach required by Business Inclusion Program was adequate. Due to their lack of timely outreach efforts, the proposers have been declared non-responsive. The Recommendation of Award of Contract letter was sent to all proposers. No additional letters of protests were received. The other two firms complied with the LABAVN requirements and their proposals were further evaluated.
4. In the RFP and at the pre-proposal conference it was stressed to all potential proposers that they must register at the Los Angeles Business Assistance Virtual Network (BAVN) at [www.LABAVN.org](http://www.LABAVN.org) to be considered a responsive proposer. LABAVN is a free service provided by the City of Los Angeles and the Mayor's Office of Economic and Business Policy.
5. According to the Mayor's Executive Directive No. 14 issued on January 12, 2011, it is the mandatory policy of the City of Los Angeles to provide Minority-owned Business Enterprises, Woman-owned Business Enterprises, Small Business Enterprises, Disabled Veteran Business Enterprises, Emerging Business Enterprises and all Other Business Enterprises an equal opportunity to participate in the performance of City contracts. Appendix E.18 in the RFP and the LABAVN website describes the Business Inclusion Program (BIP) Outreach process that each proposer must undertake. Based on the subcontractors available for the work to be performed, the city's Bureau of Contract Administration (BCA) determines the number of online outreach contacts required. After a proposer registers on the LABAVN website, the website tracks and records the proposer's outreach efforts.

## STAFF REVIEW

1. Staff conducted an extensive review of each of the two remaining proposals. Both proposals were responsive and had merit. Representatives from the two competing teams, KH Consulting Group and MIG, Inc. were asked to come in for an in-person interview with the City Librarian and staff. The proposals were also evaluated on the experience and capacity of the proposer; past performance of the proposer on contracts of similar size and scope; and, the experience and qualifications of key personnel assigned. In addition, they were evaluated on the work plan and responsiveness as well as the proposed fees, which will provide the best overall value to the City. Both firms made strong presentations.
2. As a result of the evaluative process of the proposal and the interview, a successful proposer was selected. The successful team led by MIG, Inc. in association with June Garcia, LLC, Carson Block Consulting and the Robert Group have more than 30 years of strategic planning experience. They have prepared strategic plans for other library systems nationwide including New York

Public Library, Baltimore County Public Library System, County of Los Angeles Public Library, Las Vegas Clark County Library, California State University Library System, Anchorage Public Library, etc. Carson Block Consulting has over 16 years in library IT management and consulting. June Garcia has over 40 years' library experience as a public librarian. She also developed LAPL's last strategic plan. The team's extensive experience with strategic planning for libraries as well as technology visioning make MIG, Inc. the stronger proposer.

## TIMELINE

Library staff will periodically update the Commission regarding the Consultant's progress. The Consultant will be required to complete the Strategic Plan by late May to early June 2013.

The Deputy City Attorney is reviewing the contract as to form and legality.

## Attachments

Prepared by: Kris Morita, Assistant General Manager

CONTRACT NO.

**AGREEMENT BETWEEN  
THE LOS ANGELES PUBLIC LIBRARY  
AND  
MIG, INCORPORATED  
STRATEGIC PLAN CONSULTANT**

This Agreement is entered into by and between the City of Los Angeles, a municipal corporation, acting by and through its Board of Library Commissioners (hereinafter "Library"), and MIG, Inc.(hereinafter Consultant").

**WHEREAS**, the Library seeks to develop a comprehensive strategic plan during a period of internal transition as well as external societal and technology shifts, and;

**WHEREAS**, the Library requires the services of a Consultant to provide professional and technical consulting services to coordinate and develop a strategic plan that will identify goals, measurable objectives, performance metrics and proposed activities to meet community needs, and;

**WHEREAS**, the Board of Library Commissioners issued a Request For Proposal for a Strategic Plan Consultant on August 6, 2012, and;

**WHEREAS**, after Consultant submitted a response to the Request for Proposal on September 24, 2012, said response is attached hereto as Exhibit A and incorporated herein by reference as though fully set forth herein, and;

**WHEREAS**, the Consultant's services are professional, expert and technical and of a temporary and occasional character, and;

**WHEREAS**, it is more economical and feasible for the Consultant to perform such services for the Library; and;

**WHEREAS**, City desires to contract Consultant to develop a Strategic Plan for the Library, and;

**WHEREAS**, funds are available to provide Consultant services from Library's Contractual Services Account, and;

**NOW, THEREFORE**, in consideration of the premises, and the mutual covenants and agreements herein contained, the parties hereto agree as follows:

**1.0 SAID AGREEMENT SHALL BE COMPOSED OF THE FOLLOWING DOCUMENTS WHICH SHALL BE MADE A PART HEREOF AS THOUGH FULLY SET FORTH HEREIN:**

- a. This Agreement;
- b. The Request for Proposal for a Strategic Plan Consultant issued on August 6, 2012, hereinafter Exhibit A;
- c. Consultant's response to the Request for Proposal for a Strategic Plan Consultant and the completed attachments thereto as submitted in response to the Request for Proposal issued by the Library (hereinafter Exhibit B);
- d. Standard Provisions for City Personnel Services Contracts (Exhibit C); and,
- e. Evidence of Insurance (Exhibit D).

All of which are on file in the office of the Board of Library Commissioners, and each of the parties hereto agree to carry out and fully perform each and all of the provisions of said documents which are required of it to be performed.

**2.0 ORDER OF PRECEDENCE OF AGREEMENT DOCUMENTS**

This Agreement contains the full and complete Agreement between the parties. No verbal agreement or conversation with any officer or employee of either party shall affect or modify any of the terms and conditions of this Agreement. Resolution of any conflicting provisions in the documents constituting this Agreement for a Strategic Plan Consultant for Los Angeles Public Library shall be resolved by considering the documents according to the following order of precedence:

- a. The Agreement except for Exhibits A and B identified in 1.0 of this Agreement.
- b. The Request for Proposal for a Strategic Plan Consultant (Exhibit A).
- c. Consultant's response to the Request for Proposal for a Strategic Plan Consultant (Exhibit B).
- d. Standard Provisions for Personal Services Contracts, (Exhibit C).
- e. Evidence of Insurance (Exhibit D).

### **3.0 CONSULTANT'S PERFORMANCE**

#### **3.1. DELIVERABLES**

- A. Consultant shall deliver to Library periodic updates, on a schedule to be determined by the Consultant and the Library, on the status of the Strategic Plan.
- B. Consultant shall deliver to Library a draft for review and approval no later than the end of April 2013.
- C. Consultant shall deliver and present to Library Administrative Staff a Final Strategic Plan in early May 2013.
- D. Consultant shall present the Strategic Plan to the Board of Library Commissioners in late May or Early June 2013.

#### **3.2. SCOPE OF WORK**

##### **A. Project Initiation**

###### **Duties:**

- 1. Meet with Library Staff to review scope of work, expectations for the Strategic Plan, identify key issues and responsibilities.
- 2. Form a Strategic Planning Project Team consisting of Consultant and Library Staff to work together throughout the project.
- 3. Develop a plan that will enable Consultant to meet the project deadlines as required in 3.1 of this agreement.

##### **B. Community Engagement Process**

###### **Duties:**

- 1. Gather input from key stakeholders through a community engagement process. Stakeholders include the public, elected officials, Board of Library Commissioners, Library Staff, Library friends of the library and support groups such as the Library Foundation.
- 2. A combination of in-person and phone interviews, meetings and/or electronic surveys may be utilized to collect the information.
- 3. Analyze the data gathered and use the information to develop clear, concise and meaningful documentation to be used in the Strategic Plan.

C. Service Priorities, Goals, Objectives and Activities to Be Included in Final Strategic Plan Document

Duties:

1. Identify service priorities, goals, objectives and activities to be achieved over the next three to five years.
2. Work with Library staff to develop outcome indicators and performance measures to assess progress in achieving desired outcomes in key operations.
3. Develop a tracking/monitoring system to assess progress in the achievement of the outcomes.

D. Trends and Strategies

Duties:

1. The Strategic Plan will consider current Library use and project future demand as affected by trends in technology.
2. Identify current trends affecting public libraries.
3. Identify major issues and needs of the residents of Los Angeles during the plan's life.
4. The Strategic Plan must include an in depth consideration of the Library's digital strategy for the next few years.
5. Provide an analysis of trends and strategies for the public library in the 21<sup>st</sup> century.

**4.0 INDEMNIFICATION AND INSURANCE REQUIREMENTS**

The insurance and indemnification provisions as required by the RFP shall be provided as Exhibit D of this Agreement, and as applicable by the Standard Provisions for City Personal Services Contracts

**5.0 LIBRARY'S PERFORMANCE**

Library will provide Consultant with a work space for the performance of the services to be provided under this Agreement, if needed.

**6.0 TERM OF AGREEMENT**

The term of this Agreement shall be for one year with two one-year renewal options at the sole discretion of the City. The initial term shall begin upon date of execution.

## 7.0 PAYMENT

The amount payable to Consultant during the term of this Agreement shall be as agreed in the Consultant's response to the Request for Proposal, which includes miscellaneous and reimbursable expenses.

The City's obligation to make payments under this contract shall be limited to the current appropriation(s) for this contract. If the City appropriates additional funds for this contract, the City payment obligations shall be expanded to the extent of such appropriation(s), subject to the terms and conditions of the contract. The Consultant shall not provide any services, goods, or equipment, and the City shall not pay for any services, goods, or equipment provided, in excess of the funds appropriated by the City for this contract. Total appropriations, including current and additional appropriations, shall not exceed \$200,000. The hourly rates are listed in Exhibit B, Section 6.1.

## 8.0 BILLING AND INVOICES

- a. Consultant shall submit itemized invoices monthly to the Library, indicating therein the services performed for which payment is requested. Payment of all invoices shall be subject to review and approval of Library management, which shall not be unreasonably withheld. Payment shall be for personnel agreed upon between the Consultant and the Library. The hourly rates are listed in Exhibit B, Section 6.1. Receipts shall be provided for all expenses for which Consultant requests reimbursement.
- b. To ensure that services provided under personal services contracts are measured against services as detailed in the contract, the Controller of the City of Los Angeles has developed policy requiring that specific supporting documentation be submitted with invoices. The Consultant is required to submit invoices that conform to City Standards and include, at a minimum the following information:
  - i. Name and address of Consultant.
  - ii. Name and address of City Department being billed.
  - iii. Date of invoice and period covered.
  - iv. Contract number or authority number.
  - v. Description of completed task and amount due for task, including:
    - Name of personnel working on task
    - Hours spent on task and time sheet supporting charges (if applicable).
    - Rate per hour and total due.
  - vi. Signature of a duly authorized officer.

- c. All invoices shall be submitted on Consultant's letterhead, contain Consultant's official logo, or other unique and identifying information such as the name and address of the Consultant. Evidence that tasks have been completed, in the form of a report or other material shall be attached to all invoices. Invoices shall be submitted to the City by Consultant within thirty (30) days of service or monthly. Invoices are considered complete when appropriate documentation or services provided are signed off as satisfactory by the City Librarian or designee. If invoice is insufficient or unsatisfactory, the City Librarian or designee will inform Consultant of any discrepancies within ten (10) business days of receipt of the invoice from Consultant, and Consultant shall have five (5) business days to provide a corrected invoice to the City.
- d. Invoices and supporting documentation shall be prepared at the sole expense and responsibility of the Consultant. The City will not compensate the Consultant for costs incurred in invoice preparation. The City may request, in writing, changes to the content and format of the invoice and supporting documentation at any time. The City reserves the right to request additional supporting documentation to substantiate costs at any time.

Failure to adhere to these policies may result in nonpayment or non-approval of demands, pursuant to Charter Section 262(a), which requires the Controller to inspect the quality, quantity, and condition of services, labor, materials, supplies, or equipment received by any City office or department, and approves demands before they are drawn on the Treasury.

## **9.0 TERMINATION**

Notwithstanding the provisions of Paragraph 6.0 hereof, either party may terminate this Agreement on sixty (60) days written notice to the other party. In the event of termination, Consultant shall be paid for work completed and approved under this Agreement through the effective date of termination.

## **10.0 NON-EXCLUSIVE AGREEMENT**

Nothing in this Agreement shall be construed to mean that Consultant preparing the Strategic Plan for Los Angeles Public Library shall be the exclusive provider of such services. The Library retains the right to engage the services of other organizations and/or individuals that provide strategic planning services during the term of this Agreement

## **11.0 OWNERSHIP**

- a. Consultant acknowledges and agrees that all documents, publications, databases, videos, reports, analyses, studies, drawings, information, or data (hereinafter collectively referred to as "materials"), originated and prepared by Consultant pursuant to the terms of this agreement, are "work made for hire" and shall become the property of the City for its use in any many manner it deems appropriate. Consultant assigns any and all of its respective interests and rights in such property to the City.
- b. All documents and records (hereinafter collectively referred to as "documents") provided by the City to Consultant shall remain the property of the City and must be returned to the City upon termination of this agreement or at the request of the City.
- c. The provisions of this article survive termination of this agreement.

## **12.0 DISCLOSURE INFORMATION**

- a. All Documents and information provided to Consultant by the City are confidential. All Materials are to be considered confidential. Consultant agrees not to provide Documents or Materials, nor disclose their content or any information therein, either orally or in writing, to any other person or entity, except as authorized by the City or as required by law. Consultant shall immediately notify City representative of any attempt by a third party to obtain access to documents or materials.
- b. The provisions of this section survive termination of this Agreement.

## **13.0 AMBIBUITY**

Any ambiguity in this Agreement shall not be interpreted against any one party by virtue of that party being drafter of the Agreement

CONTRACT NO.

**IN WITNESS THEREOF**, the parties hereto have caused this Agreement to be executed by their respective duly authorized representatives.

**BOARD OF LIBRARY COMMISSIONERS**

**MIG, INCORPORATED**

BY \_\_\_\_\_  
Dr. Marsha Hirano-Nakanishi  
President

BY \_\_\_\_\_

**APPROVED AS TO FORM:**

**ATTEST:**

CARMEN A. TRUTANICH, City Attorney

BY \_\_\_\_\_  
Basia Jankowski  
Deputy City Attorney

BY \_\_\_\_\_  
Executive Assistant

DATE \_\_\_\_\_

DATE \_\_\_\_\_

November 8, 2012

**LOS ANGELES PUBLIC LIBRARY  
BOARD REPORT**

To: Board of Library Commissioners  
From: John F. Szabo, City Librarian *JFS*  
Subject: **RESTORATION OF SERVICE HOURS – HIRING STATUS REPORT**

**RECOMMENDATION**

THAT, The Board of Library Commissioners receive and file this status report regarding the hiring of staff to support the restoration of additional public service hours at all 73 libraries in FY 2012-13.

**FINDINGS****Background**

With the restoration of additional public service hours effective October 15, 2012, and recognizing the need for additional staff to support these hours, the Department initiated various hiring processes. The following is an update on our efforts.

1. Messenger Clerk: As reported at the Commission meeting on September 27, 2012, the Department hired 172 exempt, as-needed part time messenger clerks. These new employees have been assigned to various libraries and are being scheduled to work. The impact of these new messenger clerks was immediate and provided much relief to existing staff and the libraries they are assigned.
2. Clerk Typist: The civil service examination was administered by the city Personnel Department on September 15, 2012. The examination has been scored and an eligible list of candidates is now available. The Department previously submitted a request to the Managed Hiring Committee seeking approval to hire 42 half-time clerk typists. The Committee approved our request in part by allowing the Department to interview transfer candidates from other city departments, but did not approve our request to hire from the new eligible list. Consistent with the instructions from the Committee, the Department advertised our clerk typist vacancies and received applications from 4 individuals. Interviews were held October 10, 2012, and background checks conducted. A job offer was made to 1 candidate but was declined. The Department will continue to work with the Committee on securing approval to hire from the new eligible list.

3. Librarian: The Department started the process to initially hire 12 civil service half-time librarians. Interviews will be held in November. These new librarians will be assigned to various branch libraries.
4. Senior Librarian: The civil service examination was administered by the city Personnel Department on August 18, 2012. The examination process is now completed and an eligible list of candidates is available. The Department has received Managed Hiring approval to hire 36 senior librarians. It is anticipated that the hiring process will begin in January 2013.
5. Principal Librarian: The civil service examination was administered by the city Personnel Department on June 2, 2012. The examination process is now completed and an eligible list of candidates is available. The Department has received Managed Hiring approval to hire 11 principal librarians. It is anticipated that the hiring process will begin in November 2012.
6. Division Librarian: In September 2012, the Department initiated the process to hire 2 division librarians. A total of 7 candidates were interviewed in October 2012. Giovanna Mannino and Cheryl Collins were appointed Director of Central Library and Director of Branch Library Services, respectively.
7. Managed Hiring: The Department has unfreeze requests for various support positions pending before the Managed Hiring Committee. The Committee has assigned a 'hold pending further review' status on these requests. The Department will continue to work with our CAO budget analyst to secure approval to hire staff.

Prepared by: Michael Bolokowicz, Director of Human Resources

Reviewed by: Kris Morita, Assistant General Manager

**MATTERS PENDING  
BOARD OF LIBRARY COMMISSIONERS  
NOVEMBER 8, 2012**

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<u><b>SUBJECT</b></u>	<u><b>SCHEDULED FOR BOARD MEETING</b></u>
1. STRATEGIC PLAN DEVELOPMENT DISCUSSIONS	MONTHLY
2. QUARTERLY COMPARATIVE STATISTICS REPORT ON SERVICES & GOALS (HIRANO-NAKANISHI/WIEDER-9/22/11)	OCTOBER 2012
3. REPORT ON THE IN-KIND FINANCIAL SUPPORT THE LIBRARY DEPARTMENT PROVIDES TO THE LIBRARY FOUNDATION OF LOS ANGELES (WIEDER-8/9/12)	TO BE DETERMINED

**COMMISSIONERS' OVERSIGHT RESPONSIBILITY**

Library Foundation of Los Angeles

- PRESIDENT MARSHA HIRANO-NAKANISHI
- COMMISSIONER TYREE WIEDER

Board Policies

- PRESIDENT MARSHA HIRANO-NAKANISHI