

MINUTES

BOARD OF LIBRARY COMMISSIONERS CITY OF LOS ANGELES

JANUARY 26, 2012

A Regular meeting of the Board of Library Commissioners was held at the Central Library, 630 West Fifth Street, Los Angeles, CA 90071, convening at 11:00 a.m. on the above-written date.

PRESENT:	VICE PRESIDENT COMMISSIONER COMMISSIONER	MARSHA HIRANO-NAKANISHI EDUARDO TINOCO RITA WALTERS
EXCUSED		
ABSENT:	PRESIDENT COMMISSIONER	TYREE WIEDER PAULA MADISON

ALSO PRESENT: Martin Gomez, City Librarian; Kris Morita, Assistant General Manager; Basia Jankowski, Deputy City Attorney; Kenneth S. Brecher, President, Library Foundation of Los Angeles; Roy Stone, President, Librarians' Guild; and staff.

MINUTES FOR APPROVAL – 1/12/2012

MOVED by Commissioner Tinoco, seconded by Commissioner Walters and unanimously carried that the Minutes of the regular meeting held January 12, 2012, be approved as submitted.

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

CITY LIBRARIAN'S REPORTS

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

Recommended Acceptance of Gifts

LIBRARY RESOLUTION NO. 2012-8 (C-7)

RESOLVED, that the gift in the amount of \$6,500.00 received from Friends of the Westwood Branch Library for donation to the Westwood Branch Library be accepted; and

Library Resolution
No. 2012-8 (C-7)

FURTHER RESOLVED, that a letter of appreciation be sent to the donor expressing the grateful appreciation of the Board of Library Commissioners and staff for their generous donation.

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In response to Vice President Hirano-Nakanishi's inquiry concerning the guidelines of the Gluck Endowment, Dawn Coppin, Director of Foundation and Corporate Relations, Library Foundation of Los Angeles, stated the funds were to be used for the purchase of books by the Los Angeles Public Library.

LIBRARY RESOLUTION NO. 2012-9 (C-8)

WHEREAS, the Library Foundation of Los Angeles transferred \$148,000 from the National Endowment for the Humanities ((NEH) and \$10,000 from the Gluck Endowment to the Library Department:

RESOLVED, that the Board of Library Commissioners approve the receipt of \$158,000 from the Library Foundation of Los Angeles (LFLA) into Fund 300, Department 44, revenue source; and

FURTHER RESOLVED, that the \$158,000 be transferred to the Library Trust Fund Number 831, Department 44, Account Code No. 283, Humanities.

Recommended Approval of Amendment to
Contract No. 736 for the Maintenance of
Compact Shelving at the Central Library

City Librarian Martin Gomez advised that the compact shelving at Central Library requires continuous service and maintenance to be efficient, and fortunately it is managed and maintained by White Systems, Inc., the company that installed it. There is no other provider for maintaining that specific system. He asked for approval of the Contract Amendment, which would extend the term to June 13, 2013.

Following clarification from the City Librarian that the competitive bidding process took place in 2005 with regard to original Contract No. 736, Commissioner Walters requested that in the future more history and data, such as cost, be provided.

Commissioner Tinoco pointed out an error on the first page of the Contract Amendment attached to the Board Report and asked that May 28, **3009** be changed to May 28, **2009**.

Thereafter it was **MOVED** by Commissioner Tinoco, seconded by Commissioner Walters, and unanimously carried that the following resolution be adopted:

LIBRARY RESOLUTION NO. 2012-10 (C-9)

WHEREAS, on October 6, 2005, the Board of Library Commissioners approved Contract No. 736 between the City of Los Angeles, Library Department and White Systems, Inc., the only firm to respond to the Request for Bids (RFB) for the maintenance of the compact shelving at Central Library. The term of the contract was for a three-year period, June 14, 2006 through June 13, 2009; and

WHEREAS, on May 28, 2009, the Board approved Amendment No. 1 to Contract No. 736 to extend the term of the contract through June 13, 2010. Further, on March 25, 2010, the Board approved Amendment No. 2 to Contract 736 to extend the term of the contract through June 13, 2011; and

WHEREAS, on July 7, 2011, the Board approved Supplemental Agreement No. 1 to Contract No. 736 to extend the term of the contract through June 13, 2012; and

WHEREAS, the Personnel Department previously determined that City employees do not have the expertise to perform the work required and Library Human Resources concurs with the findings; therefore, the Library Department requests approval of Amendment No. 1 to Supplemental Agreement No. 1 to Contract No. 736 to extend the term to June 13, 2013, pursuant to City of Los Angeles Administrative Code Sec.10.5(b) 2; and

WHEREAS, funds are available in the Library's Contractual Services Account to cover these services:

RESOLVED that the Board of Library Commissioners hereby approves Amendment No. 1 to Supplemental Agreement No. 1 to Contract No. 736 with White Systems, Inc. to extend the term of the contract to June 13, 2013; and

FURTHER RESOLVED that the City Librarian and City Attorney be authorized to make technical changes to the amendment prior to execution; and

FURTHER RESOLVED that the President of the Board of Library Commissioners be authorized to execute the amendment upon receipt of the required approvals.

RECOMMENDED RECEIVE AND FILE
STATUS REPORT ON THE SILVER LAKE BRANCH
LIBRARY ELEVATOR – RESPONSE TO QUESTIONS

The City Librarian spoke about the sequence of events relative to the Board meeting discussions about the Silver Lake Branch elevator, starting with the initial Alterations and Improvement request on October 27, 2011. He said the current Board Report provides additional information regarding the elevator maintenance and fire/life safety issues, which is a follow up to the January 12, 2012 meeting wherein Commissioner Madison reported about her discussion with the Silver Lake Library staff concerning the elevator.

Commissioner Walters stated it was her impression from the way this matter had been presented to the Board that the elevator at the Branch was out of service on a regular basis and for extended periods of time. She remarked this differs from the Board Report, which states, "We have verified with GSD that there is no record that the elevator at the Silver Lake Branch was placed out of service other than for such routine, on-site maintenance". The Commissioner said because of previous Board meeting discussions the understanding she gained was that this was far more serious than regular maintenance, and she finds it disturbing receiving information with a little more added each time and changes in the narrative.

Kyle Millager, Business Manager, reported since the opening of the Branch in 2009, the elevator has received monthly preventative maintenance. During routine maintenance, the on-site elevator technician places the elevator offline while they are working on the unit, but will immediately restore service should there be a person who requires its use. She pointed out there were 5 requests for service between 2009 and a major overhaul that took place in June 2011. Because the elevator experienced frequent outages, staff placed the handicap access ramp item on the Alterations and Improvement Requests, which the Board approved in October. Thereafter, there were subsequent Board meetings where discussions relative to the Silver Lake Branch elevator took place and questions were raised that needed follow up.

Commissioner Walters indicated at no time did she view reports that the access ramp request was being initiated because of regular routine maintenance. Additionally, the information provided by staff at the December 8, 2011 Board meeting was much more alarming in nature than routine monthly maintenance being a cause for the elevator shut down.

Ms. Millager explained that in the two-year span they had documented, through elevator maintenance, five outages. Those outages may have lasted five days or it could have been five, one-week outages depending if they had to order parts. The Silver Lake Branch Librarian felt it was enough of a frequency that she wanted to explore the possibility of putting in a ramp so that is why that request was included in the Alterations and Improvement List.

Commissioner Walters emphasized the importance of reports being well grounded in their arguments for whatever is being requested and a history attached to it that will remove any concerns.

Commissioner Tinoco informed the Board that he visited the Silver Lake Branch last weekend, and the elevator goes from the underground garage to the plaza level (library meeting room location) and then to the second floor (main library level); there are 13 steps from the plaza level to the second floor. He indicated, because of the architecture, building a huge ramp is going to be quite a task, and it might be worth looking into a chair lift for emergency purposes. The Commissioner commented that monthly maintenance of the elevator is reasonable, especially since a technician is there to turn it on for patron use.

Commissioner Walters agreed, commenting that an enclosed wheelchair lift or stair lift would be less expensive than a ramp. She asked, and the Board concurred, that since the January 20, 2012 letter sent by the President on behalf of the Board only requested that a handicap access ramp, with an estimated price of \$60,000, be given top priority, a follow-up letter be sent asking the City Administrative Officer to also explore alternatives that are feasible and less costly.

BOARD ACTION

It was MOVED by Commissioner Tinoco, seconded by Commissioner Walters and unanimously carried that the Status Report on the Silver Lake Branch Library Elevator – Response to Questions be received and filed.

RECOMMENDED RECEIVE AND FILE QUARTERLY COMPARATIVE USAGE STATISTICS REPORT ON ON THE LOS ANGELES PUBLIC LIBRARY

City Librarian Martin Gomez presented a report on the library's usage statistics that included a comparison for the last three years and also quarterly usage statistics comparing the first two quarters of FY 2010-11 to the first two quarters of FY 2011-12. He indicated the following three drivers influence performance: goals, hours of service, and number of library employees. Thereafter, he reviewed the statistics for the following categories:

- Number of Service Hours
- Number of Public Computer Hours
- Number of PC Reservations
- Number of Wi Fi Connections
- Number of Hits on LAPL Web Pages
- Number of Cardholders
- Number of Holds/Reservations Placed
- Number of Holds Filled
- Number of Visitors
- Circulation (Branches, Central Library, Renewals and Downloads)

STATISTICS - OUTREACH

- Number of visitors/schools, classrooms and students
- Number of class visits to the libraries

The City Librarian pointed out that while the annual statistics show there has been some significant reduction in service hours, which is reflected in some downturns, the overall trend seems to be that there is now some modest pickup starting to curve. In conclusion, Mr. Gomez underscored that the Los Angeles Public Library has not yet fully been able to restaff their libraries to the 2009 level. He thanked Assistant General Manager Kris Morita and staff for compiling the information.

Commissioner Tinoco spoke of the rise in numbers, from 338,000 to over a million, in the Circulation – Downloads category. The City Librarian indicated this is one of the most significant increases in library items, and he believes the trend will keep growing.

Vice President Hirano-Nakanishi continued the discussion pointing to categories that experienced downturns, i.e., Cardholders, Holds Placed and Holds Filled, even though there was a slight increase in service hours from October-December 2010 to the same months in 2011. Additionally, the number of attendees among teens is decreasing while programs are increasing. She mentioned that knowing the reason for what is going on and watching for trends are key factors when determining how to best use our resources in the strategic future.

Further, the Vice President requested statistics for the next quarterly report on LAPL's powerful service, Live Homework Help. She said we can better analyze how much penetration we are getting in some of the low income neighborhoods where there are many students and schools are cutting back. Assistant General Manager Morita indicated staff could make a presentation on the Live Homework Help program with statistics included thereon.

Commissioner Tinoco emphasized that another statistic, which really helps solidify the existence of the library, are interlibrary loans (how many books we lend out, how many we borrow; thereby seeing how much service we give other communities and how much we are gaining back).

City Librarian Gomez indicated they can share with the Board the Transaction Based Reimbursement Annual Report from the California State Library, which is a good comparison of all the public libraries in the State engaged in extending lending services with neighboring libraries.

BOARD ACTION

It was MOVED by Commissioner Walters, seconded by Commissioner Tinoco and unanimously carried that the Quarterly Comparative Usage Statistics Report on the Los Angeles Public Library be received and filed.

ORAL SECURITY STATUS REPORT

Chief David Aguirre, Office of Public Safety (OPS), reported the Library Section of OPS has instituted steps that help the department work more efficiently with less staff, including reviewing the "Incident Reports Involving Individuals" that are submitted from all the libraries and meeting daily with Library Business Manager Kyle Millager to review and assign Motor Patrol units.

Chief Aguirre said a Motor Patrol and Security Officer are assigned to each of the library's six regions. Those officers meet regularly with their region's Area Managers and Senior Librarians to deal with any re-occurring nuisances. The Chief and his staff have also been working closely with the OPS Police and the City Attorney to

protect Library employees, which has led to an increase in “stay away” orders from “1” in 2007 to “19” in 2011.

Additionally, Chief Aguirre stated, to ensure the security of the historic Central Library on a 24/7 basis, Library Security Officers patrol the interior of the facility working with Maguire Properties security officers who patrol the building’s exterior perimeters. The large majority of Central Library Security Officers are assigned to work while the Library is open to the public to provide the most productive service while patrons are in the building. In conclusion, the Chief has contacted every Security Director for facilities on the perimeter of the Central Library in order to benefit the Library in case of a natural or man-made disaster or an act of terrorism.

VARIOUS COMMUNICATIONS: None

COMMISSIONERS’ COMMENTS &
REVIEW OF MATTERS PENDING

Visit to Silver Lake Branch Library

Commissioner Tinoco commented that he had a great visit to the Silver Lake Branch Library. He said many patrons were using the self-checkout and his son used his smartphone for this convenient service.

Next Board Meeting

Vice President Hirano-Nakanishi announced that the meeting of Thursday, February 9, 2012 would be cancelled. The next regular meeting of the Board of Library Commissioners will be held Thursday, February 23, 2012, 11:00 a.m., at the Central Library.

ADJOURNMENT

There being no further business to come before the Board, the meeting was adjourned at 11:46 a.m.

ATTEST: _____

Marsha Hirano-Nakanishi
Vice President

Gladys L. Senac
Acting Board Executive Assistant

Date to be approved:
March 22, 2012