



CITY LIBRARIAN'S REPORTSTransfer of Funds

Commissioner Wieder asked how those specific branch libraries on the list were designated to receive materials funds. Interim City Librarian Susan Kent replied that the funds come from accounts established for each of those branch libraries from donations received specifically for them.

MOVED by Vice President Madison, seconded by Commissioner Tinoco, and unanimously carried that the following resolution be adopted:

LIBRARY RESOLUTION NO. 2012-33 (C-26)

RESOLVED That Board of Library Commissioners approve the transfer of funds in the amount of \$115,707 from Library Trust Fund 831 to the Library's Fiscal Year 2012-13 Budget, Fund 300, Department 44, Account 9010, for the purchase of library materials, as specified on the attached list.

RECOMMENDED APPROVAL OF SPECIAL  
2012 HOLIDAY SERVICE HOURS SCHEDULE

Michael Bolokowicz, Personnel Director, reported that Library management had met with Union representatives regarding the proposed 2012 Holiday Service Schedule and agreed that the proposed schedule would allow employees to take time off required on their Memoranda of Understanding (MOU's) and it would maintain vital services to the public during the holidays.

It was MOVED by Commissioner Tinoco, seconded by Vice President Madison, and unanimously carried that the following resolution be adopted:

LIBRARY RESOLUTION NO. 2012-34 (C-27)

RESOLVED, That the Board of Library Commissioners hereby approves and adopts the following revision to Library Resolution No. 2003-77 (C-65) "Holiday Closure Policy for Library Facilities" for Christmas Eve 2012:

*"All public library facilities will be closed for the entire day on Christmas Eve, Monday, December 24, 2012"; and*

Library Resolution  
No. 2012-34 (C-27)

FURTHER RESOLVED, That the Board of Library Commissioners approves and adopts the following 2012 Holiday Service Hours Schedule:

- *“All public library facilities will be closed to the public: Monday, December 24, Tuesday, December 25, 2012, and Tuesday, January 1, 2013”*
- *Special Holiday Hours: All public library facilities will be open to the public as follows:*  
  
*Wednesday - Saturday, December 26-29, 2012, from 12:30 p.m. to 5:30 p.m.*  
*Monday, December 31, 2012, from 10:00 a.m. to 5:00 p.m.*
- The Robertson Branch Library, consistent with its current schedule, will be closed to the public Saturday, December 22, and Saturday, December 29, 2012 and open to the public on Sunday, December 23, and Sunday, December 30, 2012 (1:00 p.m. to 5:00 p.m.)

RECOMMENDED RECEIVE AND FILE  
REPORT ON LIBRARY SERVICES  
ANNUAL COMPARATIVE STATISTICS

Susan Kent, Interim City Librarian, provided information on statistics published in the Public Library Data Service Statistical Report that compares U.S. Libraries serving cities with populations of 1.7 million or more. She pointed out that the data was for Fiscal Year 2010/11. She said that in the report, the Los Angeles Public Library (LAPL) is compared with Los Angeles County, New York, Chicago, Brooklyn, Queens, Miami, Houston, Broward County, San Antonio and among them, Atlanta-Fulton Public Library. Of these eleven library systems, LAPL serves the largest population but has the second lowest library materials per capita expenditure at \$1.80.

Ms. Kent also provided information on LAPL comparative data with annual usage statistics for the last four fiscal years (2008/09 through 2011/12) and Spring Quarter that included service hours, number of public computer hours, PC reservations, wireless connections, and hits on web pages; also the number of holds placed and filled, and the number of cardholders. She informed the Board that LAPL purges the cardholder list every three years to maintain accurate records.

**Board Discussion**

Commissioner Wieder commented that one of the goals for Fiscal Year 2010/11 was to increase the number of cardholders and would like to continue that goal in the new strategic plan.

In response to a Commissioner Wieder's question on the organization that collects the data from the library systems, Ms. Kent stated that the libraries provide information into a data collection website that the Public Library Data Services provides. She explained that there are no national standards because public libraries in the United States are funded and governed locally; therefore, some libraries may include staff that is non-library staff such as custodians and security in their total number of staff size when responding to how many fulltime equivalent employees it has. She stated that the Institute of Museums and Library Services also collects statistics but they are a couple of years behind.

Vice President Madison inquired about the data showing that the number of hits on web pages went down from 155,390,956 in Fiscal Year 2009-10 to 95,111,858 in Fiscal Year 2010-11. Steve Newcomer, Director of Information Technology and Collections, explained that the primary reason for the drop in the number of hits was the reduction in service hours, because each page counts as a hit whenever someone uses any of the public computers at any of the LAPL library facilities; consequently, when the number of hours decreased, similarly the number of users as well as the number of page hits also decreased.

President Hirano-Nakanishi asked if the hits were only from public computers. Mr. Newcomer responded that it included public computers and remote users.

Vice President Madison stated that she would like statistics on the number of patrons accessing the LAPL website pages from public computers versus private computers because this information would be very helpful in terms of branding outside Library facilities.

President Hirano-Nakanishi said she noticed in the report that circulation is going down as hours are restored and asked if that was accurate. Mr. Newcomer replied that traditional checking out of materials at the circulation desks has slightly declined from the previous year while electronic downloads have dramatically increased, bringing the total circulation up.

Commissioner Tinoco pointed out that there has been a big increase in the number of wireless connections for the same time period from the previous year. Mr. Newcomer replied that as laptops become more ubiquitous wireless access has increased accordingly.

President Hirano-Nakanishi asked about the policy for purging library cards and how it is decided to purge members out of the system. Mr. Newcomer responded that library cards expire after three years from the date of issue and they are purged from the system if it has not been used six months after they expired. A rotating schedule is used throughout the year for the various types of library cards (children, adults, teachers, etc).

Vice President Madison asked if every cardholder must renew his/her card every three years and if the renewal could be done online or if librarians had to spent time processing them. Mr. Newcomer answered that patrons have to present their identification card in person in order to renew their library card and clerical staff does this task.

Further, the Vice President asked how much time staff spent on this task during the week, and if it was a task that could be automated, and if this was the same reason why patrons couldn't apply for cards online. Mr. Newcomer responded that patrons are able receive an e-card online that allows them access to all of LAPL electronic resources, but if they want to physically take an item out of the library that's when identification becomes important. The library needs to know how to contact the patrons. He said that the key to automating the library card renewal is to find a way of presenting identification.

Ms. Kent added that renewing cards every three years helps the Library keep records up to date and spoke of the importance of in-person renewals due to identity theft, etc. She said that it is important to verify identity and address because people are checking out physical materials that cost money. In the case of children's library cards, the authorization by parent or guardian is required because they become responsible for fines and lost materials. She said she wasn't aware of any library that only does this process electronically because of their fiduciary duty to make sure their borrowers are who they say there are.

Vice President Madison said that she spends so much time airports where she scans her driver's license or credit card to verify her identity. Based on this, she asked if the same could be done at libraries.

Ms. Kent responded that the process would require the Library to be connected to a DMV database.

The Vice President said that she would like staff to find out if there is a way to do this process, because in 2015, she wouldn't like to hear that a patron has to hand something to a clerk every three years to verify who they are and where they live. She said she would like staff to prepare a report that explains if it is on the horizon or if it can never be done. She would like to know what is the plan for the future.

### **BOARD REQUEST**

The Board requested that a report on the electronic processing of library card renewal be scheduled for the October 25, 2012 Board Meeting.

Ms. Kent stated she would research to find out if there are libraries already doing electronic processing and report back to the Board.

**BOARD ACTION**

MOVED by Vice President Madison, seconded by Commissioner Wieder and unanimously carried that the Los Angeles Public Library Comparative and Usage Statistics Report be received and filed.

**STATUS REPORT ON THE MEMORANDUM OF UNDERSTANDING WITH THE LIBRARY FOUNDATION OF LOS ANGELES**

Susan Kent, Interim City Librarian, reported that the Memorandum of Understanding with the Library Foundation of Los Angeles expires October 31, 2012, and a new agreement is currently being reviewed by the Library Foundation Executive Board and anticipates that it will be scheduled for Board approval in August.

VARIOUS COMMUNICATIONS: None.

**COMMISSIONERS' COMMENTS & REVIEW OF MATTERS PENDING****Commissioners' oversight responsibilities**

Commissioner Wieder requested that the records be updated to reflect the new officers elected who will be representing the Commission on the Library Foundation Board and have oversight of Board Policies.

**Review of Matters Pending**

The next Quarterly Statistics Report would be scheduled for October 25, 2012 Board Meeting.

**ADJOURNMENT**

There being no further business to come before the Board, the meeting was adjourned at 11:35 a.m.

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

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Marsha Hirano-Nakanishi  
President

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Raquel M. Borden  
Board Executive Assistant

Date to be approved:

September 13, 2012