

Board of Library Commissioners Regular Meeting Agenda

Thursday, October 22, 2020 at 11:00 a.m.

Teleconference

In conformity with the Governor's Executive Order N-29-20 (March 17, 2020) due to concerns over COVID-19, the Board of Library Commissioners will conduct this meeting entirely by teleconference via Zoom. Please use the link below or dial by phone to join the meeting.

Conforme a la Orden Ejecutiva N-29-20 del Gobernador (17 de Marzo, 2020) durante COVID-19, La Comisión de Comisionados de La Biblioteca estarán conduciendo las sesiones completamente por teleconferencia por medio de Zoom. Para participar en la junta por medio de Zoom en el Internet o por teléfono, use la siguiente información.

MEETING ID: 941 0900 5636

Passcode: 663697

<https://lapl.zoom.us/j/94109005636>

Or dial: (877) 853-5257 U.S. Toll-free (833) 548-0282 U.S.

1. Roll Call

2. Opening Remarks

3. Approval of the Minutes: Minutes of the Regular Meeting – September 10, 2020

4. All Agenda Items Comment Period

An opportunity for the public to address the Commission on **all agenda items** will occur after the roll call and approval of minutes. Members of the public who wish to speak on agenda items shall be allowed to speak for up to one (1) minute per item, up to a total of three (3) minutes, and an additional one (1) minute for general public comment, per meeting. During general public comment, a speaker may comment on any matter within the subject matter jurisdiction of the Library Commission. The Commission has determined that a cumulative total of 30 minutes is a reasonable amount of time for the All Agenda Items Comment Period.

Public Comments can also be submitted in writing to the Board Office via email at libcommission@lapl.org or by phone (213) 228-7530 by 4 p.m. on the day before the meeting, or during the meeting by accessing the link provided above.

Información en Español: COMENTARIOS PÚBLICOS

Para las personas que desean dar un comentario público para asuntos incluidos o no incluidos en la agenda pero bajo la jurisdicción de la Comisión, puede hacerlo en esta sección de la sesión. Cada persona puede hablar un (1) minuto por asunto, tres (3) minutos máximo por sesión. La Comisión ha determinado que 30 minutos es un tiempo razonable para escuchar comentario público. Comentarios también pueden ser enviados por correo electrónico a libcommission@lapl.org antes de las 4:00 p.m. del día antes de la junta o llamando a la oficina al (213) 228-7530.

5. City Librarian's Comments and Announcements**6. Staff Presentation: Reimagining Safety Initiative****7. Update from the Ad Hoc Committee on Re-envisioning Security**

Exhibit A

Draft Library Experience Office Budget FY 2021-22

8. Commissioners' Comments and Announcements**9. Adjournment****Next Board Meeting Notice**

The next Regular Meeting of the Board is scheduled for Thursday, **November 12 2020**, at **11:00 a.m.** via **Teleconference**.

Aviso de la próxima junta de la comisión

*La próxima junta de la comisión está agendada para el Jueves, **12 de Noviembre, 2020** at **11:00 a.m.** por medio de **teleconferencia**.*

Información en Español: COMENTARIOS PÚBLICOS

Para las personas que desean dar un comentario público para asuntos incluidos o no incluidos en la agenda pero bajo la jurisdicción de la Comisión, puede hacerlo en esta sección de la sesión. Cada persona puede hablar un (1) minuto por asunto, tres (3) minutos máximo por sesión. La Comisión ha determinado que 30 minutos es un tiempo razonable para escuchar comentario público. Comentarios también pueden ser enviados por correo electrónico a libcommission@lapl.org antes de las 4:00 p.m. del día antes de la junta o llamando a la oficina al (213) 228-7530.

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.

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. Sign language interpreters, communication access real-time transcription (CART). To ensure availability, you are advised to make your request at least 72 hours prior to the meeting. For Sign Language Interpreters it is strongly recommended to make the request five (5) or more business days prior to the meeting. For additional information, please contact the Board Office by email at libcommission@lapl.org or by phone at (213) 228-7530.

Información en Español del Título II de la Acta Americana de Disabilidades: La Ciudad de Los Ángeles no discrimina a personas con discapacidades y acomoda a la personas para asegurar igualdad de acceso a programas, servicios y actividades. Los servicios de interpretación en Español están disponibles pero deben ser solicitados con un mínimo de 72 horas de anticipación, en todas las juntas de la comisión, llamando al (213) 228-7530.

Rules of Decorum: Persons addressing the Commission shall not 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. The Presiding Officer has the authority to issue a warning to a person violating the Rules. At the discretion of the Commission President or upon a majority vote of the Commission, the Commission President may order removal of any person(s) from the Commission meeting who fails to observe the rules of decorum.

Reglas de Comportamiento: Personas que se dirigen a la Comisión no deben gritar, amenazar o usar lenguaje abusivo, ni causar desorden o actuar de manera que interrumpa la sesión. Se le dará un aviso y a la discreción de la Comisión será removida la personas que no siga las reglas de la sesión.

For more information, please contact: Library Commission Office (213) 228-7530.

Para más información en Español acerca de esta junta puede llamar a la oficina de la Comisión de la Biblioteca de Los Angeles (213) 228-7530.

See EXHIBIT A on next page.

EXHIBIT A**LOS ANGELES PUBLIC LIBRARY****The Library Experience Office**

This document describes the Library Experience Office which the Library proposes to create as part of the Fiscal Year (FY) 2021-22 Proposed Library Budget. This new office will be part of the Library's effort to reimagine security and safety in the Library and provide outreach for the City's most vulnerable residents through programs and direct contact. The proposed budget reduces the amount of funding by \$1 million provided to traditional law enforcement from the previous fiscal year. Our hope and expectation through this budget year is that some of the issues currently addressed by policing can be more appropriately addressed with other resources included in the FY 2021-22 budget.

For the past several years, the Safety and Security Project has gathered staff input and suggestions on what a safer and more welcoming Library would look like. One of the recurring concerns was the need for an alternative to traditional law enforcement, specifically the need to assist troubled residents and provide resources. The members of the Safety and Security Project developed the proposal for the Library Experience Office, which will consist of the following:

- A. The Library will request a Social Worker III position to develop and oversee a program to engage with patrons who are in need of services such as housing, mental health, primary care, and substance abuse. Working with other Library divisions and programs, the Social Worker III will provide expertise on projects with partner organizations as well as supervise additional Social Workers. The budget includes funds to hire up to seven (7) Social Workers to promote the program and engage in direct contact with Library patrons. The Social Workers will provide referrals to community service groups and available social programs; collaborate with local community groups, contracted agencies and other municipal agencies to identify and secure resources; and promote awareness of available resources to Library patrons. Services may be provided by contracts with partner organizations and other opportunities as well as utilizing Library staff members to facilitate immediacy of access.
- B. The Library proposes to create a new classification, Library Experience Specialist, to provide a more welcoming and safer Library experience for patrons. The Library Experience Specialist will greet patrons, answer basic questions about the Library, engage patrons, de-escalate potential problems, encourage safe behavior in the Library, assist the Social Workers with programs and outreach efforts, and develop long-term solutions to address and prevent serious incidents. The Library will work with the Personnel Department to create the new classification. The Library intends to request that funds be set aside in the FY 2021-22 Budget as the classification is created.

- c. The Library Experience Office will develop training programs and contract with experienced service providers to develop Library staff in areas such as enhanced customer service, de-escalation, and identifying social service needs and the availability of community-based programs for Library patrons.
- d. The Library Experience Office will be the Library's designated liaison with the LAPD Security Services Division to ensure 24/7 coverage for the Central Library and roving patrols for the branch libraries as needed.
- e. The Library Experience Office will oversee the use of contract security guards to provide security at the Central Library and branches as needed.
- f. The Library Experience Office will develop and coordinate new and existing security projects, including the installation of a new security camera and badge access system and the implementation of the Everbridge notification system.
- g. Ongoing LAPL programs such as the Safety and Security Project and the Reimagining Safety Initiative will be administered through the Library Experience Office.

The Library Experience Office will provide alternatives to traditional law enforcement, provide assistance to the City's most vulnerable residents, coordinate all efforts to create welcome and safe spaces, and will become a valuable resource that will grow and adapt to an ever-changing environment.

**Library Experience Office
Details of Funding Request**

Account 1010 / Salaries General

1. Principal Librarian II - \$114,975

Funds for nine (9) months and position authority are requested for one (1) position of Principal Librarian II (Class Code 6155-2) to manage the Library Experience Office and coordinate with other Library divisions to provide a safe and welcoming Library environment. The position will coordinate activities with Library staff, contracting agencies, local community service providers, and other municipal agencies to develop appropriate programs and outreach material for the public regarding the availability of social services. The position will also conduct research and prepare reports to determine needs and distribute resources appropriately.

General Fund Reimbursement - Related Costs - \$76,415

2. Social Worker III – \$95,075

Funds for nine (9) months and position authority are requested for one (1) position of Social Worker III (Class Code 2385-3) to develop, monitor, and report on the Library's efforts to provide intake assessment of Library patrons for referrals to the appropriate agencies on matters such as: housing, mental health, primary care, substance abuse and case management. The position will also supervise and evaluate the work of seven (7) positions of Social Worker II. The position will collaborate with Library staff, other municipal agencies, contracted agencies and local community service providers to ensure the effective development of the program and identification of services available; provide briefings and presentations on the progress of the program, and identify outside funding and grants for programs and materials.

General Fund Reimbursement - Related Costs - \$63,558

3. Social Worker II – \$375,633

Funds for six (6) months and position authorities are requested for seven (7) positions of Social Worker II (Class Code 2385-2) to provide consultation to Library staff to determine the needs of library patrons and debriefings after incidents with patrons. The position will also evaluate Library patrons through intake assessment for housing, mental health, primary care, substance abuse and referrals for case management. The position will provide and/or arrange for staff training on homelessness, mental illness and substance abuse; develop and work with staff on Library programming (e.g., "The Source" and "Coffee and Conversation"); collect and maintain data to generate outcomes set by Library Executive Management and the Library Safety and Security team; and, oversee mental health contractors.

General Fund Reimbursement - Related Costs - \$251,111

4. Library Assistant II – \$63,890

Funds for six (6) months and position authority are requested for one (1) position of Library Assistant II (Class Code 1172-2) to ensure Library clerical staff,

volunteers, and other individuals are engaged in conversations and efforts to promote a welcoming and safe library space. The position will work closely with the Social Workers and Library Experience Specialists to continue to develop and improve on roles and responsibilities of the program; provide administrative support to the Principal Librarian II; and assist in the preparation and presentation of materials and information to staff and Library Management.

General Fund Reimbursement - Related Costs - \$42,710

5. Library Experience Specialist (Proposed New Classification) - \$1,000,000

The Library is requesting that \$1,000,000 of Library funding not be appropriated in Fiscal Year 2021-22. These funds will be earmarked for up to twelve (12) positions to provide a more welcoming and safer Library experience for patrons. The Library Experience Specialist will greet patrons, answer basic questions about the Library, engage patrons, de-escalate potential problems, encourage safe behavior in the Library, assist the Social Workers with programs and outreach efforts, and develop long-term solutions to address and prevent serious incidents. The Library will work with the Personnel Department to create the new classification. The Library intends to request that funds be set aside in the FY 2021-22 Budget as the classification is created. It is anticipated that this new classification may be created in the latter part of Fiscal Year 2021-22 and funds would be able to be appropriated at that time.

Function Transfers of Positions within the Library

6. Senior Management Analyst II

Transfer one (1) existing full-time position of Senior Management Analyst II (Class Code 9171-2) from the Business Office General Administration and Support Program (DB 4450) to the Library Experience Office (DB 4404).

7. Management Analyst

Transfer one (1) existing full-time position of Management Analyst (Class Code 9184) from the Business Office General Administration and Support Program (DB 4450) to the Library Experience Office (DB 4404).

Account 1070 / Salaries As-Needed

8. Salaries As-Needed – \$50,000

Funds in the amount of \$50,000 are requested for As-Needed staff to cover vacancies caused by staff shortages due to retirements, promotions, transfers, employee illness, vacations or jury duty.

General Fund Reimbursement - Related Costs - \$4,101

Account 1090 / Salaries Overtime9. Salaries Overtime – \$10,000

Funds in the amount of \$10,000 are requested for staff to cover vacancies caused by staff shortages due to retirements, promotions, transfers, employee illness, vacations or jury duty, and to work off-hours to attend various community group meetings.

General Fund Reimbursement - Related Costs - \$1,750

Account 3040 / Contractual Services10. Social Service Outreach Contracts - \$500,000

Funds in the amount of \$500,000 are requested to provide outreach to the public and presentations on the availability of various social programs and community resources available.

11. Everbridge Security Event Notifications - \$31,000

Funds in the amount of \$31,000 are requested to provide a notification service on security issues for staff awareness throughout the Library system.

12. Library Security Cameras and Badge Access - \$1,000,000

Funds in the amount of \$1,000,000 are requested to provide security cameras, badge access, and equipment for the Central Library and 72 Branch Libraries. This will be a phased approach with additional information provided upon completion of the contract execution and formal project planning.

Account 6010 / Office and Administrative13. Library Staff Training - \$200,000

Funds in the amount of \$200,000 are requested for training related to safety and security for all Library staff as well as specialized training for staff in the Library Experience Office on a range of integrated services such as: Customer Service; Crisis Intervention; Peer Outreach; Mental, Behavioral and Public Health Services; and, De-Escalation Techniques.

14. Office Supplies and Outreach Materials - \$100,000

Funds in the amount of \$100,000 are requested for general office supplies and outreach materials.

15. IT Equipment for Staff - \$80,400

One-time funds in the amount of \$80,400 are requested for IT equipment for staff.

Account 9510 / Related Costs**16. LAPD Security Services - \$5,636,913**

Existing funds for LAPD Security Services Division will provide 24/7 coverage for the Central Library and roving patrols for the branch libraries. Costs include direct salary and related costs reimbursement. The staffing includes one (1) Sergeant II who is the head of security for the Library. The Sergeant II oversees civilian, non-sworn officers who are supervised by one (1) Chief Security Officer and one (1) Principal Security Officer. The remaining staff are Senior Security Officers (2) and Security Officers (32). The proposed cost for Senior Security Officers and Security Officers to staff Central 24/7 is \$3.3 million. For the roving patrols that regularly visit library branches, the cost is \$1.5 million. The proposed budget includes \$100,000 to pay for Security Services Division staff to provide security for Library events.

17. Contract Security - \$1,750,445

Existing funds for contract security guards will provide coverage at the branch libraries and the Central Library. The average number of security guards is anticipated to be 30.