

MINUTES

BOARD OF LIBRARY COMMISSIONERS CITY OF LOS ANGELES

July 28, 2022

A Regular Meeting of the Board of Library Commissioners was held via teleconference at 11:04 a.m. on the above-written date.

1. Roll Call:

Present:	President	Bích Ngọc Cao
	Vice-President	Kathryn Eidmann
	Commissioner	Arianne Edmonds
	Commissioner	Dale Franzen
	Commissioner	Josefa Salinas

Absent: None

Also present via teleconference: Asst. City Librarian Susan Broman; Deputy City Attorney Basia Jankowski; Library staff and members of the public.

2. Opening Remarks: None

3. Approval of the Minutes: Regular Meeting - June 23, 2022

It was moved by Vice President Eidmann and seconded by Commissioner Franzen to approve the Minutes of the Regular Meeting held on June 23, 2022. The motion passed with 5 Ayes (Cao/Edmonds/Eidmann/Franzen/Salinas). Noes:0. Absent: 0.

**4. Public Comments on Matters
Within the Board's Jurisdiction:**

The Board heard one (1) General Public Comment on Internet filtering; one (1) comment about distributing age inappropriate books; (1) comment on Item 5 (City Librarian Comments and Announcements), one (1) comment on Item 6 (City Librarian Reports), and 17 Public Comments on Item 7 (Safety and Security) in relation to panic buttons and LAPD response.

**5. City Librarian's Comments
and Announcements:**

- **LA BioBlitz Challenge:** The LAPL's LA BioBlitz Challenge, done in partnership with LA Sanitation last summer, was featured in the city's first official measurement of the LA City Biodiversity Index, a benchmark report and an educational tool. Participants in the 2021 L.A. BioBlitz Challenge recorded over 15,000 observations of animals, insects and plants. This year's BioBlitz Challenge will take place in September.

- **Washington Irving Pocket Park Grand Opening:** The Library participated in the Grand opening of the Washington Irving Pocket Park, which is located next door to the Washington Irving Branch Library. Community leaders and families came out to the park for a ribbon-cutting ceremony, storytime, crafts, library card sign-ups and swag.
- **Appreciation comments received from patrons:** Several patrons have praised LAPL staff and services. Most recently, one of them was about being able to get access to a copy of the Walter F. Otto book, 'The Homeric Gods', which is out of print and "that's what is so important and special about the library and especially the reference library." Another note expressed gratitude for the outstanding service of a Cyber Technician known as 'O' in the Computer Lab. Another patron thanked Senior Librarian Linda Rudell-Bets for her extraordinary work in screening the documentary, "Juneteenth: 1865-2021" at Central Library. Lastly, a patron who borrowed one of our Tech2go bundles with a Chromebook and Wi-fi hotspot and wrote to say how it had helped him reach several milestones.

6. City Librarian's Reports:

Consent Item(s)

It was moved by Commissioner Salinas and seconded by Vice President Eidmann to approve the following resolutions. The motion passed with 5 Ayes (Cao/Edmonds/Eidmann/Franzen/Salinas). Noes: 0. Absent: 0.

- a. **Approval of Findings to Continue**
Teleconference Meetings Pursuant to AB 361: APPROVED.
(Public Hearing was held at the Regular Meeting of October 14, 2021.)

Determination in accordance with AB 361 Section 3 (e)(3) that, while the state of emergency due to the Covid-19 pandemic, as originally proclaimed by the Governor on March 4, 2020, remains active and/or state or local officials have imposed or recommended measures to promote social distancing, this legislative body has reconsidered the circumstances of the state of emergency and that the state of emergency continues to directly impact the ability of the members to meet safely in person and/or state or local officials continue to impose or recommend measures to promote social distancing.

- b. **Acceptance of gifts for the**
"Hot Off The Press" Bestseller Program: APPROVED

LIBRARY RESOLUTION NO. 2022-24 (C-18)

RESOLVED, that Board of Library Commissioners accept the following gifts for the "Hot Off The Press" Bestseller Program as follows:

\$3,000	From the Sherman Oaks Friends of the Library to be deposited in Trust Fund 831, Account 257 for the benefit of the Sherman Oaks Branch Library; and
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Library Resolution
No. 2022-24 (C-18) Cont.

- \$3,000 From the Friends of the Studio City Branch Library to be deposited in Trust Fund 831, Account 257 for the benefit of the Studio City Branch Library; and
- \$3,000 From the Friends of Westwood Library, A Branch of The Los Angeles Public Library, to be deposited in Trust Fund 831, Account 257, for the benefit of the Westwood Branch Library.

FURTHER RESOLVED, That a letter of thanks be sent to the Friends expressing the grateful appreciation of the Board and staff for their generous gifts.

Discussion Items

c. Approval of the First Amendment to Supplemental Agreement No. 2 to Contract No. 728 (C-133081) with The Library Corporation (TLC): APPROVED

Assistant City Librarian Susan Broman recommended approval of a first amendment to the Supplemental Agreement No.2 for the contract with The Library Corporation to revise the product and services list for maintenance of the library's integrated automated library system. She said Supplemental Agreement No. 2 was approved by the Board on March 10, 2022; however, after the agreement was executed, it was discovered that the products and services price list had not been properly updated and needed to be corrected.

It was moved by Commissioner Salinas and seconded by Commissioner Franzen to approve the following resolution. The motion passed with 5 Ayes (Cao/Edmonds/Eidmann/Franzen/Salinas). Noes: 0. Absent: 0.

LIBRARY RESOLUTION NO. 2022-25 (C-19)

WHEREAS, The Library's Integrated Automated Library System (IALS) is the backbone application for the entire library system that provides the following mission critical functions: basic library circulation functions; bibliographic maintenance; acquisitions of materials; web renewals of materials; patron-placed holds; public access catalog; and integration with third-party vendors for the computer reservation system, self-checkout workstations, automated Email, provisions of E-commerce, and collection services; and

WHEREAS, On December 2, 1998, the Board and CARL Corporation entered into an agreement for the continuation of service and maintenance of the Library's IALS. Subsequently, The Library Corporation (TLC) acquired CARL Corporation on December 2, 2003, and thereby TLC became the exclusive provider of services and maintenance to the Library's IALS; and

Library Resolution
No. 2022-25 (C-19) Cont.

WHEREAS, On August 25, 2004, the Board of Library Commissioners (Board) and The Library Corporation (TLC) entered into Contract No. 728 (C-133081) (Council File 04-0841) for TLC to continue to provide hardware and software licensing, maintenance, and enhancements to the Library's IALS for a period of three (3) years with seven (7) one-year renewal options; and

WHEREAS, On September 26, 2013, the Board approved the First Amendment to Contract No. 728 (C-133081) (Library Resolution No. 2013-44 [C-36]) to include four (4) one-year renewal options to allow TLC to continue to provide services. The First Amendment to Contract No. 728 (C-133081) was executed on August 14, 2014, expired on August 24, 2018; and

WHEREAS, On November 8, 2018, the Board approved Supplemental Agreement No. 1 to Contract No. 728 (C-133081) (Library Resolution No. 2018-47 [C-36]) to allow TLC to continue to provide services for an additional one (1) year with two (2) one-year options to renew. The Supplement Agreement No. 1 was executed on April 18, 2019 and is set to expire on April 17, 2022; and

WHEREAS, On March 10, 2022, the Board approved Supplemental Agreement No. 2 to Contract No. 728 (C-133081) (Library Resolution No. 2022-12 [C-7]) to TLC to continue uninterrupted service to the Library's IALS for an additional one (1) year with five (5) one-year options to renew at the discretion of the City Librarian; replaced Standard Provisions for City Contracts (Rev 03/09) with Standard Provisions for City Contracts (Rev 10/21 [V.4]); included a Ratification Clause to ensure uninterrupted service; updated the list of approved subcontractors; and, updated the product and services price list; and found, in accordance with Charter Sections 371(e)(10) and 1022, and Los Angeles Administrative Code Section 10.15(a)(10), that it is more economical and feasible to have the work performed by an independent contractor than by City employees; and, in accordance with Charter Section 371(e)(2) and Los Angeles Administrative Code Section 10.15(a)(7), that the services to be provided are exclusive to TLC and the Board determines that TLC is a sole source provider for the Library's IALS; and

WHEREAS, Upon execution of Supplemental Agreement No. 2 to Contract No. 728 (C-133081) (Library Resolution No. 2022-12 [C-7]), it was discovered that the product and services prices list was not accurately updated; and

WHEREAS, On July 28, 2022, Library staff recommended that the Board approve the First Amendment to Supplemental Agreement No. 2 to Contract No. 728 (C-133081) to update the product and services price list and to make such update effective to January 1, 2022; and

WHEREAS, Funds are available in the Library's Contractual Services Account 3040 to compensate TLC for services provided in accordance with the First Amendment to Supplemental Agreement No. 2 to Contract No. 728 (C-133081).

Library Resolution
No. 2022-25 (C-19) Cont.

THEREFORE, BE IT RESOLVED, That the Board adopts the recommendations and findings of the City Librarian's Board Report and approves the First Amendment to Supplemental Agreement No. 2 to Contract No. 728 (C-133081) between the Library and TLC; and

FURTHER RESOLVED, That the City Librarian and City Attorney be authorized to make any technical changes, if needed, to the First Amendment to Supplemental Agreement No. 2 to Contract No. 728 (C-133081); and

FURTHER RESOLVED, That the Board President is authorized to execute the First Amendment to Supplemental Agreement No. 2 to Contract No. 728 (C-133081) upon the approval of the Mayor and City Council.

**d. Approval to award four (4) contracts
for Library Landscape Maintenance: APPROVED**

Assistant City Librarian Susan Broman recommended approval to award four contracts for as-needed landscape maintenance services at 72 branch libraries. The contractors were selected through the RFP process by the Department of Recreation and Parks and the Library is able to use their process to enter into contracts with these particular service providers. She said the next step will be to issue a scope of work specific to the Library to ensure continuous landscaping services at all of the branch libraries. She pointed out that these are new contracts and recommended their approval:

1. Mariposa Landscapes, Inc.
2. Martinez Landscape Co., Inc.
3. Sani Group Inc., DBA BMC Landscape Management Inc.
4. Waste Unlimited, Inc., DBA S&D Landscaping Services

It was moved by Commissioner Salinas and seconded by Commissioner Franzen to approve the following resolution. The motion passed with 5 Ayes (Cao/Edmonds/Eidmann/Franzen/Salinas). Noes: 0. Absent: 0.

LIBRARY RESOLUTION NO. 2022-26 (C-20)

WHEREAS, The Library owns various facilities throughout the City of Los Angeles and is responsible for the landscape maintenance and/or repairs of the grounds and infrastructure. The Library ensures that branch libraries within their respective communities are well maintained, clean, safe and represent the city in a positive manner; and

WHEREAS, On May 20, 2021, the Board of Recreation and Park Commissioners awarded contracts to the following Contractors which resulted from an RFQ process conducted by the Department of Recreation and Parks (RAP) staff: (1) Mariposa Landscapes, Inc. (Contract No. 3821); (2) Martinez Landscape Co., Inc.

Library Resolution
No. 2022-26 (C-20) Cont.

(Contract No. 3822); (3) Sani Group Inc., DBA BMC Landscape Management, Inc. (Contract No. 3823); and, (4) Waste Unlimited, Inc. DBA S&D Landscaping Services (Contract No. 3824); and

WHEREAS, On July 28, 2022, Library staff requested that the Board award and execute contracts with the four (4) aforementioned RAP Contractors to provide landscape maintenance and/or repair services at the seventy-two (72) branch libraries; Mariposa Landscapes, Inc. and Waste Unlimited, Inc. DBA S&D Landscaping Services for a term to end on July 12, 2024 and Martinez Landscape Co., Inc. and Sani Group Inc., DBA BMC Landscape Management, Inc. for a term to end on July 14, 2024, with a contract amount not to exceed \$1,000,000 per fiscal year (July 1 – June 30). Duties include, but are not limited to, the following: mowing of lawns; pruning of shrubs and bushes; stump removal; tree trimming and/or removal; irrigation installation, replacement or repairs; and removal of trash and other debris; and

WHEREAS, On July 28, 2022, the Board of Library Commissioners (Board) found, in accordance with Charter Sections 371(e)(10) and 1022, and Los Angeles Administrative Code Section 10.15(a)(10), that the services to be provided are professional, expert, and technical services of a temporary and occasional nature, and that it is more feasible to have this work performed by an independent contractor than by City employees; and that the Library is able to enter into contracts with the Contractors pursuant to Charter Section 371(e)(8) and Los Angeles Administrative Code Section 10.15(a)(8) as the contracts are based on RAP contracts, which are current and in effect, and meets the needs of the Library; and

WHEREAS, Funds are available to compensate the Contractors for services in accordance with the Agreements.

THEREFORE, BE IT RESOLVED, That the Board adopt the recommendations and findings of the City Librarian's Board Report and approve the four (4) contracts for landscape maintenance and/or repair services at the seventy-two (72) as stated in the report; and

FURTHER RESOLVED, That the Board authorize the City Librarian and the City Attorney to make technical changes, if needed, to the contracts; and

FURTHER RESOLVED, That Board authorizes the Board President to execute the four (4) contracts to provide landscape maintenance and/or repair services at the seventy-two (72) branch libraries upon the completion of the Mayor's Office review in accordance with Executive Directive No. 3.

7. Oral Update from the Ad Hoc Committee on Re-imagining Safety & Security

Board President Cao reported that the Ad Hoc Committee on Re-imagining Safety & Security had met this week where they discussed the RFQ for Mental Health Services and the hiring of social workers. She asked Assistant City Librarian, Susan Broman to provide more details.

Ms. Broman stated that the Community Services Representative Trainee position, which is currently under The Bridge to Jobs Program, opened for applications on July 8 and staff is preparing to do interviews in the near future. The application to file for the Social Worker exam opened on July 15, which is scheduled to be administered in mid-September. Both of those positions are currently open and the Library is encouraging people to apply. The Request for Qualifications (RFQ) for Mental Health and Social Services closed on July 14 with six respondents. A committee of staff members is currently evaluating those applications.

DISCUSSION

President Cao said she is appreciative of the work that management and staff have done to move these items forward and for keeping the hiring process moving along.

Vice President Eidmann asked if the Library would potentially select multiple proposals from respondents of the RFQ for Mental Health and Social Services.

Ms. Broman replied that the Request for Qualifications (RFQ) process gives the Library the ability to create a bench of providers. The Library is looking for a wide variety of services and as the Library identifies specific projects or specific places it wants to focus on, then it will issue a scope of work to proposers who identify as providers of that particular service.

President Cao stated that in regard to the public comments, she wants to make sure that Librarians are safe, as much as she wants patrons to be safe. She said she wants to have a welcoming environment for everyone and would like to know more about what the Librarians' Guild has brought up in terms of the response codes. She said she didn't have the details and asked Ms. Broman to provide some context about those changes.

Ms. Broman stated that the commenters were referring to a meeting held yesterday afternoon and staff immediately followed up on the issues raised. She explained that the Los Angeles Police Department (LAPD) categorizes calls from uncoded (low priority) to a Code 3 (highest level of response). Calls from city buildings, and specifically from libraries are designated as Code 2, however, if there is also a Code 3 call in the area, then it takes response precedence. It is the Library's understanding that the panic button is Code 3, which is the highest priority. At the meeting it was discussed that at some point during the pandemic the response to library calls was changed.

Ms. Broman stated that Sergeant Martin, LAPD Security Services, confirmed this morning that the panic buttons are registered as a Code 3 priority and that LAPD returned to the practice of prioritizing calls from the Library and city facilities.

Ms. Broman stated she appreciated hearing directly from staff. She meets with staff several times a month on safety and security issues, and as a public facing entity, libraries are facing the same things that our communities are facing.

DISCUSSION

Commissioner Salinas stated that this seems to be an ongoing issue, and asked if response times and police response were checked when the library reopened after the pandemic. She said they have to do a much better job of protecting the staff.

Ms. Broman stated that this has been ongoing since reopening. Currently, the Library has 61 contract security guards posted at branches, which is more than they ever had in the past. Unfortunately, the LAPD Security Services team is much less than the Library would like, but staff has been working with LAPD on recruitment for security services in branches. She stated that issues with the panic button and response times will be addressed. She noted that staff has had a practice of testing panic buttons, but it doesn't necessarily mean the Library was aware of what priority they were given.

Commissioner Salinas asked that information regarding the type of incidents be sent in an email at least once a month, so the Board is aware of serious problems. Commissioner Edmonds added a request to be updated on the reopening plan.

Ms. Broman replied that staff could provide additional updates about incidents. She said the safety of staff is their priority and the reason they started the Library Experience Office and the Safety and Security Project, an ongoing project with staff involvement to identify ways to make the library a safe and welcoming space. She said this is a very complicated situation both in the Library and outside the Library, and it is an ongoing conversation.

Commissioner Edmonds said this is an interconnected issue with high levels of homelessness and mental health crises all over our city, but she wants to encourage all Board members to consider that the Library has always been a safe haven for our city, for cities across the country, for them to test new ideas to care for people. This is complicated, but they have dealt with very complicated issues before and she believes there's enough innovation and enough openness and willingness for them to address this with the appropriate strategy and thanked everyone for their comments.

Commissioner Franzen asked for data related to incidents since the library reopened and the Library Experience Office began. She also asked if there are more Librarians resigning. She believes this is a greater issue in the City of Los Angeles, but it would not be fair if librarians feel threatened in any way.

Commissioner Franzen said she understand the complexity, but she would like to look at the data and since they always said that the Reimagining Safety would be ongoing, always looking at it, always changing it, always addressing with staff input, how this works, and asked Vice President Eidmann if she could respond to or get some data on where they are at in terms of the progress made and the progress they haven't made.

Vice President Eidmann replied that tracking is part of the growth of the Library Experience Office, and she asked staff to keep the Board updated moving forward. She noted that they are moving closer to hiring the Library Experience Specialists and Social Workers, but they are not in place yet to start transitioning to the alternative model of safety.

Vice President Eidmann thanked the staff that called in to share their experiences and to be part of this dialogue. She said the goal is to ensure that everybody that works in the library and everybody that patronizes the library feels safe and secure, and that libraries remain as safe havens and special places for everyone. She said this is going to be a process requiring a lot of creative solutions, with the time and input of stakeholders

Vice President Eidmann stated that in terms of the panic button issue, it's important to disaggregate the general vision of moving towards a customer service and supportive presence in the Library versus the way that law enforcement responds when there is a specific incident and law enforcement is called to respond.

President Cao thanked everyone for their comments and asked that if anyone had any additional information they would like to share with the Board, they could submit it to the Commission Office via email.

Commissioner Edmonds asked if the Board could address the issues of what students and adults have access to on the Internet. She said the Board voted a few months ago on filtering restrictions and asked if they could revisit the matter.

President Cao said it would be helpful for management to provide information about filtering. She said kids don't have access to the same information as adults do, and also there are protections in place such as screens on particular computers. She said the Board cannot and does not censor what people can access, but there are ways to mitigate any exposure that kids have to anything that is objectionable.

President Cao asked Ms. Broman to follow up with this request. Ms. Broman replied that staff could provide an update and mentioned that this week staff is in the process of testing and implementing the new system.

President Cao thanked everyone for being part of the discussion and noted that she would follow up with City Librarian, John F. Szabo upon his return from the conference.

8. Commissioners' Comments and Announcements

- Board President Cao congratulated Commissioner Dale Franzen for her reappointment to the Board of Library Commissioners, which was confirmed by the City Council on July 27, 2022.
- Next Board Meeting Notice: The next Regular Meeting of the Board is scheduled for Thursday, August 11, 2022, at 11:00 a.m. via Teleconference.

9. **Adjournment**: The meeting was adjourned at 12:17 p.m.

ATTEST:

Bích Ngọc Cao
President

Raquel M. Borden
Board Executive Assistant