

MINUTES

BOARD OF LIBRARY COMMISSIONERS CITY OF LOS ANGELES

September 22, 2022

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

1. Roll Call:

Present:	President Commissioner Commissioner	Bích Ngọc Cao Arianne Edmonds Dale Franzen
Absent:	Vice-President Commissioner	Kathryn Eidmann (<i>Joined in at 12:03 p.m.</i>) Josefa Salinas

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

2. Opening Remarks: Commissioner Franzen read a quote by Octavia Butler.

3. Approval of the Minutes:

a. Minutes of the Regular Meeting - July 28, 2022: APPROVED

It was moved by Commissioner Franzen and seconded by Commissioner Edmonds to approve the Minutes of the Regular Meeting held on July 28, 2022. The motion passed with 3 Ayes (Cao/Edmonds/Franzen). Noes: 0. Absent: 2 (Eidmann/Salinas).

b. Minutes of the Regular Meeting - August 11, 2022: APPROVED

It was moved by Commissioner Franzen and seconded by President Cao to approve the Minutes of the Regular Meeting held on August 11, 2022. The motion passed with 3 Ayes (Cao/Edmonds/Franzen). Noes: 0. Absent: 2 (Eidmann/Salinas)

c. Minutes of the Special Meeting - September 9, 2022: APPROVED

It was moved by Commissioner Edmonds and seconded by President Cao to approve the Minutes of the Regular Meeting held on September 9, 2022. The motion passed with 3 Ayes (Cao/Edmonds/Franzen). Noes: 0. Absent: 2 (Eidmann/Salinas).

4. Public Comments on Matters

Within the Board's Jurisdiction: There were no requests for public comment.

5. City Librarian's Comments

and Announcements: Assistant City Librarian Susan Broman reported the following on behalf of John F. Szabo:

- **Dodger Storytimes:** This program is a partnership with the Los Angeles Dodgers Foundation offers storytime at the Library. Former Dodgers player Al Ferrara read at the Wilmington Branch Library and the Dodgers Landscape Team helped kick off the BioBlitz Challenge with storytime about the wonders of native plant, insect and animal life at the Lincoln Heights Branch.
- **Banned Books Week:** The Library is celebrating Banned Books Week through September 24 with book displays, discussions in teen councils and book clubs, and distributing bookmarks and flyers with QR codes to access free ebook downloads of challenged books.
- **Women's Management Academy:** Auriel Granger from the Library's Facilities Division was honored at a City Council Meeting as part of the inaugural graduating class of the Women's Management Academy. Auriel attended an eight-week city program for city staff on leadership development, project management and professional career coaching.
- **Patron Appreciation:** Ms. Broman read a thank you note received from a patron of the Venice Branch.

Board President Cao stated that with the banned books issues going on nationwide, she is glad that LAPL is taking a stand against banning books.

6. City Librarian's Reports:**Consent Item(s)**

It was moved by Commissioner Edmonds and seconded by President Cao to approve the following resolutions. The motion passed with 3 Ayes (Cao/Edmonds/Franzen). Noes: 0. Absent: 2 (Eidmann/Salinas).

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 Donald Bruce
Kaufman-Brentwood Branch Library: APPROVED**

LIBRARY RESOLUTION NO. 2022-30 (C-24)

RESOLVED, That the Board of Library Commissioners approve the acceptance of the following gifts for the Donald Bruce Kaufman-Brentwood Branch Library:

- \$3,000 Received from the Friends of the Donald Bruce Kaufman-Brentwood Branch Library for Library Materials be deposited in Trust Fund 831, Account 370.
- \$50,000 Received from Mary Ann Jackson to enhance public spaces, children's programs and materials offerings at the Donald Bruce Kaufman-Brentwood Branch Library be deposited in Trust Fund 831 Account 370.

FURTHER RESOLVED, That a letter of thanks be sent to Mary Ann Jackson and to the Friends of the Donald Bruce Kaufman-Brentwood Branch Library expressing the grateful appreciation of the Board and staff for their generous gifts.

Discussion Item(s)

**c. Approval of Appropriation of Funds from the
Unreserved and Undesignated Fund Balance
(UUFB) to various accounts within Fund 300: APPROVED**

It was moved by Commissioner Franzen and seconded by Commissioner Edmonds to approve the following resolution. The motion passed with 3 Ayes (Cao/Edmonds/Franzen). Noes: 0. Absent: 2 (Eidmann/Salinas).

LIBRARY RESOLUTION NO. 2022-31 (C-25)

WHEREAS, Funds are available in the Library's Unreserved and Undesignated Fund Balance (UUFB) at the end of Fiscal Year 2021-2022 as a result of projects that were delayed and services which could not be completed due to the COVID-19 Pandemic and also salary savings from vacant positions which could not be filled; and

WHEREAS, Library staff requested that the Board of Library Commissioners (Board) approve an appropriation of \$11,962,900 from the UUFB, Fund 300, Department 44, Account 2539, to the accounts in Fund 300, Department 44, as listed in the City Librarian's Board Report; and

WHEREAS, Library Staff requested that the Board approve an appropriation in the amount of \$3,000,000 from the UUFB, Fund 300, Department 44, Account 2530, to the Library Budget Reserve Fund (LBRF), Department 44, Fund Number 58N; and

WHEREAS, Library Staff requested the transfer of \$150,000 from Account 6010 Office and Administrative to Account 3040 Contractual Services within the Library's Fiscal Year 2022-23 Budget; and

Library Resolution
No 2022-31 (C-25) Cont.

WHEREAS, Library Staff requested that the City Librarian or Library Business Office Manager have authority to transfer amounts of \$50,000 or less between Accounts within the Library's Fiscal Year 2022-23 Budget, Fund 300, Department 44:

THEREFORE, RESOLVED, That the Board of Library Commissioners hereby adopts the recommendations and findings in the City Librarian's Board Report and approves the appropriation of funds from the Unreserved and Undesignated Fund Balance (UUFB) and grants authority to the City Librarian or Library Business Office Manager to transfer amounts of \$50,000 or less between Accounts within the Library's Fiscal Year 2022-23 Budget;

THEREFORE, FURTHER RESOLVED, That the Board hereby authorizes the City Librarian and City Attorney to make technical corrections as deemed necessary.

**d. Approval to Release of a Request for Proposals (RFP)
for an Integrated-Automated Library System (ILS) Consultant**

Asst. City Librarian Susan Broman recommended approval for the release of a Request For Proposals (RFP) for a qualified and experienced consultant to assist the Library in developing and overseeing a competitive proposal process to upgrade or replace the existing Integrated-Automated Library System (ILS). She said this is the main business software that the Library uses to manage circulation, holds, patron records and inventory of the entire collection, including cataloging and acquisition of library materials and it is critical to the operation of the library. She noted that the Library has been contracting with The Library Corporation (TLC) since 1993.

President Cao asked if there were any particular things the Library was looking to change or if they were just looking to modernize the system.

Ms. Broman replied that the product the Library is using has evolved and changed over the years, and generally they're happy with it, but it is best practice to go out to the marketplace and make sure that they are getting the best deal as well as the best product that serves the Library needs.

It was moved by Commissioner Franzen and seconded by Commissioner Edmonds to approve the following resolution. The motion passed with 3 Ayes (Cao/Edmonds/Franzen). Noes: 0. Absent: 2 (Eidmann/Salinas).

LIBRARY RESOLUTION NO. 2022-32 (C-26)

WHEREAS, The Integrated-Automated Library System (ILS) is the backbone application for the entire library system and provides the following mission critical functions: basic circulation functions; bibliographic maintenance; acquisition of library materials; renewals of library materials; patron-placed holds; public access catalog; integration with third-party vendors for the computer reservation system, self-checkout workstations, automated emails, telephonic notifications to patrons, provisions of e-commerce, and collection services; and

Library Resolution
No 2022-32 (C-26) Cont.

WHEREAS, The Library desires to issue a Request for Proposals (RFP) to select a qualified and experienced consultant to assess the Library's current system, develop and oversee a competitive proposal process, and guide staff in the development of comprehensive specifications, a scope of work, meaningful evaluation criteria, and contractual terms and conditions to be used to upgrade or find and select a suitable replacement for the existing Integrated-Automated Library System (ILS); and

WHEREAS, On September 22, 2022, the Library staff requested approval to release an RFP for an ILS Consultant; and

WHEREAS, The term of the proposed contract resulting from the RFP process will be for one year with two one-year options to renew at the sole discretion of the City Library, or designee; and

WHEREAS, Funds are available in the Library Contractual Services Account 3040 to compensate the selected contractor for services.

THEREFORE, RESOLVED, That the Board of Library Commissioners (Board) adopts the recommendations and findings of the City Librarian and authorizes the release of the RFP for an ILS Consultant and to advertise and distribute the RFP to potential proposers; and

THEREFORE, FURTHER RESOLVED, That the Board finds, 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 economical and feasible to have this work performed by an independent contractor than by City employees; and

THEREFORE, FURTHER RESOLVED, That the Board hereby authorizes the City Librarian and City Attorney to make technical corrections, if needed, to the RFP.

**e. Approval of Supplemental No. 6 of Contract No. 736
with Sencorp White, Inc. (Sencorp) for maintenance services
of the Library's Compact Shelving at the Central Library: APPROVED**

Asst. City Librarian Susan Broman recommended approval to extend the term of Contract 736 with Sencorp White, Inc. for another year to continue service and maintenance of the Library's compact shelving system located in the Central Library.

Commissioner Edmonds said she wants to make sure the process for RFPs is equitable and ensure there is cross-learning among all of the different RFPs that have been initiated in the last two years. She asked to ensure that the Library is casting a very big net and reaching folks and potential businesses, such as small businesses and minority businesses.

Ms. Broman replied that this particular contract is for a proprietary system and this company is the only company that can maintain it. However staff has been developing a standard practice of doing outreach in order to cast as wide a net as possible.

It was moved by Commissioner Franzen and seconded by Commissioner Edmonds to approve the following resolution. The motion passed with 3 Ayes (Cao/Edmonds/Franzen). Noes: 0. Absent: 2 (Eidmann/Salinas).

LIBRARY RESOLUTION NO. 2022-33 (C-27)

WHEREAS, On October 3, 1993, the newly renovated Central Library opened with a new compact shelving system manufactured and installed by White Systems, Inc. The compact shelving provides 48,319 square feet of shelving to more than two million volumes of library materials and is much more effective and efficient than regular shelving; and

WHEREAS, On August 4, 2005, the Board approved the release of a Request for Bids (RFB) for the service and maintenance of the compact shelving at the Central Library; White Systems, Inc., was the sole proposer; and on October 6, 2005, the Board awarded the contract to White Systems, Inc., for the period of June 14, 2006 through June 13, 2009 (Contract No. 736); 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; and

WHEREAS, On March 25, 2010, the Board approved Amendment No. 2 to the Contract No. 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, On January 26, 2012, the Board approved Amendment No. 1 to Supplemental Agreement No. 1 to Contract No. 736 to extend the term of the contract through June 13, 2013; and

WHEREAS, On February 14, 2013, the Board approved Amendment No. 2 to Supplemental Agreement No. 1 to Contract No. 736 to extend the term of the contract through June 13, 2014; and

WHEREAS, On February 27, 2014, the Board approved Amendment No. 3 to Supplemental Agreement No. 1 to Contract No. 736 to extend the term of the contract through June 13, 2015; and

WHEREAS, On March 17, 2015, the Board approved Amendment No. 4 to Supplemental Agreement No. 1 to Contract No. 736 to extend the term of the contract through June 13, 2016; and

WHEREAS, On October 31, 2015, Connell Limited Partnership acquired White Systems Inc. and changed its name to Sencorp White, Inc.; and

Library Resolution
No. 2022-33 (C-27) Cont.

WHEREAS, On May 26, 2016, the Board approved Supplemental Agreement No. 2 to Contract No. 736 to extend the term of the contract through June 13, 2017; and

WHEREAS, On June 8, 2017, the Board approved Supplemental Agreement No. 3 to Contract No. 736 to extend the term of the contract through June 13, 2018; and

WHEREAS, On June 14, 2018, the Board approved Supplemental Agreement No. 4 to Contract No. 736 to extend the term of the contract through June 13, 2019; and

WHEREAS, On May 9, 2019, the Board approved Supplemental Agreement No. 5 to Contract No. 736 to extend the term of the contract through June 13, 2020; and

WHEREAS, On April 9, 2020, the Board approved Amendment No. 1 to Supplemental Agreement No. 5 to Contract No. 736 to extend the term of the contract through June 13, 2021; and

WHEREAS, On April 22, 2021, the Board approved Amendment No. 2 to Supplemental Agreement No. 5 of Contract No. 736 to extend the contract through June 13, 2022; and

WHEREAS, Sencorp White, Inc., is the sole entity that is able provide service and maintenance to the existing compact shelving in the Central Library, which requires continuous service and maintenance to remain working in an effective and efficient manner and the Library desires that Contractor continue to provide the necessary and critical service and maintenance to meet the needs of the Library; and

WHEREAS, On September 22, 2022 the 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 economical and feasible to have this work performed by an independent contractor than by City employees; and pursuant to Charter Section 371(e)(2) and Los Angeles Administrative Code Section 10.15(a)(7), that the services to be provided are exclusive to Contractor, and the Board determines that Contractor is a sole source provider for the service and maintenance of the compact shelving at the Central Library; and

WHEREAS, On September 22, 2022, Library staff requested that the Board approve Supplemental Agreement No. 6 to Contract 736 to extend the term by an additional one year; include the updated Standard Provisions for City Contracts (Rev 10/21 [V.4]); include a price increase; and include a Ratification Clause to ensure uninterrupted service; and

WHEREAS, Contactor has demonstrated the necessary skills and expertise to successfully perform the requested services and meet the expectations of the Library; and

WHEREAS, Funds are available to compensate the Contractor in accordance with this Supplemental Agreement No. 6 to Contract 736.

Library Resolution
No. 2022-33 (C-27) Cont.

THEREFORE, BE IT RESOLVED, That the Board adopts the recommendations and findings of the City Librarian's Board Report and approves Supplemental Agreement No. 6 to Contract 736 between the Library and Sencorp; and

FURTHER RESOLVED, That the City Librarian and City Attorney be authorized to make any technical changes, if needed, to Supplemental Agreement No. 6 to Contract 736; and

FURTHER RESOLVED, That the Board President is authorized to execute Supplemental Agreement No. 6 to Contract 736 upon the approval of the Mayor and City Council.

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

Board President Cao reported that at the most recent the Ad Hoc Committee on Re-imagining Safety & Security discussed a key hire in the Library Experience Office (LibEx), updates on the hiring of LibEx staff, and the RFQ for Mental Health Services. She asked Assistant City Librarian Susan Broman to provide more details.

Ms. Broman reported that Senior Librarian Mary McCoy had been hired for the Library Experience Office to assist Karen Pickard-Four. In addition to providing staff training and helping manage contractual work, Ms. McCoy will also supervise the Community Service representatives. Interviews for Community Service Representatives (CSR) will begin next month and the CSR training program is currently being developed.

Ms. Broman also reported that the Social Worker exam is being finalized by the Personnel Department. Staff training on trauma-informed approaches to providing library services is ongoing.

Ms. Broman also provided an update on library security incidents for the month of August 2022, which had 108 incident reports compared to August of 2019, when there were 116 incidents, with the largest number of incidents happening at the Central Library, given its size and location. She noted that about 12 - 15% percent of incidents begin with mask mandate enforcement, and about 65% percent fall in the category of disorderly conduct and public nuisance, but there were also incidents of sexual misconduct, criminal threat, and a few instances of theft and vandalism. She noted that incident data, along with information from library managers and principal librarians, is used to determine where to send contract security. This data will also be used to determine which branches need CSR's and contractual outreach services.

DISCUSSION

Commissioner Franzen asked about the seriousness of the incidents and whether any of the librarians have been physically mishandled or threatened, and what would happen when the reimagined security is in place and an incident like that happens.

Ms. Broman replied it is anticipated that the Community Service Representatives (CSR) would de-escalate the situation as they happen, and they would

also work to anticipate issues and prevent situations from happening by positively interacting with patrons who may be in crisis. For serious incidents that threaten the safety of staff and patrons, police would continue to be called to remove the individual from the library. We take these incidents very seriously.

Commissioner Edmonds thanked Ms. Broman for adding these updates into Board meetings each month to keep the Board informed of these situations. She asked if any kind of support was provided to support library staff after an incident happens.

Ms. Broman stated the Library Experience Office will follow up with staff after a major incident and work with supervisors to offer employee assistance program and other resources

Commissioner Edmonds asked if leadership training had been provided for senior librarians who are managing these staff members that are experiencing these situations. She asked how the library ensures that each branch, each department, and especially the leadership within those departments have the right kind of information to support their team.

Karen Pickard-Four, Library Experience Office, replied that when there is a severe incident, either the area manager, her or one of her staff members follows up with the manager and the person that was affected and starts the process of having a debrief after these incidents. Staff training is ongoing.

(Vice President Eidmann called in at 12:03 p.m.)

Vice President Eidmann commented that one of the categories of work that they had discussed for the RFQ is training and support for staff, giving librarians the resources they need to interface with trauma-impacted patrons. She asked whether part of that training could also address secondary trauma.

Ms. Pickard-Four stated that the bench of service providers will be available to assist staff, and the protocols are being developed.

Commissioner Edmonds asked if a survey had been done yet and if Librarians know that this office exists and has support.

Ms. Broman replied there are several ways to provide input from staff, whether that's through the safety liaisons who go out making sure they are known by staff in the areas they cover; an anonymous survey can also be submitted and is something that is helpful for people to be able to express their opinion or ask a question.

Commissioner Edmonds asked to inform the Board when they plan to do another survey, so they are able to provide feedback on the types of questions. She also said she wants librarians and staff to feel and know that the Board is really concerned about them.

Commissioner Franzen said that "this is incredibly difficult and there's no perfect answer, because we live in a very complicated society, but it feels like at least we're really trying to get to a better place."

8. Commissioners' Comments and Announcements:

- a. **Election of Officers for Fiscal Year 2022-23:** CONTINUED
- b. **Next Board Meeting Notice:** The next Regular Meeting of the Board is scheduled for Thursday, October 13, 2022, at 11:00 a.m. via Teleconference.

9. Adjournment: The meeting was adjourned at 12:13 p.m.

ATTEST:

Bích Ngọc Cao
President

Raquel M. Borden
Board Executive Assistant

Approved: 11/10/2022