

LOS ANGELES COUNTY LIBRARY COMMISSION MEETING

DATE: Wednesday, September 20, 2017

TIME: 10:00 a.m. – 12:00 p.m.

PLACE: Hacienda Heights
16010 La Monde Street
Hacienda Heights, CA. 91745

A member(s) of the Library Commission has requested this meeting be accessed via video conference. Remote access will be available at the following:

*La Crescenta Library
Meeting Room
2809 Foothill Blvd.
La Crescenta, CA 91214
(818) 248-5313*

*Lancaster Library
Annadavis Meeting Room
601 W Lancaster Blvd
Lancaster, CA 93534
(661) 948-5029*

*Malibu Library
Meeting Room
23519 West Civic Center Way
Malibu, CA 90265
(310) 456-6438*

*San Fernando Library
Meeting Room
217 N. Maclay Avenue
San Fernando, CA 91340
(818) 365-6928*

AGENDA

Welcome, Pledge of Allegiance and Roll Call

1. Approval of Minutes of meeting
2. Announcements from Chair
3. Announcements from County Library Director
 - Immigration and Citizenship (Patricia Rivera)
 - Budget Status Update (Erika Bonilla)
4. Commissioner Items/Comments
 - Election of Officers for 2017-18
 - Ad Hoc Committee Updates
5. Public Comments (limited to 3 minutes per speaker)
6. Adjourn

***Upcoming Meetings:
November 15, 2017 - Lomita Library***



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September 20, 2017
Library Commission Meeting Minutes
Hacienda Heights Library

Satellite locations: La Crescenta, Malibu, Lancaster, and San Fernando Libraries

Welcome, Pledge of Allegiance, and Roll Call

The meeting was called to order at 10:05 am. Chair Corey Calaycay led all attendees in the Pledge of Allegiance.

Roll Call

Quorum was not met.

Commissioners in Attendance – (10) Chair Corey Calaycay, Laura Zahn Rosenthal (attended at Malibu), David Lesser, Cynthia Sternquist, Vy Nguyen, Revé Gipson, Nancy Anderson Kuechle, Joy Williams (attended at San Fernando), Angelita Medina, Jay Chen

Commissioners Absent – (9) Bob Archuleta, Jim Clarke, Robert Pullen-Miles, Robert Gonzalez, Sonny Santa Ines, Martha Arevalo, Lisa Cleri Reale, Jim Allen, Waymon Roy

Library Staff in Attendance – (8) Skye Patrick, Yolanda de Ramus, Erika Bonilla, Binh Le, Geraldine Lin, Patricia Rivera, Binh Bao, Sydneka Moore, and Allison Ortiz

Approval of Minutes

Approval of the July 19, 2017 meeting minutes was delayed. Minutes were not received from Secretary and quorum was not met.

Announcements from Chair

Chair Calaycay requested that Commissioners draw attention to attendance roster. He appreciates those who are demonstrating commitment to the Commission and attending regularly. Attendance is important for a quorum, particularly now that the Commission is only meeting every other month.

Chief Deputy Yolanda de Ramus reminded the Commission that setting up satellite locations takes time and effort from IT and local Library staff. Therefore, it is crucial to submit RSVPs so Library may determine which locations should be utilized.



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Announcements from County Library Director

County Library Director Skye Patrick began by introducing Community Library Manager Amy Boteilho. Ms. Boteilho provided a brief introduction to the Hacienda Heights Library, highlighting its recent renovation. She offered to take Commissioners on a tour of the building after the meeting has concluded.

Ms. Patrick acknowledged Ms. Fran Carter, President of Friends of the Hacienda Heights Library.

Ms. Patrick provided the Commission with the following updates:

The Library received several awards in the last few months. The Quality and Productivity Commission awarded Library the County Image Enhancement Award for MakMo (mobile makerspaces) and a Top Ten Award for Adult 101: Life Skills Bootcamp for Teens. The ceremony will be held at the Dorothy Chandler Pavilion on October 18. Library also received NACo (National Association of Counties) Achievement Awards for Adult 101 and the Los Padrinos Library: Book Heaven in Youth Juvenile Hall. The County Board of Supervisors held a presentation on August 8 at the Hall of Administration to acknowledge those programs. Library also received a CSAC (California State Association of Counties) Merit Award for Adult 101.

Library was selected as a finalist for *Library Journal's* Marketer of the Year Award for Compton Turns the Tables. In addition, Ms. Patrick was selected to the Executive Board of the Urban Libraries Council, a North American organization that shares best practices for large urban libraries. The Council meets four times a year, mainly in Washington, D.C. Ms. Patrick recently traveled to Toronto where she met with her counterparts to exchange resources and ideas.

The Great Read Away, which began in June 2017, offers customers age 21 years and under the opportunity to read away their fines at the rate of \$5.00 per hour. This ongoing program was created to bring back library users by helping them wipe away their fines. There was a total of 5,616 sessions in July and August.

More than 39,000 children, teens, and adults participated in the 2017 Summer Learning Program (formerly Summer Reading Program).

A graduation ceremony for Career Online High School students was held at East Los Angeles Library in June. 12 students graduated. Several more have graduated since then,



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bringing the total to 17 graduates. There are 98 active students and an additional 100 open seats. This Fall, Library plans to promote the program in several high need areas, including the communities of the following libraries: Maywood Cesar Chavez, Huntington Park, Florence, Graham, El Camino Real, Bell, Bell Gardens, Cudahy, Anthony Quinn, City Terrace, East LA, Lennox, South El Monte, Lynwood, Hollydale, Leland R. Weaver, East Rancho Dominguez, Willowbrook, San Fernando, Paramount, Lancaster, and Compton Libraries.

Compton Turns the Tables (CTTT) concluded with a community concert by local artists and student DJs. The success of the program prompted an expansion in SD4: South Whittier Turns the Tables. The same DJ will instruct. Classes began on September 18, 2017. The course will conclude with a showcase at the South Whittier Library on November 18, 2017.

It was Library's goal to offer CTTT participants work after completing their DJ instruction. This aspect of the program was difficult. Library unsuccessfully attempted to get participants internships/employment at several locations (e.g., a radio station, Grammy Museum) before finally partnering with the Ford Theatres in Hollywood. Two or three CTTT participants will DJ an event at the theatre on November 11 from 2pm – 4pm. Commissioners are invited to attend. Library is also communicating with the interim Executive Director of Grand Park, who is excited to have students perform at that venue.

Commissioner Nguyen suggested that Library partner with the Los Angeles County Fair to showcase Compton Turns the Tables participants.

Ms. Patrick continued: The View Park Bebe Moore Campbell Library will be opening on Friday, September 29 at 3:30pm. Invitations were sent via email.

Chair Calaycay requested that Library send an email to Commissioners with important upcoming dates. Ms. Patrick agreed and continued:

View Park Library Improvements:

- Reconfigurable furniture to accommodate different functions (e.g., storytime)
- Additional seating and computers
- Laptop vending machine with 12 laptops for internal and public use
- Two self-checkout machines
- Audiovisual capacities
- Digital information board
- Electrified tables with USB charging



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- Artwork and displays, including:
 - Bebe Moore Campbell's NAACP Image Award, and other pieces from her personal collection
 - Sculptures from the Golden State Mutual Art Collection
 - Three murals from Los Angeles based artists

The murals were completed by local artists during the Off the Shelves event held when the library closed for renovation in June 2016. At the community's request, Library kept three of the five major murals, creating one of the most unique library spaces.

The Artesia Library is a new construction of about 11,000 sq ft and is expected to open in November 2017. The Los Nietos Library is a new construction of about 7,000 sq ft, also expected to open in November 2017. The Rowland Heights Library refurbishment is expected to be completed in January/February 2018.

Library is piloting a new program called The Source. The Source is a one-stop shop for housing resources. TAY (transition aged youth), adults, and adults with children will be able to meet with social workers, clinicians, and representatives from Social Security, DMV, and the Department of Public Social Services - all in one place. The Department of Mental Health (DMH) received a PIF grant from the Quality and Productivity Commission for this program. It is scheduled to launch at San Fernando and Lancaster Libraries in 2018. This is a partnership with LAHSA and DMH under the Homeless Initiative.

Last year, the Library focused on fact finding, marketing, and removing barriers to customer usage. Accomplishments toward those goals included:

- Increasing open hours by 15,000 annual hours without an increase in budget
- Accepting library card challenge of the previous federal administration
- Adding four new eco-friendly bookmobiles (scheduled to arrive in 2018)
- Adding four MakMos to engage students in Science, Technology, Engineering, and Mathematics. Library staff is currently creating MakMo programs for adults as well.
- Reading STARS
- Creating iCount video

This year, Library's goals will be: focused branding, accessibility, and becoming a center of learning. This supports its strategic plan and is in line with the feedback received during the visioning sessions. The SPARK boards used at Commission meetings will also be utilized to create hybrid learning environments. In the visioning sessions, it was clear that communities loved Library's online offerings but were not always comfortable using them. Customers still want a guide and SPARK board technology will enable Library to better



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assist them. SPARK Boards will also enable programs/classes to be held simultaneously at two libraries.

The Reading STARS program was inspired by a conversation with Commissioner Lesser about the Manhattan Beach program Senior to Senior, in which high school seniors tutored senior citizens. The Library took that model and attempted to partner with AARP to create a program. After a year of planning, AARP was no longer a viable partner, so Library reorganized the program.

Reading STARS is an intergenerational program in which a combination of paid and volunteer seniors become reading buddies and mentors to young students. In return, seniors will be tutored in technology by summer youth employment participants. The visioning sessions made clear that retired and older adults still want to participate at libraries. Library is partnering with Library Foundation and WDACS (Workforce Development, Aging and Community Services).

Library will be receiving a \$5M grant from the State of California for equipment to improve internet connectivity in community libraries. Most sites are currently at 20 MB/sec (with a handful at 10 MB/sec and below.) Speed could increase to 1 GB per library through CENIC, improving user experience and allowing Library to compete with city centers. Improved connection will also enable Library to create digital learning environments. The Board of Supervisors approved the proposal in May, bids are expected sometime in January, and implementation is expected in 12-18 months.

Spurred by aging hardware and several retirements in the IT department, Library is contracting with Gartner Consulting to conduct a thorough assessment of IT services. Gartner will recommend a strategic direction to help the library adopt new technologies, identify areas with the potential for cost savings, and assess general security and operating practices. Contract will be executed in the next few weeks.

Presentations

Regional Administrator (South Region) Patricia Rivera presented on Immigration and Citizenship, focusing on the Path2Citizenship website. The Path2Citizenship website, developed in partnership with the Office of Immigrant Affairs, is an online expansion of the citizenship-in-a-bag kits now available in every community library. The website will provide citizenship information and tools (e.g., test prep) in English, Spanish, and Chinese. Google Translate will make the site accessible in other languages. The website



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includes a service finder for visitors to find reputable immigration attorneys and other local service providers.

Commissioner Lesser questioned how Path2Citizenship differs from federally operated websites. Ms. Rivera answered that the website has a more specific focus (i.e., exclusively citizenship) than Federal websites that may cover other aspects of immigration.

Commissioner Nguyen also remarked that the website offers California/Los Angeles County-specific information (e.g. CA Driver License) not included on federal websites.

Commissioner Lesser also questioned how the Library could provide such information without getting tangled in a political net. Ms. Rivera replied that this website is designed for people who already qualify to become citizens (i.e., lawful permanent residents). A link is provided for undocumented immigrants, because it is the role of public libraries to share accurate information with the public.

Administrative Deputy Erika Bonilla added that misinformation is often spread about immigration. Organizations take advantage of those trying to gain legal status by charging for items or services that are available for free. This website ensures that accurate, free information is disseminated.

Commissioner Nguyen inquired when the site will go live. Ms. Rivera answered that Library is looking to launch in November to coincide with the Office of Immigrant Affairs telethon. Commissioner Nguyen commented that the timeline for Deferred Action for Childhood Arrivals (DACA) is tight and inquired if the resources for DACA will be made available sooner. Ms. Rivera answered that DACA information is currently available on the Library website. Ms. Rivera also informed the Commission that Library has offered "Know Your Rights" workshops and directs patrons to the Department of Consumer and Business Affairs to file complaints.

Commissioner Nguyen noted that the State of California also provides a list of reputable DACA contractors.

Ms. De Ramus thanked Commissioner Nguyen for sharing information about Mission Asset Fund, which enabled Library to share DACA renewal scholarship information.

Ms. De Ramus completed the Director's Updates by providing follow-ups to questions previously posed by the Commission. During the July 2017 meeting, a commissioner requested contact information for school districts in Library's service area. This was sent to commissioners via email. If commissioners have connections within any of those



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school districts and would like to assist Library in promoting the White House Library Card Challenge, they are encouraged to speak with Ms. De Ramus.

Commissioner Nguyen had inquired about Library's efforts to promote the 2020 Census. Ms. De Ramus informed the Commission that County's Chief Executive Office has created a Planning Committee, which includes a representative from Library. The committee will assist in developing education and outreach strategies.

Ms. Bonilla then provided a brief on the supplemental budget. She explained the three budget submission phases of the yearly County budget: 1) official submission; 2) final changes, which include intermediary clean-up; and 3) the supplemental phase, which includes final clean-up. Library recently submitted finance targets in supplemental (minor changes related to fluctuation in property tax). Library also submitted a request for the County to fund an upgrade of the telephone system. The telephone system Library is currently employing will no longer be supported by the vendor after 2020. This was denied because Library is not funded by the County's general fund. The request may be resubmitted in the new year.

Commissioner Chen inquired if all departments are being phased to Voice over Internet Protocol (VoIP). Ms. Bonilla replied in the affirmative and added that only a handful of departments have not already migrated over. Since most other departments are funded through the general fund, County covered the immediate costs of that transition.

Library requested, as it does yearly, an additional \$2M in books and materials budget, which the CEO will recommend to the Board for approval. A few technical personnel changes occurred as well. Library converted some temporary positions to permanent. Finally, Library transferred unspent monies into the new fiscal year.

Commissioner Comments

Chair Calaycay remarked that the Commission is one member short of a quorum, the first lack of quorum this year. He then requested everyone in the meeting introduce themselves.

Chair Calaycay requested that Library review language regarding term limits in the bylaws before the document is finalized. He feels that the greater issue is attracting passionate individuals with an interest in attending meetings (to help Commission attain a quorum) and noted there have been several dedicated, long-term commissioners. The City Selection process is already complicated, and Chair Calaycay feels term limits only further complicate the situation.



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Ms. Bonilla added that Library looked to County Commission Services for guidance on the County standard for term limits. Term limits were suggested to fall in line with other County commissions.

Chair Calaycay would like the issue of term limits in the bylaws to be discussed by the Commission.

Chair Calaycay requested that members inform the Commission and Library when contact information, such as email, has been changed.

Commissioner Lesser inquired about a report that explores how customers are using the modern library. Such a report, with high level highlights, could assist Commissioners in promoting the Library. He also requested a report on how the electronic platform is evolving. Ms. Patrick reported that annual County and city reports, along with the statistics on e-resources, can be shared at the next meeting.

Chair Calaycay acknowledged the President of Friends of the Hacienda Heights Library, who remarked that she is interested in the Reading STARS program. He also acknowledged attending representatives from Temple City.

Chair Calaycay requested that commissioners RVSP in advance. This will assist Library staff in determining which satellite locations to offer. Satellite locations may be discontinued if commissioners fail to attend.

Public Comment

A member of the public, speaking from Lancaster Library, addressed the Council to inquire about the ways in which Library addressed homelessness or the needy. Chair Calaycay encouraged the constituent to take her concerns to local Lancaster Library staff.

The next meeting will be held at Lomita Library, during which former Commissioner Rich Colbary will receive a commendation for his service.

The meeting was adjourned at 11:15 p.m.

Minutes Approved: _____ as submitted
_____ as amended

Date: _____
Date: _____