

## LOS ANGELES COUNTY LIBRARY COMMISSION MEETING

**DATE:** Wednesday, July 18, 2018

**TIME:** 10:00 a.m. – 12:00 p.m.

**PLACE:** Rowland Heights Library  
1850 Nogales Street  
Rowland Heights, CA 91748

*A member of the Library Commission has requested this meeting be accessible via video conference. Remote access will be available at the following location:*

*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. Minutes
  - Approval of meeting minutes for March 2017 and July 2017 through May 2018
2. Announcements from Chair
  - Library Foundation Update (Laura Bollinger)
3. Announcements from County Library Director
  - Budget Status Report
  - Wireless Tech in Libraries (Presentation by Binh Le, Library CIO)
4. Commissioner Items/Comments
  - Ad Hoc Committee Updates
  - Election of Officers
5. Public Comments (limited to 3 minutes per speaker)
6. Adjournment

### ***Upcoming Meetings:***

***September 19, 2018 – San Fernando Library  
217 N Maclay Ave  
San Fernando, CA 91340***

***November 21, 2018 – South Whittier Library  
11543 Colima Rd  
Whittier, CA 90604***



**July 18, 2018**  
**Library Commission Meeting Minutes**  
**Rowland Heights Library**  
**Satellite location: San Fernando Library**

**Welcome, Pledge of Allegiance, and Roll Call**

The meeting was called to order at 10:03 a.m. Commissioner Antonio Lopez led all attendees in the Pledge of Allegiance.

**Roll Call**

Quorum was met.

**Commissioners in Attendance** – (15) Corey Calaycay, Angelita Medina, Antonio Lopez, Chin Ho Liao, David Lesser, Jay Chen, Jim Allen, José Luis Solache, Joy C. Williams, Laura Zahn Rosenthal, Liz Reilly, Nancy Anderson Kuechle, Revé Gipson, Vy Nguyen, Waymon Roy

**Commissioners Absent** – (4) Bob Archuleta, Lisa Cleri Reale, Martha Arevalo, Nancy Lyons (listened in via phone)

**Library Staff in Attendance** – (11) Skye Patrick, Yolanda De Ramus, Barbara Custen, Binh Le, Jesse Walker-Lanz, Geraldine Lin, Samangi Mudalige, Paul Immerman, Miguel Aguilera

**Library Foundation Member in Attendance** – (1) Laura Bollinger

**Approval of Minutes**

Commission approved the following minutes, prepared by Library staff: March 2017, July 2017, September 2017, November 2017, and January 2018.

**Announcements from Chair**

Chair Corey Calaycay opened the floor to Laura Bollinger, Vice Chair of the LA County Library Foundation, to provide the Commission with an update on Foundation activities.

The Library Foundation has undergone major bylaw revision, which included changes to the responsibilities of Executive Director. With new bylaws in place, they then focused on Board recruitment to offset insufficient activity from current members. Bollinger enlisted the help of the Library Commission to nominate qualified and passionate candidates. She noted that the revised bylaws stipulate that Board Members must also be donors.

The Foundation received funding through the City of Malibu to finance the yet-to-be-filled Executive Director position. Bollinger requests Commissioners help with recruitment. The position is a 2-year contract with a potential extension dependent on funds raised.

Library Director Skye Patrick added that Library has expanded its search to a national network, yielding productive meetings and names of candidates.

Commissioner Rosenthal suggested Foundation Board meetings be held in Downtown Los Angeles as it is a more central location. Bollinger clarified that the necessity of having Library staff in attendance makes it difficult to move the physical meeting location since Library is headquartered in Downey.

Commissioner Nguyen asked who the Commissioners should contact if they have a candidate in mind for the Foundation Board; Bollinger named herself as primary contact.

Commissioner Gipson asked for avenues to donate to the Foundation, which Bollinger informed Commissioners that donations can be made on the Foundation's website.

Commissioner Liao asked for the process of donating books. Bollinger explained that the Foundation does not accept book donations. Library Director Patrick identified that it is a different group, the Friends of the Library (FOL), that is the ideal recipient of book donations. Bollinger clarified that the Foundation is not in competition with FOL; that the Friends groups support their individual libraries whereas the Foundation is working to support the Library department as a whole and helps fill the gaps with some of the smaller libraries that don't have their own FOL groups.

Chair Corey Calaycay thanked Bollinger and select Commissioners for their efforts on behalf of the Foundation.

Library Director Patrick offered the Commission a tour of Rowland Heights Library after the meeting.

Commissioner Jim Allen addressed the revamped sunset review process and requested commissioners to complete a questionnaire assigned by Commission Services. This information will be used to evaluate the Commission's efficacy and alignment to its objectives.

Commissioner Rosenthal brought up potential conflicts for future meetings. The Commission agreed to reschedule accordingly.

## **Report from the County Library Director**

Library Director Patrick corrected the agenda, noting that there will be no budget report. Erika Bonilla, former Library Administrative Deputy, is no longer with the Library. Adult Services Administrator Jesse Walker-Lanz will be handling her duties in the interim.

In partnership with DMH, Library will be providing book kiosks at three sites: Young Burlington Apartments in Los Angeles, Cedar Springs Housing in La Verne, and Dave & Maggie's Café in La Verne. Library is concentrating on Transition Aged Youth and older adults. Staff will program for both populations. Library expects book kiosks to be up and running by late Fall.

The Reading Machine, a mobile early literacy program, was launched May 1<sup>st</sup> with two mobile units. Library is looking to expand the fleet to five units, one for each Supervisorial District. The Reading Machines have been to 156 sites and 9 family events, providing programming and service to 6,249 attendees. Reading Machine is a great platform to engage youth and show what the Library has to offer in assisting literacy needs.

Library is participating in the ConnectED Library Card Challenge, a call for communities to ensure that all students receive an active library card. In Phase I, Library requested and received Board authorization to grant amnesty, resulting in mass collection returns and more cards issued. In Phase II, Library is outreaching to the school systems in the County. Since we began participating in the challenge, Library has visited almost 900 classrooms and issued 18,000 new, special Student Library Cards, which have some restrictions but accrue no fines. It has been difficult to obtain appointments with school districts to further Library's reach, and it would be helpful if Commissioners utilize relationships with school districts and superintendents to educate them on the program. A discussion ensued on the complexity of the situation, its apparent challenges, and actionable support propositions.

Career Online High School held a graduation ceremony on June 30<sup>th</sup> for 51 participants, all of whom earned high school diplomas. Library provides subject matter experts, career counselors, and laptops as needed. The program has expanded significantly over the past three years. Students receive career certificates in the following areas of concentration: Commercial Driving, Food and Hospitality, General Career Preparation, Homeland Security, Office Management, Retail Customer Service, Hospitality and Leisure, and Home Care Professional. Library's goal is to expand from this pilot program.

The Reading STARS program, co-opted from Manhattan Beach, launched successfully at four libraries: La Puente, San Fernando, Hawaiian Gardens, and Lake Los Angeles. All 43 student participants, grades 1-3, have improved by at least one reading level, and all 20 post-program surveys from families reported that they found the program beneficial for their children.

On July 28, Library will be hosting a grand opening ceremony for Willowbrook Library, which is moving to its new, upgraded location. With 105 units of senior housing built over

the its new location, the library will increase its programming for older adults. Willowbrook Library is also forming partnerships with Dr. Martin Luther King, Jr. (MLK) Hospital and King Drew Magnet High School to better serve its community and revitalize the neighborhood. Library met with the hospital's Chief Executive Officer as well as the Chief Operating Officer of the MLK Outpatient Clinic to discuss future partnership opportunities in FY 18-19.

Library has received \$5M to upgrade its broadband in partnership with CENIC. Library hopes for completion of this project in Winter 2019.

Library met with Microsoft to discuss programmatic partnerships. Library has received a \$3.3M grant from Microsoft to upgrade public PCs in every County library to Windows 10, including a complete suite of Office products. This provides \$2M of cost avoidance, with the rest being enhancements. Via their Building Digital Equity program, Microsoft will also provide subject matter experts to educate youth on their software, starting with Lennox and Compton Libraries. After completing the program, students will be Microsoft certified.

Lunch at the Library, Library's Summer lunch program, has expanded from 15 to 25 locations. Library incorporates various programming to keep the teenage participants active in the library.

Library was given \$50,000 through a partnership with the Los Angeles County Arts Commission to hire a Creative Strategist to serve its Artist in Residency program for 1 year, starting Fall 2018. Alan Nakagawa was selected for this position in July, will be located in West Covina, and will be involved in community engagement at libraries throughout the County. The goal is to continue having this project funded by the Arts Commission.

Turns the Tables, Library's DJ lab series, finished its fourth run at East LA Library with a final showcase. Lancaster is the next location housing this series and its final showcase event is scheduled for October 20<sup>th</sup>.

Library's Head of Marketing and Communications, Geraldine Lin, spoke briefly on Library's rebranding rollout. She also discussed Library's efforts in a Marketing Awareness Campaign. Through Library's iCount Initiative, where staff develop ways to remove barriers and increase service to its customers, Marketing has changed its approach to reach groups who are less aware of Library's services and free resources. Referencing a County study on the human development index, Marketing has determined at-need communities to focus on for an awareness campaign. Most of the emphasized communities are Spanish-speaking, so Library is targeting this population. Ms. Lin outlined the various platforms marketing is utilizing for outreach.

Library Director Patrick added that the newly branded Library website is scheduled to be up by the end of the month and will include several improvements.

*The Source* is a partnership with the Department of Mental Health, LAHSA, and the Homeless Initiative, which was initially launched at Lancaster Library. We've expanded the program and will be launching it at San Fernando Library on August 8. *The Source* provides constituents with a monthly, one-stop-shop for housing, social services, clinicians, social security, DMV, DPSS, and housing partners. Library is working to have *The Source* at all supervisorial districts, but it requires significant resources and the assembling of staff from several different departments and agencies.

Library has been actively involved in countywide 2020 Census outreach efforts to include participation in two subcommittees. The County Department Complete Count subcommittee has met twice, with the last meeting taking place on July 2, and the goal is to make sure everyone is counted. Some of our staff have participated in the recent outreach effort in hard-to-count neighborhoods, where they physically went out with other County personnel to make people aware of the importance of the 2020 Census. We're also heavily involved with the Census Action Kiosks (CAK) subcommittee as many of our library locations will likely serve as kiosk sites.

In 2020, LA County will transition from polling places to Vote Centers. Vote Centers differ from polling places in that any eligible County voter can vote at any voting location in the County over an extended voting period, as opposed to solely on Election Day. Library is working with the Registrar-Recorder/County Clerk to provide library locations as Vote Centers in areas they determine are accessible and convenient to voters. Library will phase into the program, starting with around 30 locations, and we will keep Commissioners apprised as we move along.

Library received the California Library Association's *PRExcellence* Award for the Compton Turns the Tables marketing campaign in the category of Event or Campaign (budget category of \$10+ million).

Commissioner Chin Ho Liao referred to the topic of Willowbrook Library and inquired about using the Willowbrook Library public-private partnership as a model to expand San Gabriel Library. Library Director Patrick explained that the process initiated with the Board Office and their own partnerships, and they could best speak to the specifics around the Willowbrook efforts, but she could provide Commissioners with more general information on such a model, if desired.

To address cultural competency and inherent bias via the iCount initiative, every section in the department must come up with a Library Equity Action Plan (LEAP), with the goal to broaden services to internal and external customers and address all different communities. Commissioner Nguyen asked if Library intends to look at LEAPs as pilots to be institutionalized. Library Director Patrick confirmed they would be, citing executive round-robin sessions, the sharing of best practices, and elaborated on the department's comprehensive equity training.

## **Presentation on Library's IT Projects**

Assistant Director Binh Le presented on Library's IT projects. Topics covered included: wireless printing, thermal sensors, data analytics, the new website, and the CENIC broadband initiative.

Library now offers customers wireless printing to make printing easy, accessible, and practical. Wireless printing accommodates the increasing number of mobile users and laptop kiosk customers. The service is being heavily used.

Thermal sensors sense the body heat of individuals entering and exiting library facilities, providing a more accurate gate count than previous recording methods, which resulted in underreporting of actual counts. The next step is to use sensors to track and gather valuable data to better inform Library policy and services. Assistant Director Le shared heat maps to supplement this topic, and Library Director Patrick discussed sample data analysis. Assistant Director Le elaborated on the potential challenges with this model and how they are being addressed. Library Director Patrick noted the advantages of accurate gate count to procuring funding. The project is one third complete and data will be available next year. The hardware is widely available and economical.

Library is launching a revamped website that will be more user-friendly, accessible, and responsive to devices. Library Director Patrick shared that Library's previous website was created out of Department of Education compliance, forcing an overhaul in one year to avoid a lawsuit. While the old website was designed fully in-house, the new one was built by subject matter experts in conjunction with Library staff and allowed us the opportunity for feedback and bringing the end-user experience to the forefront in the design process. Assistant Director Le demonstrated accessibility features, user-friendly tools, language options, and rebranded style. Individual libraries will have their own page with updated calendars and a subscription feature.

Library received a broadband grant through CENIC. CENIC is a non-profit organization that oversees the California Research and Education Network (CalREN), a high-bandwidth pipeline that runs through the state for the use of research and educational institutions. Library receives access to their content and learning tools. Funding provides for extensive equipment upgrades that will open opportunities and enhance Library as a center of learning.

In the interest of time, Chair Calaycay asked that the Commission hold off on follow-up questions until the election of officers has taken place and public comment is taken.

## **Commission Items**

Commissioner Jim Allen gave an update on the activities of the Ad-hoc Nominating Subcommittee and the election of new officers.

