



**CITY OF SOUTH PASADENA  
LIBRARY BOARD OF TRUSTEES**

**REGULAR MEETING AGENDA  
THURSDAY, JULY 13, 2023 at 7:00 p.m.**

**SOUTH PASADENA PUBLIC LIBRARY  
1100 OXLEY STREET, SOUTH PASADENA, CA 91030**

**South Pasadena Library Board of Trustees Statement of Civility**

*As your appointed governing board, we will treat each other, members of the public, and city employees with patience, civility and courtesy as a model of the same behavior we wish to reflect in South Pasadena for the conduct of all city business and community participation. The decisions made today will be for the benefit of the South Pasadena community and not for personal gain.*

**NOTICE ON PUBLIC PARTICIPATION & ACCESSIBILITY**

The South Pasadena Library Board of Trustees Meeting will be conducted in-person from the Ray Bradbury Conference Room on the Library's 2<sup>nd</sup> Floor, located at 1100 Oxley Street, South Pasadena.

The Meeting will be available:

- In Person – Ray Bradbury Conference Room, 1100 Oxley Street
- Via Zoom – **Webinar ID: 892 5352 3747/ Passcode: 073797**

To maximize public safety while still maintaining transparency and public access, members of the public can observe and make public comment via Zoom using one of the three methods below.

1. Go to the Zoom website, <https://zoom.us/join> and enter the Zoom Meeting information.
2. Click on the following unique Zoom meeting link:  
<https://us02web.zoom.us/j/89253523747?pwd=L01UOTFDeW5na1l0ZExJeEszaytVZz09>.
3. You may listen to the meeting by calling: +1-669-900-6833 and entering the Zoom Meeting ID.

**CALL TO ORDER**

President Dean Serwin

**ROLL CALL**

President Dean Serwin  
Vice President Bianca Richards  
Secretary Annie Chang Long  
Trustee Kenneth Gross  
Trustee Edward Pearson

**COUNCIL LIAISON:**

Councilmember Janet Braun

**PUBLIC COMMENT GUIDELINES**

The City welcomes public input. Members of the public may speak for up to 3 minutes for a general public comment or per agenda item **by means of one of the following options:**

Option 1:

Participate in-person at the Library Conference Room.

Option 2:

Participate via Zoom.

Public comment speakers are able to speak by going to the Zoom controls and clicking on the “Raise Hand” icon. The Meeting Host will be notified that a hand has been raised and speakers will have their microphone un-muted by the Host during the appropriate Public Comment period.

Option 3:

Email public comment(s) to [lbt@southpasadenaca.gov](mailto:lbt@southpasadenaca.gov).

Public Comments received in writing will not be read aloud at the meeting, but will be part of the meeting record. Written public comments will be uploaded online for public viewing under Additional Documents. There is no word limit on emailed Public Comment(s). Please make sure to indicate:

- 1) Name (optional).
- 2) Agenda item you are submitting public comment on.
- 3) Submit by no later than 12:00 p.m., July 13, 2023

*NOTE: Pursuant to State law, the Commission may not discuss or take action on issues not on the meeting agenda, except that members of the Commission or staff may briefly respond to statements made or questions posed by persons exercising public testimony rights (Government Code Section 54954.2). Staff may be asked to follow up on such items.*

## 1. **Public Comment**

### PRESENTATION

### ACTION/DISCUSSION

## 2. **Minutes of the Regular Library Board of Trustees Meeting of June 8, 2023**

### Recommendation

It is recommended that the Board review and approve the June 8, 2023 Regular Meeting Minutes.

## 3. **Library Administrative Policy Manual Update**

### Recommendation

Per direction provided by the Board on June 8, 2023, it is recommended that the Board adopt the revised “Procedures for Patrons Exhibiting Disruptive Behavior” policy, renamed as “Disruptive Patron Behavior Policy”, and with the understanding that written procedures for managing and interacting with disruptive patrons are included in the Library Procedures Manual.

## 4. **Online Resource Report: Kanopy Film Streaming Service**

## 5. **Special Tax Administration for Fiscal Year 2023-2024**

**6. Trustees Fiscal Year 2023-2024 Work Plan Status Review**

- Continue the comprehensive review and update of Library Administrative Policies.
- Study best practices in public library design, including visiting new or recently remodeled public libraries, to prepare for the library master site planning process.
- Actively engage in the master site planning process and serve as ambassadors to the community to raise awareness about the need for a new or remodeled library building and to encourage participation and discussion.

**7. Library Operations Update****COMMUNICATIONS****8. Board President Communications****9. Board Member Communications****10. Council Liaison Communications****11. Friends of the Library Representative****12. Trustee Liaison to the Friends****13. Library Director****ADJOURNMENT****PUBLIC ACCESS TO AGENDA DOCUMENTS**

Prior to meetings, agenda related documents are available for public inspection at, South Pasadena Public Library, 1100 Oxley Street, South Pasadena, CA

The complete agenda packet may be viewed on the City's website, [www.southpasadenaca.gov](http://www.southpasadenaca.gov).

Meeting recordings will be available for public viewing after the meeting. Recordings will be uploaded to the City's YouTube Channel no later than the next business day after the meeting.

The City's YouTube Channel may be accessed at:

[https://www.youtube.com/channel/UCnR169ohzi1AlewD\\_6sfwDA/featured](https://www.youtube.com/channel/UCnR169ohzi1AlewD_6sfwDA/featured)

**ACCOMMODATIONS**

The City of South Pasadena wishes to make all of its public meetings accessible to the public. If special assistance is needed to participate in this meeting, please contact the City Clerk's Division at (626) 403-7230 or [CityClerk@southpasadenaca.gov](mailto:CityClerk@southpasadenaca.gov). Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities. Notification at least 48 hours prior to the meeting will assist staff in assuring that reasonable arrangements can be made to provide accessibility to the meeting (28 CFR 35.102-35.104 ADA Title II).

**CERTIFICATION OF POSTING**

*I declare under penalty of perjury that I posted this notice of agenda for the meeting to be held on **July 13, 2023**, on the bulletin board in the courtyard of City Hall at 1414 Mission Street, South Pasadena, CA 91030, and on the City's, website as required by law, on the date listed below.*

7/10/2023

/S/

Date

Sean Faye, Library Administrative Secretary



**South Pasadena Public Library  
REGULAR MEETING OF THE  
LIBRARY BOARD OF TRUSTEES  
MINUTES  
June 8, 2023**

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**CONVENE:**

President Dean Serwin called the regular meeting of the Library Board of Trustees of the South Pasadena Public Library to order in the Library Conference Room on June 8, 2023 at 7:01 p.m. Members of the public attended in-person and virtually, via Zoom, as part of the City's resumption of in-person meetings.

**IN ATTENDANCE:**

Trustees Present

Kenneth Gross  
Edward Pearson  
Bianca Richards  
Dean Serwin

Also Present

Cathy Billings, Library Director  
Kim Omens, Friends Board  
Representative  
Sean Faye, Administrative Secretary

**EXCUSED:** Councilmember Janet Braun  
Secretary Annie Chang Long

**PUBLIC COMMENTS:**

1. South Pasadena Resident Sally Kilby made a public comment to share that the city of Alhambra will receive \$25M from the state of California to build a Community Center.

**ACTION/DISCUSSION ITEMS:**

2. **Minutes of the Regular Library Board of Trustees Meeting of March 9, 2023**

**Motion by Library Board President Dean Serwin, seconded by Library Board Vice President Bianca Richards, to approve the minutes as revised for the regular meeting of the Library Board of Trustees held March 9, 2023.**

<b>AYES:</b>	<b>Gross, Pearson, Richards, Serwin</b>
<b>NOES:</b>	<b>None</b>
<b>ABSENT:</b>	<b>Long</b>
<b>ABSTAIN:</b>	<b>None</b>

3. **Minutes of the Special Library Board of Trustees Meeting of April 13, 2023**

**Motion by Library Board Vice President Bianca Richards, seconded by Library Board Trustee Kenneth Gross, to approve the minutes as written for the special meeting of the Library Board of Trustees held April 13, 2023.**

**AYES:** Gross, Pearson, Richards, Serwin  
**NOES:** None  
**ABSENT:** Long  
**ABSTAIN:** None

**4. Minutes of the Regular Library Board of Trustees Meeting of April 13, 2023**

**Motion by Library Board Vice President Bianca Richards, seconded by Library Board President Dean Serwin, to approve the minutes as written for the regular meeting of the Library Board of Trustees held April 13, 2023.**

**AYES:** Gross, Pearson, Richards, Serwin  
**NOES:** None  
**ABSENT:** Long  
**ABSTAIN:** None

**5. California State Library Building Forward Infrastructure Grant**

Engineering consultant Marx Okubo Associates completed their assessment of the Library. The California State Library Building Forward Infrastructure Grant application has been submitted. It is unknown when a decision will be made.

If approved, the Library would apply the funds to the following requests:

- Accessibility site improvements to correct small ADA issues
- Water-proofing and water damage repair
- Partial roof replacement
- HVAC upgrades and improvements
- Lighting on the ADA ramp to the Community Room
- Replacement of the fire alarm control system
- Repair of electrical distribution equipment
- Security and safety improvements – security cameras, electronic door control, security gates on balconies, and seismic shutoff valve for natural gas service
- Exterior paint and protective coatings to reseal asphalt, repair cracks in concrete, repaint the building, waterproof balconies, and reinforce railings

Improvements to the bathrooms were not included in the request but the need will be revisited at a future date after the master site plan moves forward.

The total cost would be \$1,017,000. If the Library receives the 25% reduction in matching funds, the City would be responsible for \$437,420.

**6. Library Administrative Policy Manual Update**

Library staff has requested to remove the “Procedures for Patrons Exhibiting Disruptive Behavior” from the Policy manual, as it is a procedure, not a policy. The Library Code of Conduct is the Administrative Policy that addresses disruptive behaviors.

The Board directed staff to retain the Policy, but revise it to state only that Library staff will follow procedures when dealing with patrons exhibiting disruptive behavior.

This will be amended and resubmitted for the 7/13/23 Trustees meeting.

## **7. Trustees 2023 Work Plan and 2022 Accomplishments**

The three goals for the Trustee's Work Plan for Fiscal Year 2023-2024 (FY 23-24) were discussed. The Trustees were in agreement that one goal should be the continued, comprehensive review and update of library administrative policies. The Trustees were also in favor of the third goal to actively engage in the master site planning process and to serve as ambassadors to the community to raise awareness about the need for a new or remodeled library building. The Trustees gave staff direction to update the language for the second goal to properly explain that the purpose for visiting other libraries is to become better educated about the best practices in library design and preparation for the master site building process.

The Commissioner's Congress will take place on 6/28/23.

The City did not adopt the FY 23-24 budget at the 6/7/23 City Council meeting. It will be sent back to the Finance Commission further review. There will be a joint meeting between City Council and the Finance Commission on 6/21/23 where review and recommended approval of the budget will be on the agenda.

Big ticket items in need of funding, such as the Library's master site plan, the City Manager's "South Pasadena Vision 2050" project, and a City-wide cultural event, were also discussed at the 6/7/23 City Council meeting. A majority of councilmembers expressed support for funding the Library's master site plan.

## **8. Fiscal Year 2023-2024 Library Budget**

There was a discussion about the Library's operating budget for FY 23-24, and how it compares to other South Pasadena departments, as well as allocations in previous years. Most increases to the budget are related to salaries and benefits. There was approximately a 1% increase over last year for maintenance and operations. Utility payments are centralized and are not part of the Library's budget.

The Library has not requested additional staffing for FY 23-24.

Funding was requested for the one-time items such as new ADA compliant exterior bookdrops and an upgrade to the Teen Area.

The Part-Time budget has been increased from last year.

Funding for Conference and Meeting Expenses has been increased. Both the American Library Association and the California Library Association conferences will be held locally this year providing a good opportunity for staff to participate. The City Manager is very supportive of professional development.

A new agreement is in development with SirsiDynix, the Library's Integrated Library System vendor. The agreement includes a one-time expense cleaning up the meta-data in the catalog. The new contract will also provide for a set amount of consulting services throughout the year, and will include annual updates to authority records metadata.

Permission is required to work overtime. Full-Time staff are entitled to time and a half for a holiday or on a Sunday.

The new key performance indicators are similar to last year, but the quantitative goals have been increased for:

- Adding people to email list
- Increasing the number of class visits and off-site presentations
- Number of items added to the collection
- Increasing rentals of the Community Room
- Increasing monthly visitors
- Number of items borrowed
- Increasing programming and program attendance

Auto-renewals inflate our circulation statistics. It is difficult to compare circulation statistics pre- and post-COVID because of the implementation of auto-renewal in 2021. Before auto-renewal the Library did not track initial checkouts and renewals separately. After auto-renewal the Library started tracking initial checkouts and auto-renewal statistics separately.

The Library positions are all funded by the General Fund. Measure LL (Special Tax) revenue goes directly into the General Fund. The Part-Time Authorized Positions list should have two Librarian-in-Charge positions identified, instead of one.

The Capital Improvement Plan budget is preliminary at this time. Library projects for FY 23-24 include HVAC repairs, improvements and lighting for the ADA ramp, security cameras, waterproofing the facility, the Library roof, and the Library master plan. Funding is already associated with security cameras and ADA ramp lighting, but the work is not slated for FY 23-24.

If the California State Library Building Forward Infrastructure Grant is received, funds will need to be spent by 6/30/27.

## **9. Library Operations Update**

Library usage is steadily increasing post-pandemic, but gate count is still down from pre-COVID numbers. This is true for other public libraries in the region, and among Urban Library Council member libraries nationwide. Auto-renewal may also affect the gate count, as patrons are no longer required to physically renew their items. Also, eBook and eAudiobook use has increased. Circulation numbers, however, are close to pre-COVID.

The Summer Reading Program has launched. 1,200-1,300 people have registered so far. There will be programming for adults and children, including six Wonderful Wednesday performances. Staff members from across the City have signed up for the City-wide summer reading challenge and will engage with the Library.



Children's Librarian Judy Neeb has resigned. This vacancy will be filled after City Council approves the budget and authorizes the recruitment. There are a number of City positions that need to be filled, and other positions may take priority.

Three new Substitute Librarians have been hired.

## **COMMUNICATIONS:**

### **10. Board President Communications**

President Dean Serwin thanked staff for their work and was appreciative of the statistical information and budget consistency provided during tonight's meeting. He feels the Library is doing a great job.

President Serwin thanked everyone who attended the 5/3/23 Joint Study Session.

### **11. Board Member Communications**

Vice President Bianca Richards had nothing to add.

Trustee Kenneth Gross thought the Library's budget was quite detailed and well laid out.

Trustee Edward Pearson attended the 5/23/23 Serving With a Purpose conference. He found this conference very useful when he attended in the past. Trustee Pearson felt this year's conference was better suited as orientation for members of the Friends, rather than Trustees.

### **12. Council Liaison Communications**

Councilmember Janet Braun was not present.

### **13. Friends of the Library Representative**

Friends Board Representative Kim Omens reported on behalf of the Friends.

Friends Board President Ellen Torres and Friends Chief Financial Officer Melisa Wilson also attended the 5/23/23 Serving With a Purpose conference.

The Friends received a generous Planned Giving donation of \$20K for their trust from former South Pasadena Reference Librarian Louise Mills.

In April, the Friends showed their appreciation for the Library staff with a week of snacks, tokens of gratitude, and a lunch.

The next Friends meeting is 6/15/23 at 6pm. There will not be a meeting in July. Their annual retreat will be held in August.

There were eight new members in May for a total of \$760. At this time there are 140 members for a total of \$13,935.

Donations are down, which is typical for this time of year.

Renewal reminders will be sent out this month.

New members will receive a printed welcome letter to acknowledge their membership and provide information about the Friends, the programs they fund, and to assign social media handles.

Friends Bookstore donations have increased and they have three new volunteers. \$14K has been collected through April. The Friends Bookstore has new bags that are available in a new color.

The Friends Bookstore chairs are investigating selling some of the more expensive items on eBay.

The final Restoration Concert of the 2022-2023 season was held on 5/28/23 with the New Hollywood String Quartet. Tickets for the 2023-2024 season are available online for purchase.

The Restoration Concert Committee is still trying to sell the Steinway piano.

The Restoration Concert Committee has added a \$5K donor level for the 2023-2024 season.

The Friends newsletter is scheduled to go out on the fifth of each month. The open rate is 58%. News articles are always welcome.

The Friends can be followed on Instagram - @friendsofsopaslibrary.

#### **14. Trustee Liaison to the Friends**

Vice President Richards said there are a lot of new faces at Friends Board meetings.

The Friends bylaws and policies have been updated.

Vice President Richards shared the report from the 5/3/23 Joint Study Session with the Friends.

#### **15. Library Director**

Outreach about the 2023-2027 Strategic Plan is in development. A brochure is printed and will be distributed once the website is updated.

The Senior Center and Community Services Department will need to be included in the conversation regarding the Library Master Plan. Government funding may be more inclined to support a multipurpose community center project. A scope of work will be developed if City Council approves funding for a master site plan process.

The Library will be closed on 6/19/23 for Juneteenth for the first year, as the City is marking Juneteenth instead of Columbus Day.

**NEXT MEETING:** The next regular meeting of the Library Board of Trustees will be on Thursday, July 13, 2023 at 7:00 p.m. in the Ray Bradbury Conference Room and by video conference for the public via Zoom.

**ADJOURNMENT:** President Dean Serwin adjourned the regular meeting of the Library Board of Trustees on June 8, 2023 at 8:27 p.m.

Minutes approved \_\_\_\_\_ as written.

Minutes approved \_\_\_\_\_ as corrected.

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President

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Date

**SOUTH PASADENA PUBLIC LIBRARY**  
**Procedure for Patrons Exhibiting Disruptive Patron Behavior Policy**  
**(Adults or children)**  
(replaces: Disruptive Behavior Policy)

Adopted: 9/19/2006  
Amended: 7/13/2023  
Reviewed:

Situations that involve disruptive patrons are managed by staff in accordance with guidelines included in the Library Procedures Manual.

- ~~• When dealing with disruptive patrons, staff should always work in pairs.~~
- ~~• Two staff members should approach the patron and indicate that he/she is causing a disturbance. Explain what behavior must cease and, if possible, suggest ways in which change might be made. Never attempt to physically touch or restrain a patron.~~
- ~~• Tell patron that this is a warning and that the next step will be dismissal from the library for the remainder of the day if the behavior does not cease.~~
- ~~• If patron continues to create a disturbance or if disruptive behavior resumes, tell the patron to leave the building immediately for the remainder of the day. Follow through to ensure that he/she does leave the building. Inform circulation staff that the person is not to return.~~
- ~~• If patron refuses to leave, returns after leaving or is perceived to be threatening or dangerous, call the South Pasadena Police Department dispatch at ext. 297 or in an extreme situation, call 9-911.~~
- ~~• If the disruptive patron is a child under the age of 11, attempt to locate a parent/caregiver within the building. Explain the disturbance and remind the parent/caregiver that the library is not responsible for unsupervised children. Note that if the behavior continues, both parent/caregiver and child will be asked to leave for the remainder of the day. Give the parent/caregiver a copy of the "Policy on Unsupervised Children" and the "Policy on Disruptive Behavior".~~
- ~~• If the disruptive patron is a child under the age of 11 and you are unable to locate the parent/caregiver in the library, follow the procedure for dealing with an unsupervised child under the age of 11.~~
- ~~• If the disruptive patron is an unsupervised child over the age of 11, follow the procedure for adult disruptive patrons given above.~~

- ~~Library staff cannot assume responsibility for the behavior of people outside the library building. If patrons complain of disruptive behavior outside the building, or if staff should become aware of such behavior, the reference librarian will call the South Pasadena Police Department at ext. 297 or 9-911 depending on the severity of the situation. Document the incident by completing the library's "Incident Report" form and send to the City Librarian.~~

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DRAFT

**ITEM 3**  
Library Board of Trustees  
July 13, 2023

**SOUTH PASADENA PUBLIC LIBRARY**  
**Disruptive Patron Behavior Policy**

Adopted: 9/19/2006  
Amended: 7/13/2023  
Reviewed:

Situations that involve disruptive patrons are managed by staff in accordance with guidelines included in the Library Procedures Manual.

South Pasadena Public Library Online Resource Report  
**Kanopy (film streaming service)**

Fiscal Year 2022-2023

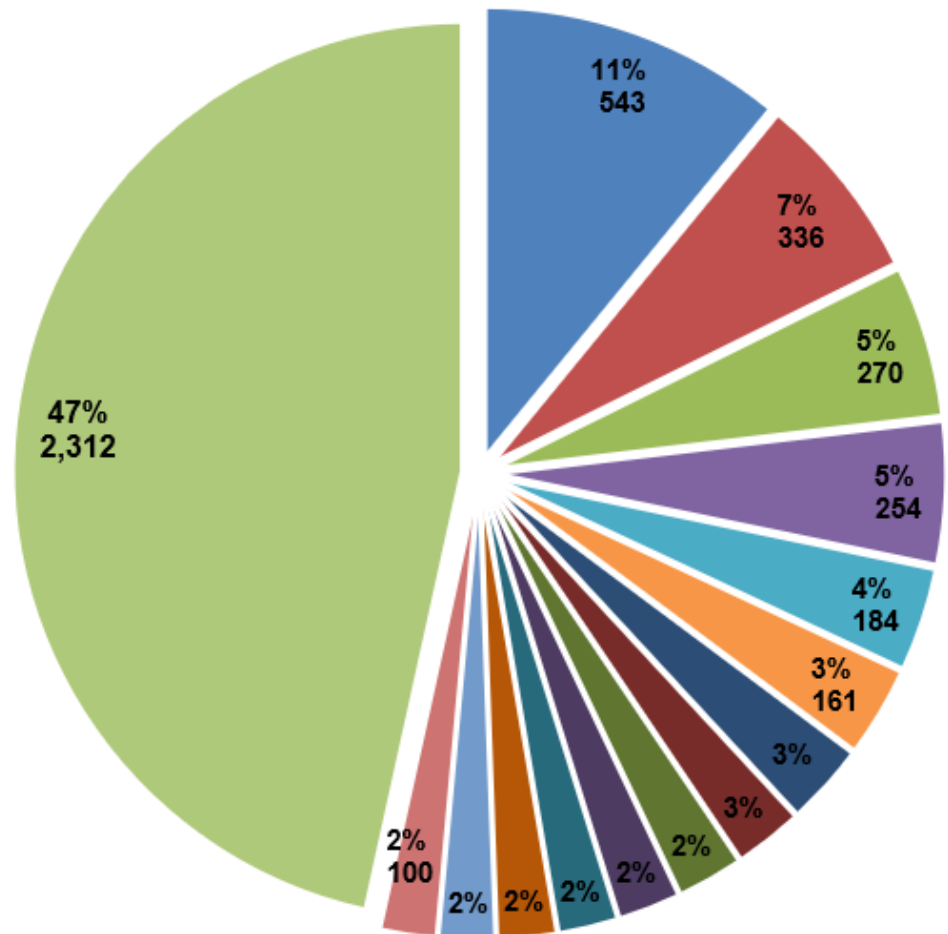
Total Cost: \$15,085.00

Number of Titles Available: 31,133



**Titles Watched  
 (by Supplier)**  
 Fiscal Year 2022-2023  
 Total Watched: 4,967

- Kino Lorber
- Paramount Pictures
- IFC Films
- MGM
- BBC Studios
- Warner Bros.
- The Great Courses
- PBS
- Lionsgate
- Film Movement
- Samuel Goldwyn Films
- The Criterion Collection
- Cohen Film Collection
- Magnolia Pictures
- 259 Others (1-94 Watches)



Top 50 "Subjects"	Plays
Movies	6,787
Drama	5,502
Comedy	2,377
World Cinema	2,214
Documentaries	1,872
Classic Cinema	1,530
Romance	1,478
TV Series	1,430
Horror & Thriller	1,208
The Arts	1,010
Independent Cinema	989
TV	920
Music	842
Historical Perspectives	766
Science Fiction & Fantasy	740
Art & Artists	738
Story Time	723
Social Sciences	692
Film Studies	689
Animals	626
History - Modern	624
War & Action	557
Staff Picks	521
Media & Popular Culture	430
North American Studies	388

Global Studies & Languages	388
Sociology	337
European/Baltic Studies	328
LGBTQ Cinema	296
Beloved Characters	277
Politics & Current Affairs	242
Women & Society	229
Religion & Philosophy	206
Gender Studies	193
Visual Art	183
Ethnicity & Identity	183
Science, Nature & Technology	180
Media & Communications	180
Sciences	179
Literature	166
History - Ancient	162
Psychology	162
Media Studies	162
Mental Health	157
Health & Wellness	157
Race & Class Studies	152
Experimental/Alternative Media	149
Short Film	147
ESL & Languages	120
Law & Criminal Justice	114

**Daily Use  
Inception (June 2018) - June 2023**

