



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

**A G E N D A
REGULAR MEETING
THURSDAY, JULY 11, 2024, AT 7:00 P.M.**

**SOUTH PASADENA PUBLIC LIBRARY
RAY BRADBURY CONFERENCE ROOM, 2ND FLOOR
1100 OXLEY STREET, SOUTH PASADENA, CA 91030**

South Pasadena Commission 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 2nd Floor, located at 1100 Oxley Street, South Pasadena.

Public participation may be made as follows:

- In Person – Ray Bradbury Conference Room, 1100 Oxley Street
- Via Zoom – **Webinar ID: 892 5352 3747/ Passcode: 073797**
- Written Public Comment – written comment must be submitted by 12:00 p.m. the day of the meeting by emailing to lbt@southpasadenaca.gov
- Via Phone – +1-669-900-6833 and entering the Zoom Meeting ID listed above.

Meeting may be viewed at:

1. Go to the Zoom website, <https://zoom.us/join> and enter the Zoom Meeting information; or
2. Click on the following unique Zoom meeting link:
<https://us02web.zoom.us/j/89253523747?pwd=L01UOTFDeW5na1l0ZExJeEszaytVZz09>.

CALL TO ORDER: President Annie Chang Long

ROLL CALL:

President	Annie Chang Long
Vice President	Kenneth Gross
Secretary	Edward Pearson
Trustee	Minsun Meeker
Trustee	Bianca Richards

PUBLIC COMMENT GUIDELINES (*Public Comments are limited to 3 minutes*)

The City welcomes public input. Members of the public can comment on a non-agenda subject under the jurisdiction of the City Council or on an agenda item, you may participate **by one of the following options:**

Option 1:

Participate in-person at the Library Conference Room.

Option 2:

Participate via Zoom.

Public Comment speakers have three minutes to address the Library Board, however, the Chair can adjust time allotted as needed. Participants will be able to “raise their hand” using the Zoom icon during the meeting, and they will have their microphone un-muted during comment portions of the agenda to speak.

Option 3:

Email public comment(s) to 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), and
- 2) Agenda item you are submitting public comment on.
- 3) Submit by no later than **12:00 p.m.**, on the day of the meeting.

PLEASE NOTE: The Chair may exercise the Chair's discretion, subject to the approval of the majority of the Commission to adjust public comment(s) to less than three minutes.

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.

PUBLIC COMMENT**1. PUBLIC COMMENT – GENERAL (NON-AGENDA ITEMS)**

General Public Comment will be limited to 30 minutes at the beginning of the agenda. If there are speakers remaining in the queue, they will be heard at the end of the meeting. Only Speakers who sign up in the first 30 minutes of public comment will be queued up to speak.

PRESENTATIONS**ACTION/DISCUSSION****2. REORDERING OF, ADDITIONS, OR DELETIONS TO THE AGENDA**

3. **APPROVAL OF MINUTES OF JUNE 13, 2024 LIBRARY BOARD OF TRUSTEES MEETING**

Recommendation

It is recommended that the Board review and consider approval of the June 13, 2024, Meeting Minutes.

4. **CONSIDER CLOSING THE LIBRARY FOR THREE HOURS TO ALLOW STAFF TO ATTEND AN ALL-STAFF MEETING ON LIBRARY HEALTH AND SAFETY MATTERS**

Recommendation

It is recommended that the Board approve closing the Library for three hours, from 10:00 a.m. to 1:00 p.m., on a date in the month of August to be determined by staff availability, for the purpose of an all-staff meeting on library health and safety matters.

5. **REQUEST TO DESIGNATE \$6,950 FROM THE ROMINE ESTATE FUNDS TO PAY FOR THE FIRST YEAR SUBSCRIPTION FEE AND ONE-TIME IMPLEMENTATION COSTS FOR INCIDENT TRACKING SOFTWARE**

Recommendation

It is recommended that the Board consider designating \$6,950 from the Romine Estate funds to pay for the implementation costs (\$2,250) and first year subscription fee (\$4,700) for an incident tracking software from the vendor OrangeBoy, Inc.

6. **LIBRARY/COMMUNITY CENTER SITE PLANNING PROJECT PROGRESS REPORT**

Staff and Site Plan Ad Hoc Committee member Trustee Bianca Richards to provide updates to Trustees about the Site Planning Project and Ad Hoc Committee activity.

7. **ADMINISTRATIVE POLICIES REVIEW COMMITTEE PROGRESS REPORT**

Staff and Committee members Kenny Gross and Minsun Meeker to provide updates to Trustees about Committee activity for discussion and direction.

8. **LIBRARY OPERATIONS UPDATE**

Staff to provide updates to Trustees about library events and programs, new services or changes to service, and to inform Trustees about operational matters of note, including staffing changes, project status updates, outreach activities, etc.

COMMUNICATIONS

9. **BOARD PRESIDENT COMMUNICATIONS**

10. **BOARD MEMBER COMMUNICATIONS**

11. **CITY COUNCIL LIAISON COMMUNICATIONS**

12. **FRIENDS OF THE LIBRARY COMMUNICATIONS**

13. TRUSTEE LIAISON TO THE FRIENDS COMMUNICATIONS**14. LIBRARY DIRECTOR COMMUNICATIONS****PUBLIC COMMENT – CONTINUED****15. CONTINUED PUBLIC COMMENT – GENERAL**

This time is reserved for speakers in the public comment queue not heard during the first 30 minutes of Item 1. No new speakers will be accepted at this time.

ADJOURNMENT***FOR YOUR INFORMATION*****FUTURE LIBRARY BOARD MEETINGS**

August 8, 2024	Regular Board Meeting	7:00 p.m.
September 12, 2024	Regular Board Meeting	7:00 p.m.
October 10, 2024	Regular Board Meeting	7:00 p.m.

PUBLIC ACCESS TO AGENDA DOCUMENTS AND BROADCASTING OF MEETINGS

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

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

AGENDA NOTIFICATION SUBSCRIPTION

If you wish to receive an agenda email notification please contact Library Administration via email at lbt@southpasadenaca.gov or call (626) 403-7330.

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. 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 11, 2024**, 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.*

7/8/2024

/S/

Date

Cathy Billings, Library Director



Library Board of Trustees Agenda Report

ITEM NO. 3

DATE: July 11, 2024

FROM: Cathy Billings, Library Director

SUBJECT: **Approval of Minutes of June 13, 2024 Library Board of Trustees Meeting**

Recommendation

It is recommended that the Board review and consider approval of the minutes of the June 13, 2024 regular meeting of the Library Board of Trustees.

Attachment:

1. City of South Pasadena Library Board of Trustees Regular Meeting Minutes, Thursday, June 13, 2024.

ATTACHMENT

City of South Pasadena Library Board of
Trustees Regular Meeting Minutes, Thursday,
June 13, 2024



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

**MINUTES
REGULAR MEETING
THURSDAY, JUNE 13, 2024, AT 7:00 P.M.**

CALL TO ORDER:

The Meeting of the South Pasadena Library Board of Trustees was called to order by President Annie Chang Long on Thursday, June 13, 2024, at 7:00 P.M. in the Library Conference Room, 1100 Oxley Street, South Pasadena, California.

ROLL CALL:

PRESENT

President	Annie Chang Long
Vice President	Kenneth Gross
Secretary	Edward Pearson
Trustee	Minsun Meeker
Trustee	Bianca Richards

ABSENT

Council Liaison Jon Primuth

Sean Faye, Library Administrative Secretary

Library Director Cathy Billings announced a quorum.

CITY STAFF PRESENT:

Cathy Billings, Library Director; was present at Roll Call.

PUBLIC COMMENT

1. PUBLIC COMMENT – GENERAL (NON-AGENDA ITEMS)

In Person Comments:

None.

ACTION/DISCUSSION

2. REORDERING OF, ADDITIONS, OR DELETIONS TO THE AGENDA

None.

3. APPROVAL OF MINUTES OF MAY 9, 2024 LIBRARY BOARD OF TRUSTEES MEETING

Recommendation

It is recommended that the Board review and consider approval of the May 9, 2024, Meeting Minutes.

COMMISSION ACTION AND MOTION

A motion was made by Trustee Richards, seconded by Trustee Meeker, and approved by roll call vote to approve Item No. 3 as presented by staff. The motion carried 5-0 by the following vote:

AYES: Gross, Long, Meeker, Pearson, Richards

NOES: None.

ABSENT: None.

ABSTAINED: None.

4. APPROVAL OF THE LIBRARY BOARD OF TRUSTEES ACCOMPLISHMENTS AND GOALS FOR THE JUNE 20, 2024 COMMISSIONER CONGRESS

Recommendation

It is recommended that the Trustees review and consider approval of Board accomplishments for Fiscal Year 2023-2024, and goals for Fiscal Year 2024-2025, to be presented at the June 20, 2024 Commissioner Congress.

COMMISSION ACTION AND MOTION

A motion was made by Secretary Pearson, seconded by Trustee Richards, and approved by roll call vote to approve Item No. 4, as amended by staff to include in the Accomplishments that a representative from the Board has been appointed to the Ad Hoc Committee for the Library/Community Center Site Planning Project. The motion carried 5-0 by the following vote:

AYES: Gross, Long, Meeker, Pearson, Richards

NOES: None.

ABSENT: None.

ABSTAINED: None.

5. LIBRARY/COMMUNITY CENTER SITE PLANNING PROJECT PROGRESS REPORT

Staff and Site Plan Ad Hoc Committee member Trustee Bianca Richards to provide updates to Trustees about the Site Planning Project and Ad Hoc Committee activity.

6. ADMINISTRATIVE POLICIES REVIEW COMMITTEE PROGRESS REPORT

Staff and Committee members Kenny Gross and Minsun Meeker to provide updates to Trustees about Committee activity.

7. BUDGET UPDATES FOR FISCAL YEARS 2023-2024 AND 2024-2025

Staff to provide updates on current Fiscal Year Library budget and spending and the Fiscal Year 2024-2025 proposed budget and adoption status.

8. INTRODUCTION TO CALIFORNIA PUBLIC LIBRARIES SURVEY DATA FOR FISCAL YEAR 2022-2023

Staff to provide overview of the California Public Libraries Survey and the newly released Fiscal Year 2022-2023 data.

Library Director Cathy Billings responded to questions raised by the Trustees and received direction to present reports based on the survey data at a future Trustees meeting.

9. LIBRARY OPERATIONS UPDATE

Staff to provide updates to Trustees about library events and programs, new services or changes to service, and to inform Trustees about operational matters of note, including staffing changes, project status updates, outreach activities, etc.

COMMUNICATIONS

10. BOARD PRESIDENT COMMUNICATIONS

President Long thought the kickoff event for the Summer Reading Program went very well. It was a reminder of why she likes living in South Pasadena. President Long commended Director Billings and Children's Librarian Bre Taylor for how they handled an incident where a member of the public spoke inappropriately to some young volunteers.

11. BOARD MEMBER COMMUNICATIONS

Trustee Richards attended a Friends of the Library Bookstore "thank you" picnic for volunteers in Garfield Park. The Friends need Bookstore volunteers for two-hour shifts; she told them she would share this with the Trustees. [Director Billings provided the Friends email address that people interested in volunteering can use to contact them.] Trustee Richards praised the Friends Newsletter and announced that the Friends have approved their digital logo.

Secretary Pearson attended the library conference [Serving with a Purpose] held in Ontario on 5/22/24. He shared a few ideas from the conference with the Trustees. He learned that the Ontario Airport has a kiosk that prints out short stories. There was a session about fundraising. There was a panel about book banning and fighting book banning, where he learned about the Unite Against Book Bans organization and that anything trustees can do to support staff around book banning is important. There was a breakout session for trustees with about 17 people, most from bigger cities, that discussed what can be done to fight book bans and the Freedom to Read statement. [Director Billings responded to questions about the California Library Association (CLA) and CLA membership]. Trustee Pearson said that there was a speaker from the American Library Association (ALA) and he learned about United for Libraries. [Director Billings responded to questions about United for Libraries and informed Trustees that it is a Division of ALA for trustees, friends, and foundations that had many good resources.] Trustee Pearson thought this year's conference was much stronger than last year.

Vice President Gross is looking forward to undertaking the initial review of library behavior policies because there is a lot of substance to the project.

Trustee Meeker shared that the visits made by librarians to local schools to promote the Summer Reading Program went over very well. Her daughters, among other children, insisted on signing up on the first day of pre-registration.

12. COUNCIL LIAISON COMMUNICATIONS

None.

13. FRIENDS OF THE LIBRARY REPRESENTATIVE COMMUNICATIONS

None.

14. TRUSTEE LIAISON TO THE FRIENDS COMMUNICATIONS

None.

15. LIBRARY DIRECTOR COMMUNICATIONS

Director Billings informed Trustees that if there are matters they would like to see on an agenda they just need to send them to staff, who will then discuss with the Board President for inclusion on future agendas.

The entire Board will attend the 6/20/24 Commissioner Congress.

PUBLIC COMMENT - CONTINUED

16. CONTINUED PUBLIC COMMENT – GENERAL

None.

ADJOURNMENT

There being no further matters, President Annie Chang Long adjourned the meeting of the Library Board of Trustees at 8:37 P.M. to the next Regular Library Board of Trustees meeting scheduled for July 11, 2024.

Respectfully submitted:

Sean Faye
Staff Liaison, Library Administrative Secretary

APPROVED:

Annie Chang Long
President



Library Board of Trustees Agenda Report

ITEM NO. 4

DATE: July 11, 2024

FROM: Cathy Billings, Library Director

SUBJECT: **Consider Closing the Library for Three Hours to Allow Staff to Attend an All-Staff Meeting on Health and Safety Matters**

Recommendation

It is recommended that the Board approve closing the Library for three hours, from 10:00 a.m. to 1:00 p.m., on a date in the month of August to be determined by staff availability, for the purpose of an all-staff meeting on library health and safety matters.

Background

Traditionally the Library would close one full day each year for staff development. Library Administration believes that two half-day closures are a more effective way to engage in these development activities. There are many matters related to safety and security that need to be addressed and discussed by all staff. A half-day closure would allow for these important discussions to take place.

Analysis

Library staff regularly encounter and interact with people who violate the Library's Code of Conduct. In recent years staff have had to spend more and more time managing people's misbehavior. For staff, these interactions can be exhausting, stressful, and sometimes frightening. They interfere with the ability of employees to perform their regular duties and disrupt library operations and the ability of other people to use the Library. It is critical that staff have adequate and dedicated time to discuss and address issues of safety and security in the library, and a closure from 10:00 a.m. to 1:00 p.m. will provide a three-and-a-half-hour block of time (from 9:00 a.m. to 12:30 p.m., with a half an hour dedicated to preparing the library to open 1:00 p.m.) for this purpose.

Topics of discussion will include the Library's Code of Conduct Policy and project that is underway to revise it, methods of enforcement and improvements to related processes and procedures, how to improve communications with police dispatch and officers, introduction/demonstration of new procedures and tools related to safety, and the implementation and configuration of new incident tracking software.

The date for the closure will be chosen based on when the largest number of staff will be able to attend. For those who cannot attend, supervisors will meet in small groups or one-on-one as needed to share critical information that was covered in the session.

The closure would be thoroughly publicized in advance to minimize the impact on Library users.



Library Board of Trustees Agenda Report

ITEM NO. 5

DATE: July 11, 2024

FROM: Cathy Billings, Library Director

SUBJECT: Request to Designate \$6,950 from the Romine Estate Funds to Pay for Subscription and Implementation Costs for Incident Tracking Software

Recommendation

It is recommended that the Board consider designating \$6,950 from the Romine Estate funds to pay for the implementation costs (\$2,250) and first year subscription fee (\$4,700) for an incident tracking software from the vendor OrangeBoy, Inc.

Background

In October 2017 the Library began tracking customer behavior incidents in a simple Excel spreadsheet (the "Code of Conduct Log"). Before this time, only major incidents were documented by completing a paper incident report form, which was filed in a binder. The incident tracking log was instituted to give us a better understanding of incidents of lesser significance that were not being documented, and to give us a comprehensive record of all incidents, enabling us to identify patterns and repeat offenders and to communicate information about incidents to the many different staff members that work the public desks and engage with behavioral problems. Establishing a Code of Conduct Log was a big step forward for the Library and it has been a useful tool where there was none before, however given the volume of incidents (which is increasing), the complexity of managing them and sharing information across the two dozen+ staff members that work with the public 58 hours a week, staff strongly recommend an investment be made in a software designed specifically for tracking incidents in a library setting.

Analysis

Library staff regularly encounter and interact with people who violate the Library's Code of Conduct. In recent years staff have had to spend more and more time managing people's misbehavior. 205 incidents were tracked in 2022, 153 in 2023, and 109 so far in calendar year 2024. For staff, these interactions can be exhausting, stressful, incredibly time consuming, and potentially dangerous. The processes, procedures, and infrastructure that are in place for managing behavioral issues need improvement. Senior Library staff recognize the urgency of this need and several efforts to make improvements are underway, including a Committee of the Library Board of Trustees working with staff to revise the Code of Conduct Policy; budgeting for security-related building improvements like electronic key card access and better security cameras; and recognizing the emotional burden placed on staff and making learning opportunities available to support their wellbeing. A more sophisticated method of tracking incidents is

Request to Designate Romine Estate Funds to Pay for Incident Tracking Software

July 11, 2024

Page 2 of 2

another critical piece of the effort to make meaningful improvements. OrangeBoy's incident tracking software, called Savannah, makes documenting incidents easier and more efficient and it automates much of the communication to staff and other departments that need to be informed when incidents occur. The customizable relational database collects, organizes, and makes available a much more detailed set of data that will greatly improve the ability to create reports, identify patterns, and track repeat offenders and their history. This will be incredibly helpful to staff who must make decisions about what actions to take in the middle of fast-moving and high-stress scenarios. Because of the improved communication and the user interface that will make information readily available to all staff, it is expected that repeat offenders will be less likely to fall through the cracks. The Savannah incident tracking software is a tool that will have an outsized impact on not only the ability to identify offenders and take appropriate action, but also on relieving much of the cumbersome administrative work that falls on staff when incidents occur.

Fiscal Impact

In 2008 the Library received a bequest in the amount of \$44,890.00 from the Romine Family Trust. There are no restrictions on the use of the funds. The available balance is \$27,068.00. Using \$6,950.00 for the purpose recommended in this staff report leaves a balance of \$20,118.00 for future use. Previous uses of Romine funds include \$9,022.00 toward Tim Carey's Ray Bradbury-themed fused glass triptych and \$3,000.00 to acquire archival materials for the Local History Collection, including Solar Motor Company and Busch Gardens materials, along with a selection of assorted photographs and ephemera related to South Pasadena. In subsequent years, the Library would request funding for the annual subscription fee through the City's usual budget process.



Library Board of Trustees Agenda Report

ITEM NO. 6

DATE: July 11, 2024

FROM: Cathy Billings, Library Director

SUBJECT: **Library/Community Center Site Planning Project Progress Report**

Recommendation

It is recommended that the Trustees receive an update from Library Staff and Library/Community Center Site Plan Ad Hoc Committee member Trustee Bianca Richards about the Site Planning Project and Ad Hoc Committee activity.

Executive Summary

The Site Planning Project that will explore the possibility of building a new facility for library and community services on the current site of the Library and Senior Center is entering an active phase, with a fourteen-member Ad Hoc Committee having been established by the City Council in May 2024.

Staff have polled Ad Hoc Committee members and identified a regular monthly day/time for meetings. Invitations to the first meeting will be sent to Committee members on Friday, July 12. The meeting agenda is still being finalized.

The thirteen submissions received in response to the Request for Qualifications for a site planning consultant have been reviewed and rated independently by staff (Deputy Director of Community Services Lucy Hakobian and Library Director Cathy Billings) and Councilmembers (Mayor) Evelyn G. Zneimer and Janet Braun. This review will reduce the number of proposals to be reviewed by the Ad Hoc Committee. Reviewing proposals will be one of the Committee's first priorities.



Library Board of Trustees Agenda Report

ITEM NO. 7

DATE: July 11, 2024
FROM: Cathy Billings, Library Director
SUBJECT: **Administrative Policies Review Committee Progress Report**

Recommendation

It is recommended that the Trustees receive a progress report from staff and Committee members Kenny Gross and Minsun Meeker about Committee activity.

Background

At a regular meeting on May 9, 2024 the Trustees established a Committee for the purpose of assisting with the review and revision of Library Administrative Policies. Staff and the Committee are first focusing their efforts on the “Code of Conduct” policy.

The Code of Conduct is an important policy that impacts day-to-day operations. It is the policy that staff use to address problematic patron behaviors. The Code of Conduct is referenced in the South Pasadena Municipal Code (2.78-5) which codifies the staff’s ability to suspend a user’s library privileges when behavior is not consistent with “library rules”. Staff and Trustees have recognized that the Code of Conduct policy is flawed and needs to be revised.

The Committee first met with staff on May 24, 2024. On June 10, gave the committee summary documents for each of 17 libraries selected as comparisons. The documents contained links to the libraries’ policies and municipal codes (if applicable). The Trustees met on June 13 and determined that the two Committee members would split the review of the comparison libraries as follows:

City	Municipal Code	Reviewer
Alhambra	Yes	Kenny
Altadena	No	Kenny
Arcadia	Yes	Kenny
Azusa	Yes	Kenny
Burbank	No	Kenny
Commerce	No	Kenny
San Marino	Yes	Kenny
Glendale	No	Kenny
Pasadena	Yes	Min
San Marino	Yes	Min

Santa Monica	Yes	Min
Torrance	No	Min
Cerritos	Yes	Min
Corona	Yes	Min
Long Beach	Yes	Min
Rancho Cucamonga	No	Min
Santa Barbara	Yes	Min

Analysis

The review by Committee members is partially completed and is expected to be completed by the end of July. At this time, Trustee Meeker submits as attachments her comments on the library policies she reviewed for review and discussion, along with two policy samples, from Long Beach Public Library and Rancho Cucamonga. The samples are not the full policies but are the sections that categorize rules/violations and tie them to specific consequences. Trustee Meeker notes that the organization of these policies is easy to follow and worth consideration.

Committee member Minsun Meeker also submits the following general comments based on her review of policies:

- So Pas policy could be streamlined and recategorized; policy itself doesn't outline enforcement, although this is covered in the municipal code.
- So Pas municipal code outlines the enforcement starting with suspensions but most of the other library policies/municipal codes explicitly state patrons will be given a verbal warning before escalating to being asked to leave premises, and then suspension of privileges for specific time periods.
- So Pas municipal code is unclear how consequences escalate from 24 hours to up to 15 days to 30 days, etc. because there aren't clear enough definitions in each section, which may make it too subjective and/or it would be a lot of work for staff to figure out which consequence is tied to specific behaviors.
- In some library policies, there are references to "use as intended" - think it's important to be clear what this means for So Pas Library so it's not open to interpretation.
- Not exactly applicable to the library, but wanted to share that I actually really like the communication of Starbucks' [Third Place Policy](#) - they post it in their stores and I think it's very clear/simple and direct for the public to understand. Just wanted to share as an example of communicating the rules to the public. There are four categories/rules:
 1. Use our Spaces as Intended: Sleeping, smoking, consuming alcohol, drug use or improper use of restrooms is not permitted.

Administrative Policies Review Committee Report

July 11, 2024

Page 3 of 3

2. Be Considerate of Our Partners (i.e., staff) and other Customers: Loud or unreasonable noise, or behaviors that are disruptive to others are not tolerated.
 3. Communicate with Respect: Obscene, harassing, abusive language, hate speech, racial slurs, gestures or actions are unacceptable.
 4. Act Responsibly: Violating any federal, state or local law, regulation or ordinance, including any applicable public health mandate is prohibited.
- Pertaining to children and supervision, ages vary across the policies.
 - Most other policies and municipal codes reference: "violation of any federal, state, or local law while in library grounds" as a behavior issue; So Pas policy has "no illegal behavior of any type" buried in the long list of behaviors so might want to lift up to the top.

Attachments

1. Library Policy Review Comments by Trustee Minsun Meeker
2. Long Beach Public Library – Rules of Conduct
3. Rancho Cucamonga Code of Conduct

ATTACHMENT 1

Library Policy Review Comments by Trustee
Minsun Meeker

Library Policy Review Comments by Trustee Minsun Meeker

July 11, 2024

City	Policy Name	Aspects I like	Aspects I don't like	Unique aspects	Tied to Code?	Municipal Code Notes
Pasadena	Standards of Behavior	Behaviors categorized under 4 sections, which makes it easy to read/understand		To reinstate someone whose library privileges have been revoked, person has to meet with library director or designee to go over standards of behavior	Yes	References library in various sections; but there doesn't appear to be one specific section about library suspensions based on violation
San Marino	Code of Conduct	Clearly states that library is for "learning" - I don't necessarily agree with this narrow definition but like that it's clearly stated so that the rules are tied to promoting a learning environment Consequences escalating tied to number of violations	Don't necessarily like the narrow definition of library as a learning environment space	"Enforcement officers" of code of conduct can be city manager, library, law enforcement	Yes	Mirrors library code of conduct and both start with definitions, so the two together are very clear "Enforcement officers" of code of conduct can be city manager, library, law enforcement Allows fines for library code violations
Santa Monica	Rules of Conduct	Like their opening statement around community, inclusivity, diversity and goal to offer a safe/vibrant library experience to everyone Behaviors categorized under 7 sections, which make it easy to read/understand	Consequences don't include specific timeframes - just that library privileges can be suspended for up to 1 year; wondering how staff decide how long to suspend without guidance from policy or municipal code?		Yes	Language in code about library purpose ("provision of a quiet and orderly environment in which people may read, study, use library materials and equipment and contemplate") doesn't necessary match their policy in that the policy doesn't explicitly state this as library purpose

City	Policy Name	Aspects I like	Aspects I don't like	Unique aspects	Tied to Code?	Municipal Code Notes
Torrance	Standards of Behavior	Very clearly states four reasons when behavior becomes unacceptable: 1) impinges on others' rights; 2) could result in injury to oneself or others; 4) when it disrupts services; and 4) could result in damage to the building or equipment		Not tied to municipal code for enforcement but says clearly they can ask you to leave and if you refuse, Torrance PD is called; and that repeated violations may result in limitation or revocation of library privileges	No	N/A
Cerritos	Rules of Conduct	Under enforcement section, gives examples of violations that are minor, moderate, severe; and timeframes of expulsions tied to each	States that environment should be "safe, orderly, and conducive to study and research" Behaviors are listed as laundry list, no categories	States that by entering library, users are agreeing to pass through a security system at the entrance/exit and to have items visually inspected before leaving the library - cites their penal code	Yes	Includes how/where library rules will be communicated to library patrons Code states: "The rules shall not unreasonably or unfairly restrict access to the Cerritos library by any person or group."
Corona	Rules of Conduct	<i>(Did not like this policy or municipal code...not very clear)</i>	15 behaviors listed in a long list States that "appropriate action will be taken when infraction of these rules in reported to a staff member" which is not super clear in terms of whether there are different types of consequences besides being "banned" with cooperation from the Corona PD	Separate and specific "disruptive and unattended children" policy	Yes	Many of the behaviors in the rules cite corresponding municipal codes. The library regulations municipal code itself is short...not having it all in one place along with clear guidelines on consequences may make consistent/unbiased enforcement difficult

City	Policy Name	Aspects I like	Aspects I don't like	Unique aspects	Tied to Code?	Municipal Code Notes
Long Beach	Rules of Conduct	<p>Online version has policy available in different languages</p> <p>Clearly states library purpose - "the provision of an orderly environment in which people may read, study, use library materials and equipment, and participate in library or community programs"</p> <p>Behaviors and consequences categorized into 3 levels, by severity</p>	<p>There are a lot of rules especially under level 1</p> <p>Overall, between rules of conduct, public health & safety, and internet policy - very long set of rules</p>	Separate public health and safety (which covers hygiene/pests and illnesses), and internet policy sections	Yes	<p>Includes how/where library rules will be communicated to library patrons</p> <p>Code states: "The rules may not unreasonably or unfairly restrict access to libraries or facilities by any person or group."</p>
Santa Barbara	Rules of Conduct	Behaviors categorized in two major categories: 1) dangerous, destructive, or illegal conduct and 2) other prohibited conduct (there are 30 rules under #2 grouped into sub-categories)	<p>While grouped in some categories, which are helpful, their list of rules is quite long and dense (over 30)</p> <p>Enforcement of violation of rules is categorized in 4 sections but it's not specific which consequence applies to which behaviors or severity of behaviors</p>	States that "any patron threatening or harassing library staff will cause to have a Restraining Order filed against them by the City Attorney's Office"	Yes	Code itself is very short and just says library director has authority to promulgate and post facility specific regulations; and that if someone fails to comply with request to leave library, law enforcement can be involved and there's basis for "forcible removal, citation or arrest"

City	Policy Name	Aspects I like	Aspects I don't like	Unique aspects	Tied to Code?	Municipal Code Notes
Rancho Cucamonga	Code of Conduct	Code starts with an intro that references library's mission/values Organized in a table with prohibited behaviors in three levels (minor, moderate, severe) with consequences specified for 1st, 2nd, and 3rd offense - so fairly easy to follow	Very long list of prohibited behaviors (36)	This is in other library policies too - to provide written notification of violation, consequence, and appeals process Separate technology use and unaccompanied child policies	No?	I had to look up this particular city as it wasn't in the PDF doc staff provided...policy doesn't reference municipal code and I searched their code but didn't see anything specific to the library but could've missed it?

ATTACHMENT 2
Long Beach Public Library – Rules of Conduct

Level One

Patron is expected to comply or leave the premises. Library privileges may be suspended for 3 months for non-compliance or repeat offenses.

1. No adults in areas designated for youth unless accompanied by a youth or if the adult needs to access youth collections.
2. No unauthorized use of others' library cards or account numbers.
3. No behaviors, including unreasonable noise, which disrupts other library users.
4. No monopolizing library space or resources to the exclusion of others.
5. No blocking aisles, doorways, stairways, elevators and ramps.
6. No bringing in items that are larger than 26" x 24" x 14" in aggregate.
7. No leaving any personal items unattended.
8. No use of roller skates, scooters, skateboards, bicycles, etc. No improper storage of micromobility vehicles (for example, bicycles, e-bicycles, powered scooters) on railings or inside the library.
9. No eating or drinking except in designated areas. Drinks with spill-proof lids are permitted.
10. No entering the Library without sufficient clothing. Patrons must wear tops, bottoms and shoes.
11. No entering the Library with personal hygiene/odor that is a nuisance to others.
12. No inappropriate use of library technology as defined in the Internet Usage Policy.
13. No lying on the floor or furniture or otherwise using library furniture, fixtures, or space not as intended.
14. No personal grooming, including bathing, shaving, shampooing, doing laundry or tending to other hygiene practices in or outside the library's restrooms.
15. No posting or distributing unauthorized printed materials, for example, business advertisements and religious or political flyers.
16. No photographing or filming people without their consent, or for media or commercial purposes without prior permission from Library Administration.
17. No soliciting.
18. No leaving children under the age of 10 or dependent adults unattended.
19. No bringing animals other than service animals as defined by the Americans with Disabilities Act ("ADA") into the library.

LONG BEACH PUBLIC LIBRARY – RULES OF CONDUCT

Level Two

Library privileges may be suspended for up to 1 year.

20. No smoking or vaping.
21. No interfering with Library employees in the performance of their duties, and/or not following any reasonable instruction by a staff member or security.
22. No exhibiting signs of being under the influence of drugs or alcohol so as to constitute a nuisance to other persons.

Level Three

Library privileges will be suspended for up to 1 year.

23. No intimidating, harassing, or threatening patrons, staff, or volunteers, including but not limited to staring, stalking, lurking, repeating unwanted personal or embarrassing questions, unwanted attention of a sexual nature, actual or implied threats of bodily harm, and discriminatory remarks about a person's physical appearance, race, ethnicity, gender, sexual orientation, or disability.
24. No trespassing in non-public areas; no being inside library facilities without the permission of an authorized library employee before or after library operating hours.
25. No physical fighting.
26. No weapons or large items that could be used as weapons such as golf clubs, wooden staffs, or baseball bats.
27. No sexual conduct or lewd acts.
28. No theft or attempted theft of library property.
29. No destroying or defacing library property.
30. No consuming drugs or alcohol on library property.
31. No engaging in any activity that violates federal, state, and local laws.

ATTACHMENT 3
Rancho Cucamonga Code of Conduct

Rancho Cucamonga Code of Conduct

TO ENSURE ACCESS TO LIBRARY SERVICES AND FOR THE SAFETY OF ALL USERS, THE FOLLOWING BEHAVIORS ARE PROHIBITED ON LIBRARY PROPERTY.

Level One Minor Violations		Consequences (Exclusion Period)		
		1 st Offense	2 nd Offense	3 rd Offense
1	Entering the Library without clothing covering the upper and lower body or without shoes or other footwear.	Verbal warning only—Library user may correct or leave	1 Day	7 Days
2	Making any loud or disruptive noise, including the disruptive use of personal electronic devices.			
3	Consuming food in the stacks or in the Technology Center. Food and beverages with secure lids are acceptable throughout other areas of the Library.			
4	Blocking aisles, doorways, stairways, elevators or ramps. Large objects such as carts, bicycles and luggage may not be brought into the Library. Library users must keep personal belongings with them at all times.			
5	Exiting the building with Library materials or taking Library materials into a restroom prior to check out.			
6	Using tobacco, tobacco products, or vaping devices in any form in the Library or within 20 feet of any entryway into the Library.			
7	Soliciting, petitioning, distributing written materials or canvassing for any purpose within the Library building.			
8	Blocking Library entrance areas or interfering with the free flow of pedestrian traffic in such areas.			
9	Commercial photography or filming, without prior written permission from the Rancho Cucamonga Communication Manager.			
10	Selling anything within the Library or using the Library facility to conduct a business or provide client services without prior permission from the Library Director.			
11	Using Library facilities for bathing, shaving, washing hair, changing or laundering clothing.			
12	Emitting pervasive odors including, but not limited to, odors caused by food, drink, perfume or cologne, that disturb others or damage Library property.			
13	Fraudulently using another Library patron’s library card and/or account number for any purpose, including to reserve computers.			
14	Failing to comply with a staff request to cease a behavior that interferes with the effective operation of the Library.			

15	<p>The Library's <i>Public Computer Use and Internet Policy</i> must be agreed to electronically prior to the commencement of an internet session. In addition to this policy, Library users agree to abide by the following rules for any device, personal or otherwise, while in the Library:</p> <ul style="list-style-type: none"> • Stop viewing an internet site if staff determines that the site may create a hostile environment for staff or patrons. • Not access sites that are inappropriate for minors if the user's device may be visible to minors. • Not view, print, upload, download or otherwise access material unlawfully. • Not intercept or receive data not specifically intended for you. 	<p>Verbal warning only—Library user may correct or leave</p>	<p>1 Day</p>	<p>7 Days</p>
16	Refusing to leave building during an emergency evacuation or drill.			
17	Manipulating or interfering with Rancho Cucamonga Public Library computers, catalogs, internet reservation system or print management system.			
18	Adults using Children's or Teen areas without a child or need for Children's/Teen collections.			
19	Lying down or sleeping in the Library.			
20	Leaving personal belongings unattended. Unattended personal belongings are defined as anything not stored by a staff member and that are not in the control of their owner.			
21	Verbal communication or non-verbal attention that is willful, malicious, or repeated harassment.			
22	Roller skates, scooters, skateboards or other similar devices must not be used on Library property. Bicycles may not be brought into the Library.			
23	<p>Leaving a child under 12 years of age unattended. Minor children visiting the Library are the responsibility of their parents or guardians. The Library cannot accept responsibility for the safety and supervision of minor children. See the Library's <i>Unaccompanied Child Policy</i></p>	<p>Notify Supervisor and follow <i>Unaccompanied Child Policy</i></p>		
24	<p>Bringing animals other than service animals into the Library. Only service animals (and service animals in training) or animals which are part of a Library program are permitted in the Library. Service animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities.</p>	<p>Leave building; may return without pet.</p>		

Level Two Moderate Violations		Consequences (Exclusion Period)		
		1st Offense	2nd Offense	3rd Offense
25	Unauthorized presence in designated staff-only areas; entering or remaining inside the Library before or after posted hours of operation.	30 Days	90 Days	1 Year
26	Smoking in restrooms, intentionally clogging plumbing, or looking into an area designed to provide privacy to a person using the area.			
27	Exhibiting signs of or being under the influence of alcohol; being under the influence of any controlled substance listed in Schedules I-V of the Controlled Substances Act, 21 U.S.C. § 812.			
28	Using obscene or threatening language or words otherwise likely to provoke an immediate violent reaction.			
29	Possessing, consuming, distributing, or selling, any alcoholic beverage or marijuana product. This prohibition does not apply to alcohol permitted at a Library-approved event.			
Level Three Severe Violations		Consequences (Exclusion Period)		
		1st Offense	2nd Offense	3rd Offense
30	Depositing bodily fluids or excrement on any Library property, including, but not limited to, Library collections, equipment, furnishings, walls and flooring.	Minimum 1 Year	Minimum 2 Years	Minimum 3 Years
31	Engaging in any physical altercation.			
32	Threatening or harassing Library users and/or staff by exhibiting abusive or threatening behavior, including the use of profanity or gestures.			
33	Carrying weapons of any kind, including firearms, blades or impact weapons in the Library, or at Library programs or events. Exemptions—recognized Law Enforcement Officers and individuals licensed to carry handguns in accordance with state law.			
34	Engaging in acts of sexual misconduct, including indecent exposure, sexual contact and sexual intercourse and/or exhibiting lewd and lascivious acts.			
35	Committing theft of or vandalism to Library property, or personal property of another.			
36	Returning to the Library prior to expiration of the exclusion period, except when submitting a written appeal of the notice of exclusion.	Double existing exclusion period.	Double existing exclusion period.	Double existing exclusion period.



Library Board of Trustees Agenda Report

ITEM NO. 8

DATE: July 11, 2024
FROM: Cathy Billings, Library Director
SUBJECT: **Library Operations Update**

Recommendation

It is recommended that the Board receive a Library Operations Update.

Background

This Staff Report provides short summaries about library events and programs, new services or changes to service, and about operational matters of note, including staffing changes, project status updates, outreach activities, etc.

Updates

Library Summer Reading Program

More than 1,600 people have signed up for the [Summer Reading Program](#) (SRP). SRP runs from June 3rd through August 3rd. The Summer Reading Program 4th of July parade entry gave kids a chance to walk in the parade and be cheered all along the route. There are three more Wonderful Wednesday programs, on July 17, July 24, and July 31. SRP is sponsored by the Friends of the South Pasadena Public Library.

Library Budget

The City Council did not adopt the proposed Fiscal Year 2024-2025 budget recommended by staff at a Special Joint meeting of the City Council and Finance Commission on June 27, 2024. Instead, the Council adopted continued appropriations, with the caveat that the terms outlined in the City's MOUs with employee associations be honored, including cost of living salary increases effective the first full pay period in July 2024. They also set a 60-day deadline for adopting a budget (by the end of August). Continued appropriations means that the City is operating with the same budget that was appropriated in Fiscal Year 2023-2024. Continued appropriations create some functional/operational/administrative challenges for departments, but fortunately the Library functions and operations are not impacted because our proposed Fiscal Year 2024-2025 budget is not that different from our Fiscal Year 2023-2024 budget. Our biggest operational expense (besides salaries) is for books, DVDs, CDs, e-Books, and digital resources, and none of these should be affected.

Library Staffing

The Library received permission to move forward with the part-time Aide recruitment that was begun last fall and halted in February when the proposed mid-year budget adjustments were not adopted. We had three vacancies to fill, and last week accepted a

resignation from an Aide who was offered a full-time position at Los Angeles Public Library, so we have a total of four to fill. We were fortunate that an adequate number of candidates that applied in the fall are still interested in the position. Interviews are scheduled for July 16th.

We also received permission to open a recruitment for “Substitute Librarians”. The position has evolved over the years such that the title is something of a misnomer. Substitute Librarians are a pool of part-time librarians that we rely on to staff the reference desks at least 46 hours per week. We currently have twelve positions and three vacancies.

We still have a part-time Support Services Clerk I vacancy, but because we are anticipating the retirement of a part-time Clerk II this summer, we will hold the Clerk I recruitment until we have completed the Clerk II recruitment. Both these positions are internal promotional opportunities, so filling the Clerk II position may create a second Clerk I vacancy.

Status on Teen Space Updates

Furniture for the teen room has been ordered and is expected to arrive in August. Unfortunately, it seems unlikely that the paint, carpet, and light electrical work that needs to be completed before the furniture arrives will be completed in time. We may need to put the furniture in storage for a period of time. Funds were allocated in the Library’s Fiscal Year 2023-2024 budget for this project, but unfortunately, we did not have the staff capacity to secure competitive bids, contract vendors, and encumber the funds for the carpet and paint work before the end of the Fiscal Year. We have approached the Friends of the Library with a request for funding to help us with the paint and carpet and they have indicated that they would like to support this endeavor, and we are grateful for their support.



Above: Examples of the soft seating that has been ordered.

American Library Association (ALA) Annual Conference

For the first time in a decade the ALA annual conference was held in Southern California (San Diego). This was an amazing opportunity for our librarian staff to engage in professional development, meet with current and prospective vendors, and participate in in-person meetings of the committees and roundtables on which they serve. Support Services Librarian Jenny Rodriguez, Adult Services Librarians Alexis Mendoza and Olivia Radbill, and Children's Librarian Bre Taylor were all able to attend. Senior librarian managers and the Library Director did not attend the conference, but the Director was able to attend an add-on workshop called "Library Building Projects 101: A Crash Course on Basic Elements of Completing a Building Renovation or New Construction", which was very informative and relevant. The librarians highlighted the following sessions as being particularly interesting and useful. We expect they will bring many back many great ideas that will benefit South Pasadena library users.

- How Your Library Can Support Users Impacted by Incarceration
- Leading Libraries Committed to Community-Centered Collaboration and Impact
- Books Unbound: Libraries in the Age of AI
- Neurodivergent Librarian Voices Shaping Neuroinclusive Library Workplaces
- The Art of Managing Stress: Keys to a Healthier Way of Life for the Busy Librarian
- Safety & Security in Public Libraries: Resources and Ideas to Help
- Beyond the Library: The Role of Academic Libraries' Chat Reference in Answering Campus Questions
- Putting People Over Process: Outward Mindset in the Workplace
- Building Homeschooling Resources and Community Relationships at the Public Library