



Date: April 13, 2022

Call to Order: The meeting called to order at 6:10PM.

Meeting Chair: Commissioner Karen Roye

Commissioners in attendance: Nathaniel Dumas, Cathy Smith, Mary Forte, Karen Roye

Commissioners absent: Mary Jo Cook.

1. Review and Approval of Draft Minutes from February 2022

- a. Commissioner Mary Forte moved to approve the February meeting minutes, Commissioner Dumas seconded the motion. The minutes were approved unanimously by all Commissioners.

2. Draft Suggestions for Inclusion in Life Enrichment Committee Memo

- a. Commissioner Dumas suggest there should be a review of the strategic plan and consider what funding request should be during an election year. He stated last year funding requests connect to the annual budget and the general fund support.
- b. Commissioner Smith reported the funding request for prior year connect to the maintenance of effort and that it requested to be proportional to need.
- c. Commissioner Dumas suggested to the request should be to advocate for additional custodian support. Documenting the need in the memo would ensure that the need for more custodian support would not fall through the cracks.
- d. Commissioner Forte reminded the body that at the last general meeting of the LAC, Librarian J. Turbak informed the full committee that the Library's plan was to fill three full time positions. Librarian Turbak requested two additional positions in the upcoming budget, but even with five additional positions, it would not be sufficient staffing level to address the needs of the library system.
- e. Commissioner Dumas stated that this is an interim, mid-cycle budget year. Commissioner Smith suggested the assignment of the Sustainability Committee is to develop talking points. Commissioner Dumas agreed and suggested everyone could send him their talking points and he would prepare the draft for the memo.
- f. Commissioner Smith suggested staff safety as a talking point; Commissioner Dumas suggested the feasibility studies for Hoover Durant and Piedmont branches.
- g. Commissioner Forte suggested quarterly reports from Public Works on open custodian requests. Commissioner Forte suggested importance of noticing Councilmembers of the need for more members on the LAC.
- h. Commissioner Roye agreed and asked if this outreach could be in the letter. Commissioner Dumas agreed and added that we are at a critical moment of retention of the LAC. Commissioner said that the LAC requires City Council approval, and ask if the LAC is the same in Measure C as Measure D. Commissioner Roye stated that having an oversight body like the LAC is an important aspect to checks and balances as well as advocacy on behalf of OPL.
- i. Commissioner Forte stated that there would be lots to learn from Commissioners from other Bay Area Library Commissions. Commissioner Forte stated that Measure D requires annual audits and questioned the frequency. Measure C will require audits on a bi-annual basis. Commissioner Dumas also suggested that as the library systems

continues to come out of the COVID-19 Pandemic has created some nuances and what is sustainable for OPL.

3. Quarterly Maintenance Report

- a. Commissioner reported out to the Sustainability Committee. The report does not show any items that were open in prior year and suggested we request an updated report that shows all open service requests. Commissioners agreed to request a second report.
- b. Commissioner Dumas what would be the purpose of requesting more information. Commissioner Forte stated that a full list of open requests would support additional full time positions. Commissioner Dumas suggested that maintenance tickets may have varying levels of importance that isn't clear on the report and it would be helpful to understand. Commissioner Dumas asked if there is a prioritizing system
- c. Commissioner Smith stated it would be helpful to understand why "closed" items reported citing that reporting on closed items may skew the severity unless the volume of requests supports the request for additional staff. Commissioner Smith agreed that total open tickets is important data
- d. Commissioner Forte said she would request additional information on open requests and prioritization and would express our deep appreciation to Public Works and Kere for her assistance.
- e. Commissioner Dumas asked for information on tickets that have been opened multiple times that may be indicative of a structural problem
- f. Commissioner Smith stated that Public Works could also describe the severity of maintenance tickets and it would be important to have that information
- g. Commissioner Roye agreed all of the requests clarity on what some of the identification coding means, are maintenance tickets are service requests or through phone call. The report has the date of request and not the date of completion.
- h. Commissioner Dumas asked if Public Works has a measurement of success. LAC could align our metrics to the department's metrics.
- i. Commissioner Roye asked what would the timing of an updated report be and is it in alignment with the work of the committee to use this to support the request for additional support
- j. Commissioner Forte said there is not a fixed time. We could request a report for our June meeting. There is no time pressure. Commissioner Forte will send a note to Kere this week.

4. Revisit Development of a Library Branch Survey

- a. Commissioner Smith presented the Stewards of the Parks built a questionnaire - Oakland Park annual maintenance citizen survey. Comprehensive reports built to inform maintenance priorities. We are considering building a survey and begin with what LAC wants surveyed.
- b. Commissioner Dumas asked could we work with other groups to help sustain and develop a comprehensive review. Build a partnership with others to support a comprehensive analysis for the library system.

- c. Commissioner Roye report reported the San Francisco Library Commission’s needs Assessment, and will put together a list of survey topics from SF report for the next Sustainability Committee Meeting.
 - d. Commissioner Smith suggested we should to consider action items for each member of the committee. Each member could bring a rough draft to library branches. Include how often library branches have to report maintenance issues. There should be some space on the survey of capital improvements
 - e. Commissioner Dumas will visit Golden Gate Branch
 - f. Commissioner Forte requested topic list attached to draft minutes.
- 5. Refine Committee Mission and Vision Statement
 - a. Commissioner Smith suggests waiting to discuss this pending the result of Measure C. All Commissioners
- 6. Renaming the Committee
 - a. Commissioner Forte/Smith suggests waiting to discuss this item pending the results of Measure C. All Commissioners were in agreement
- 7. Open Forum/Public Comment
 - a. No public comment
- 8. Agenda Building
 - a. Next meeting June 8
 - b. Refine Committee Mission and Vision Statement
 - c. Renaming the Committee
- 9. Adjournment

Respectfully Submitted, Commissioner Roye



Community Satisfaction Survey – Quality of Public Experience in Library Spaces

Oakland Demographics Data Source - <https://worldpopulationreview.com/us-cities/oakland-ca-population>

The data and link provided to assist in the consideration and development of a community satisfaction survey administered by a consultant to inform maintenance decision-making and priorities. The goal of this work is to better understand the customer experience and assist the LAC in its communication of important aspects to customer satisfaction throughout the Oakland Public Library system. One thought could be to coordinate survey

Race	Total	High School	Bachelors
White	100,052	97,298	74,587
Black	73,294	65,170	19,692
Hispanic	67,719	40,033	14,264
Asian	53,987	39,613	20,876
Other Race	42,510	21,688	6,216
2+ Races	15,226	14,284	7,674
Native American	2,457	2,034	668
Islander	1,775	1,525	343

White	35.5%
Black	23.8%
Asian	15.5%
Two or More Races	6.9%
Other Race	16.9%
Other Pacific Islander	.6%
American Indian and Alaska Native	.9%

implementation through Friends organizations.

Female	219,808	51.71%
Male	205,289	48.29%

Community Survey	Example of Issues for survey question development
Current Facility Service Issues	
Shelving	Shelving is at 100% capacity throughout the building. Collections that should be displayed comfortably for self service browsing are packed into high density shelving units. Some collections must be split into two areas, which can baffle the public and forces many users to ask for assistance. Space for display and browsing of the collection is limited. Top and bottom shelves are used throughout the collection, further hampering physical accessibility especially for older adults. Children’s books are jammed onto shelving that is so jammed that it is difficult to pull items off the shelf.
Seating	Seating capacity is limited for all user categories. Many survey respondents noted that they visit the Library to check out books and media but no longer use the facility to read or study due to

	<p>lack of available seating. The “quiet reading” area for adults is very popular, especially among laptop computer users, and often fully occupied. Demand is high for small group study and conference space, both for K-12 students and adults. Only one small study room is available, however. The casual seating area in the lobby is extremely popular and should be expanded. The small teen space has just two seats, so the Library regularly reserves the large meeting room for after-school teen seating. More parent/child seating is needed in the children’s area as well as study table seating for elementary school age students. Seating throughout the building should be increased to meet current and projected demand – for individual study, tutoring and small group collaboration as well as distributed, comfortable reading areas for adults, teens, parents and children. Designated space for teens - generally high school age youth – is extremely limited. Space for their slightly younger siblings in middle school, known as tweens, is nonexistent. Many youth in these age groups have stopped using the Library due to lack of space that they perceive as appropriate for them.</p>
Technology	<p>The Library serves as the community’s primary free access point to the Internet. To meet this demand, the Library has installed as many public access computers as the building can accommodate. This equipment is in constant use and more workstations are needed. Increased seating for laptop computer users is also needed, ideally with power and data outlets at every seat, in the adult, teen and children’s areas. The current building configuration forces placement of equipment in cramped spaces with limited visibility. Computers are needed in the teen space as well as more children’s computers for students working on homework or educational games for young children. The building does not support a computer based training space.</p>
Approach and public entrance to building	<p>The building exterior needs to be recognizable as a civic building and a library. The Library will be a major component of Yorba Linda Town Center. It must be visible from adjacent streets and from common areas within the Town Center development to draw potential visitors and to identify it as a community landmark. The public entrance should be designed to prevent drafts and outside air from intruding into the occupied spaces of the building. Public entry doors should open automatically and walk-off mats installed in the lobby to facilitate dirt and debris removal from visitors’ feet as they enter the building. The main lobby should provide access to both the Library and the Community Room. One public entrance into the interior of the Library is needed, to provide a single point of control for security, although two entrances may be considered if such a</p>

	layout can be accomplished without compromising security or wayfinding.
Staff Entrance	The staff entrance needs to be adjacent to first floor staff work areas and directly accessible from designated delivery and service vehicle parking.
Exterior Signage	An exterior sign with the Library name should be located prominently outside the building, integrated into the design, vandal resistant and clearly visible from the street by passersby both day and night.
Exterior water and power access	Provide weather- and tamper-proof water and electrical power outlets on major exterior sides of the building, including several outlets adjacent to the building’s public and staff entrances, to facilitate maintenance and to support outdoor events sponsored by the Library or the community. Provide recessed, locking hose bibs for the exterior of the building.
Landscaping and outdoor areas	Provide low-maintenance, drought-tolerant/resistant plantings for the exterior. Avoid massed plantings that block windows or sight lines or may become hiding areas. Integrate landscaping with the parking lot, walkways and traffic lanes. An underground sprinkler system with a computer-controlled timer is desirable.
Lighting, light fixtures and light sources	Exterior lighting needs to comply with Yorba Linda Town Center Specific Plan standards and guidelines. In pedestrian areas, light any steps, ramps, paths or doorways to ensure safety. Light sources should be designed with vandal shields and controlled by photocells interfaced with the building’s lighting control system if the City selects such a system.
Maintenance	Exterior building finishes must comply with standards and guidelines, be durable, and not require frequent painting or staining. Vandal resistant finishes should be considered.
Materials return drops	The Library needs materials return slots at the exterior of the building for use by customers whether or not the building is open – one slot connected to automated materials handling equipment and another connected to a manual backup return system. The slots need to be highly visible, convenient to Library parking and on the pedestrian entry path into the building. A drive-through return slot attached directly to the building is also desirable if possible to design within the Specific Plan guidelines.
Roof	The roofing system should be designed to last a minimum of fifteen years, with a roof sloped to facilitate rain runoff. Consider design strategies and building materials that reduce roof temperatures. If building system equipment is mounted on the roof, access to the equipment must be designed to avoid accidental damage to the roof membrane or any other building element located on the roof. Roof drainage must be diverted



	away from the building, walkways, parking lot and any outdoor plazas.
Safety and Security	Ensure that public access areas and walkways outside the building are designed in accordance with standards and guidelines – well lighted, open to view, with a slip-resistant surface and oriented so that pedestrians may enter and exit the building without crossing vehicular traffic lanes. Visitors should be able to enter the building without climbing steps. Avoid setbacks or exterior alcoves along the perimeter of the building that might become lurking areas. Slopes, if necessary, should be gradual. All exterior surfaces and areas should be designed to discourage skateboarding or roller-blading.
Trash receptacles and recycling	Locate a secure enclosure at the building exterior adjacent to, or easily accessible from, the staff entrance for enclosed large-scale trash receptacles and recycling containers. Ensure that trash receptacles are both screened from view and easily accessible to front-loading garbage pickup vehicles. Place a receptacle for cigarette disposal and a large trash receptacle near the public entrance, equipped with a locking cover to deter vandalism.
Acoustics and building systems	Consider the acoustical impact when specifying and locating building mechanical systems, lighting and plumbing fixtures. Mechanical rooms and ductwork should be well insulated and acoustically baffled.
Building Finishes	Building finishes must comply with standards and guidelines. Finishes must be durable and able to stand up to years of constant, heavy use.
Clocks	Locate wall-mounted clocks in each major public area and in staff work areas. A low maintenance, centrally controlled, electronic clock system is desirable.
Disabled Access and ADA Compliance	The building must meet or exceed the guidelines set forth both in the Americans with Disabilities Act (ADA) and Title 24, State of California accessibility code. The design should consider these guidelines broadly, with the understanding that many people with temporary disabilities or with physical limitations that do not consider themselves disabled will use the library.
Drinking fountains	Public drinking fountains need to be located on each floor with a child-height one on the first floor in the Children’s area.
Energy conservation and sustainability	The energy use strategies employed in the building design should not only minimize the building’s dependence on energy but also strive to improve the sources of the energy that the building consumes.
Maintenance	Design the building to require low maintenance, both inside and outside. This is a prime consideration for the selection of building materials, finishes and mechanical systems as well as the furnishings and equipment. All spaces in the library must be



	easily cleaned and as impervious as possible to abuse. Avoid finishes that require frequent painting, polishing, waxing or the necessity to treat any surface. Design the building so that exterior windows can be cleaned and interior lights can be changed using hand equipment without scaffolding. All materials and products should be specified as standard sizes and colors for economical replacement.
HVAC system, air filtration systems, indoor air quality, humidity and temperature	The building needs to be provided with a complete air conditioning, heating and ventilating system. Ventilation units need to be zoned according to use, room orientation, and hours of operation. It is critical that a uniform temperature can be consistently maintained throughout the building regardless of variations in ceiling height.
Operable windows	It is desirable that the building includes operable windows in selected locations. The location and quantity of these windows should be discussed during the design phase of the project. Any such windows should be specified as locking. Windows should be operable by Library staff but not the public.
Plumbing and restrooms	Restrooms must be easy for the public to find, designed for durability and able to resist vandalism. Single occupancy restrooms for the public should be avoided, with the exception of family restroom in Children’s Services.