

LAC Sustainability Committee Meeting, Thursday, October 13, 2022

Called to Order at 6:00 pm

Attendance:

Commissioner Smith chaired the meeting

Commissioner's Forte and Roye

1. Approval of the Minutes
No comments on draft meeting minutes. Approved unanimously.
2. Discussion: Library Surveys Development – Continued discussion
Smith, Forte, Roye:

Step one: establish a scope of what to review on the library

Reviewed examples of survey maintenance and experience, patron access, review example of needs assessment survey, community survey, lighting, maintenance, trash receptacles, flooring coverings, and recycling

Each Commissioner agreed to take an assignment and work on survey components for: patron experience; check list of interior; and check list of exterior segments of the library system; Commissioner Smith requested that however was working on building safety should consult with the Librarian first to determine if Oakland is meeting standards and guidelines for libraries. It is important to understand if the library system is meeting basic standards prior to developing survey questions. The response from the Librarian will help guide the survey.

Commissioner Smith, Forte, Roye reviewed researched materials and highlighted the need to do this work with a lens of race and equity and plan to invite them to our next committee meeting. All agree that including demographic information and varying the availability of the surveys to reach and include as many people as possible insuring fair and equitable access to the surveys is critical. Including printed versions at each branch as well as online. All agreed that questions regarding ADA accommodations must be included. Commissioner Smith suggested that we should include input from the ADA community to assist with the development of questions directed to the ADA community.

Commissioner Roye pointed out that attention should be paid to the overall length of the survey many will lose interest if the surveys are too long. Multiple-choice surveys will give easily transferable responses for analysis and identifying trends. A decision will have to be on the format of the survey questions. For instance, open-ended questions will require thoughtful review for understanding. Finally, consideration regarding the kind of experience someone completing the surveys will have is also important. Thinking about a one-page survey may encourage more people to take the time to complete it.

Commissioner Smith suggest volunteers and members of the Friends of the Libraries could go out to the various libraries and ask questions of patrons to learn about the patron experience similar to the Parks Survey. Commissioner Forte agreed and suggested everyone volunteering could go out on the same day, typically one Saturday a year, with volunteer going out and come

back to review the responses. It could be an annual survey to compare responses and determine if customer experiences have improved. Feasibility studies typically include some customer questions but as the LAC Sustainability Committee, we should focus on the maintenance. Commissioner Smith requested to ask the Librarian if a patron survey of part of her feasibility study. Is there a standard condition that buildings must meet? Are those requirements would be a place to start?

3. New Committee Chair

Commissioner Roye stated it would be helpful to have more members on the committee. Commissioner Smith stated there are roughly five additional applications for the Commission. One application has gone to the Mayor's Office for approval. It will be a few months before there are more people on this committee. The other committee has five members and we have three members. Perhaps someone from the Advocacy Committee may want to join the Sustainability Committee. Re-election of officers will take place in February. All Commissioners agreed that rotation would be fine to continue.

4. Quarterly Maintenance Report

Discussion: City Administrator, Commissioner Roye Commissioner Forte

Updates on the maintenance and custodian services of the library system and shared the overall needs raised by commissioners at our previous general meetings. The City Administrator was very receptive and very responsive. He acknowledged that some projects were behind due to hiring delays in hiring. He confirmed that there was hiring of vacant positions. I shared that the library system is an important community hub with diverse needs and utilized by a diverse communities. I offered as an example during the very hot days this summer, the libraries were a cooling center for many people particularly seniors and as we enter the colder months, it is important the HVAC systems are operating properly. I also shared that the main library in particular is a place of hope and refuge for many unhoused residents and requires extra care and custodial services. The CA listened very closely and I thanked the CA for his time and attention to the needs of the library system and acknowledged that there are challenges to hiring coming out of the pandemic but he believed his team was on track to fill the necessary positions. Next steps: the CA will meet with his team to review the list of open items and get an update on the hiring.

Discussion: Commissioner Forte stated nothing has changed. Commissioner Forte added a summary page (Attachment E) which shows how many outstanding requests for each library along with the full report. The report is ran quarterly. The full Commission will receive the full report at the next meeting so all members can review the report along with the summary.

Discussion: Commissioner Forte met with Mark Hayes. Conversation to be included in the minutes,

On Thu, Oct 13, 2022 at 6:19 PM Mary Forte <maryfforte@gmail.com> wrote:

----- Forwarded message -----

From: **Hayes, Mark** <MHayes2@oaklandca.gov>

Date: Tue, Oct 11, 2022 at 9:12 AM

Subject: Re: follow up on hiring of custodians for the library

To: Mary Forte <maryfforte@gmail.com>

Cc: Turbak, Jamie <JTurbak@oaklandlibrary.org>, Gonzales, Kere <KGonzales@oaklandlibrary.org>

Hi Mary,

Hope all is well. We are currently waiting for the 2 Full time positions that were added to the budget, as well as the 4 TPT positions. The 2 FT's should be arriving soon, HR is working on them now. We interviewed the TPT candidates last week, so hopefully we should have them in place by next month or December at the latest. These positions will help us fill up the weekend roster, and the evening custodian position at the Main Library, as well as another Roving Custodian for floor and carpet maintenance / special projects. I will keep you posted.

Thank you, Mark

5. Next meeting to be scheduled in December
6. Future Agenda Items, continue to work on the surveys, review park survey, develop an early draft before inviting guests to come, future teaming up with Friends of The Parks organizations and Friends of the Library organizations for grant consideration.
7. Motion to conclude the meeting a 7:10 pm. Approved Smith, Forte, Roye