

Minutes – LAC Sustainability Committee

April 13, 2023

Meeting began 5:45

Chair of the meeting *Commissioner Smith

Commissioners present: Forte, Kirk, Roye

Commissioners Zukor, Azuma, and Boyd observed meeting

Draft meetings Unanimously Approved: Commissioner Forte moved to approve, Commissioner Kirk seconded.

Commissioner Smith provided background regarding the two subcommittees

The role of the Sustainability committee is to work to define the mission goals and vision. Oversee ballot initiatives and messaging gets out. Sustainability Committee means sustaining the library systems and we look to ballot measures through that lens. The sustainability committee also keeps a keen eye on the budget as it supports the maintenance and welfare of the library system. We ask questions, follow up and insure presentations to council members when necessary, are within the timelines of the budget process to insure. We work on maintain talking points regarding the needs of the libraries, gather data on the maintenance and upkeep of the libraries insuring the library buildings are regularly maintained, the Sustainability Committee pushed for and now receive maintenance reports to the leadership of Commissioner Forte. Assisting public works, supporting hiring and communicating with public works to convey the needs of the library system.

Commissioner Roye conveyed her gratitude to Commissioner Forte and Commissioner Smith who have done a tremendous amount of work to build the relationships with public works and their ability to educate and inform stakeholders on the needs of the library, helping to insure that the changes the library system is experiencing are considered. We have important work in front of us.

Commissioner Forte stated the LAC focus has been primarily budget, particularly inflation of costs when requesting support from the general fund. When we talk to our council members, we can mention. My emphasis is around maintenance for the patrons. If there is not heat or hot water, it affects the patron's experience. Our work helped to recognize that with 18 branches, another position was necessary to help support the work and we saw improvement.

Review of Agenda item to review the maintenance report.

Commissioner Smith: The report has been integral in helping to inform and understand what service items are open and which ones are closed and allows us to discuss the items with the specific branch.

Commissioner Boyd: Is public works is the department responsible to address the open items in the report?

Commissioner Smith: Yes. Public works is the department responsible for the maintenance of the library system.

Commissioner Boyd asked if there are documents that state how long DPW has to fix maintenance issues? Are there regulations?

Commissioner Smith: Invited Kere to respond.

Kere: Public works has a classification system that describes the type of work that is submitted and it is classified as emergency, urgent, etc. A priority system. An example of an emergency may be a flood, or a leak would be considered an emergency or urgent. In the instance of human waste would be considered high priority. There is no specific time for completion in the priority system. A priority is assigned by public works.

Commissioner Zukor: Is the priority status is reflected on the report?

Commissioner Smith: No. We have the specifics of the issues and it could be inferred what the priority level is.

Kere: If the library staff open a ticket, someone from public works would come out and address it and it wouldn't make the report. For clarity, the report the committee is reviewing reflects open service requests only. Emergency tickets should not appear on the report because it would be resolved. The sustainability committee asked to track open issues – how long are they open, why are issues still open and what is the progress that has been made?

Commissioner Zukor: How is this information communicated to public works? Does it go through this committee? Is the communication direct?

Commissioner Forte: No. It is reported by the library branch staff.

Kere: Communication is direct through the software system called CityWorks. Tickets are generated through the system and it generates the ticket number that you see on this report.

Library Survey

Commissioner Smith: Addressing the maintenance needs the committee-wanted data to assess the public's experience in the libraries. We have been working on a survey similar to what is administered by Oakland Parks. We are trying to create a survey that is administered annually and by library staff to patrons of the library. We have been working on "who" would be completing the surveys (are we going to include staff or not?) as well as how to create a "friendly" survey so people will want to complete the survey. The two items have been under discussion for a while.

Commissioner Roye: We took a few steps back as we were building it to answer the question of who would be completing the survey and what is it we are trying to learn from this survey so we could build to meet the needs of the patrons that use the library. We have also considered building a survey that is in line with the reported maintenance issues on the report that public works send us. We considered going back to those branches where maintenance issues have been resolved and checking in to understand if there is improvement in the staff and patron experience.

Commissioner Roye agreed to prepare a draft survey with questions that the committee would like to see on the survey. We could have a conversation to hone the questions and something reasonably short so patrons would complete it. We are also considering how we would deliver the survey to the

community. We discussed a link on the web page, and also hand out printed copies and collect them. We are still fine-tuning.

Commissioner Smith: I would welcome new Commissioners input and comments on our discussions. The way the park does the survey they hand it (survey) in the parks to gain community involvement and input. It will be easier with the library branches as patrons tend to visit their local branch.

Commissioner Roye: Agreed. Providing the survey to patrons in their home branch. They would respond from their experience in the library as the end user. If we provide the survey to staff, they will respond from their experience. It might be interesting to review survey's from both perspectives.

Commissioner Smith: We would want to maintain engagement with all patrons including those that primarily interact with the library through the on-line portal.

Commissioner Roye: The committee may want to consider directing the survey to those branches that have had their maintenance issues addressed or not addressed fully and what patrons need regarding maintenance that may require additional funding outside of the annual budget. The survey results could help to support future funding requests.

Commissioner Forte: Agreed and stated that there have been times when we ran into challenges of not having enough custodians to maintain the systems. At a certain point the part time staff used up there hours by December and then there was a gap in service because public works didn't have enough staff. Supervisors were working weekends just to fill in. That is another area to consider – getting the hiring down.

Commissioner female: Do the branches track how many people come through their doors?

Commissioner Forte: Yes. There is a count.

Commissioner female: It would be something to consider if only three people fill out the survey and many people are actually coming through the door.

Commissioner Roye: Once we have a final draft of the survey, we should have it translated into multiple languages.

Commissioner Smith: Absolutely.

Commissioner Forte: Good start. We also need to consider how we roll the survey out. We will want Jamie's input as well.

Outcomes of Budget 101

Commissioner Roye: The training was very thorough and the reference materials were helpful. The presentation was comprehensive and covered budget development and approval. The PowerPoint has a lot of information.

Kere: The new commissioner orientation will be this Saturday. In the group of attachments that the new commissioners were sent for the orientation (attachments 5 and 6) packet. Chief Financial Officer's memo to the Commission and presentation. All the information is also available on the website.

Election of Chair of the Sustainability Committee

Commissioner Smith nominated Commissioner Roye

Commissioner Forte seconded the nomination. Unanimous vote.

Commissioner Roye accepted the role of Chair of the Sustainability Committee.

Agenda Items for Future Meetings

FY 2023-24 Budget

Meeting with Acting City Administrator