

Library Advisory Commission Sustainability Committee - Draft Minutes

Date: June 8, 2023

Call to Order: The meeting was called to order at 6:00 PM by Committee Chair Commissioner Karen Roye

Commissioners in attendance: Cathy Smith, Mary Forte, Karen Roye, Chiye Azuma

Commissioners absent: Bradley Boyd, Alex Weinberg, Karen Zukor

1. Public Comment/Open Forum

No members of the public were present. Public comment was closed.

2. Review and Approval of April Draft Minutes

- I. **Motion** to approve the April meeting minutes: Moved by Commissioner Smith, Second by Commissioner Forte.
- II. **Discussion:** Commissioner Azuma requested clarification if the role of the Sustainability Committee overlapped responsibilities with the Community Engagement Committee. Commissioners Roye and Smith clarified that yes, the Sustainability Committee also worked to “define the mission goals and vision, and to see that the messaging gets out...”
- III. **Vote:** The April draft minutes were approved unanimously.

3. Library Survey – Next Steps

- I. Commissioner Roye gave a brief recap: New commissioners have been invited to review and share thoughts on the survey questions; one of the new members of the subcommittee, Commissioner (Alex) Weinberg had indicated that he could help with drafting the survey.
- II. The list of survey questions previously reviewed were reviewed:

Please tell us what you think of the library facility. Please rank on a scale of 1-5 with 1 being Poor and 5 being Excellent.

	Poor			Excellent	
1. Condition of the outside of the library	1	2	3	4	5
2. Condition of the inside of the library	1	2	3	4	5
3. Ease of access entering the building	1	2	3	4	5
4. Ease of access inside the library	1	2	3	4	5
5. Signs and signage	1	2	3	4	5
6. Layout and arrangement	1	2	3	4	5
7. Provision of seating and tables	1	2	3	4	5
8. Time waiting for service	1	2	3	4	5
9. Cleanliness	1	2	3	4	5
10. Lighting	1	2	3	4	5
11. Acoustics	1	2	3	4	5

- III. Kere noted, for the record: various surveys for community services and adult programs were previously examined at the December 8, 2022 meeting. Additional details of these documents are available on the LAC website under that meeting date.
- IV. Commissioner Roye stated she would like to keep the survey to about 10 questions total. Commissioner Forte likes the questions and think they are a good start. She would also like to see something that addresses the items in the Quarterly Maintenance Reports which can get more specific (electrical, plumbing, etc). Also consider whether these questions are better

addressed to patrons or staff, with perhaps a section for staff to complete – not more than five to six questions. Can ask about timeliness, responsiveness and whether the work was completed in a satisfactory manner. Commissioner Azuma thought it would be helpful if the survey included a free-form comment section not restricted by category or multiple choice. Commissioner Roye described the surveys at SF Public Library: The SFPL has surveys for different aspects/categories, e.g., Buildings, Collections, which then leads into related questions. They also have a fill-in question: “What is your concern,” that is not a multiple-choice question and leads to more qualitative answers that require analysis but is helpful in picking up specific themes. OPL can do a combination of both – have a Building specific survey that asks about electrical, cleanliness, safety, etc. Keep it to 10 questions in order to keep folks engaged. Commissioner Forte added that recurring work such as replacing cardboard trash containers or cleaning gutters before the rainy season should be performed on a predetermined schedule. The Branch Manager should not have to fill out a request to PW each time. Ideally, PW could be more proactive with the routine maintenance work. Commissioner Smith requested that we also include questions on cleaning and lighting in the survey.

- V. Commissioner Smith noted the original intent of the survey is Sustainability: to ensure that the public’s experience of the library is adequate to continue the public funding support for the libraries.
- VI. Discussion of timeline and process for moving forward: Commissioner Roye can distribute a draft to committee members as “informational.” Members can give feedback to Commissioner Roye, but no changes/edits can be made until the document is brought to the next publicly noticed meeting for comment and input.
- VII. Kere recommended the option of forming an ad-hoc committee for the development of a survey. The structure of an ad-hoc committee allows members to meet and discuss a specific item without a quorum and can meet virtually, at a home, or restaurant. The group must be strategic about not adhering to the Brown Act and refrain from communicating outside of the group. The ad-hoc committee may have a maximum of four members (quorum of Committee).
- VIII. **Motion:** An ad-hoc committee to be formed for the development of the survey. Moved by Commissioner Forte. Second by Commissioner Azuma.

Discussion: Kere suggested breaking down the process into three segments:

- a. Craft survey questions
- b. Getting the survey out to staff and patrons
- c. Analysis/interpreting and report

Each segment can be an ad-hoc committee with a maximum of four members, depending on timing, expertise, and availability. The goal of the first segment is to submit the draft survey to Jamie and Equity Team for review – in time for the September LAC meeting. Commissioner Smith recommended that we aim for early/mid-April 2024 for the final analysis/report of the survey so that it will be helpful in budgeting.

Motion Amended by Commissioner Forte: That a series of ad-hoc committees will be formed to develop, deploy and report on a survey as discussed. At the next LAC meeting on June 26, 2023, Commissioner Roye will report on how we intend to move forward with the survey with the formation of an ad-hoc committee. Members of the first ad-hoc committee (crafting survey questions) are to be recruited and installed at the June 26 meeting. Commissioner Roye may

reach out to the members immediately after the LAC meeting to start the work. Aim to have a draft survey delivered to Jamie by September. Second by Commissioner Azuma.

Vote: All in favor. None opposed. Motion passes.

4. FY 2023-24 Budget

- I. The budget as presented earlier will be voted on by City Council on June 30, 2023. It appears to be on track. There were no further comments or questions regarding the budget.

5. Meeting with City Administrator

- I. Kere updated the group that the new City Administrator, Jestin Johnson, has just taken office this week (Monday, June 5). The City Administrator reports directly to the Mayor. The Library Director reports to DCA (Deputy City Administrator) LaTonda Simmons. Commissioner Forte requested an org chart showing the reporting structure. Kere stated updates are pending as the new City Administrator takes office and makes an assessment, and will share updates as soon as they become available.
- II. At the June LAC meeting, Commissioner Roye will recommend on behalf of the Sustainability Committee that the LAC invite the new City Administrator to the full commission meeting to introduce the LAC and the work we do. Date of visit TBD.

6. Agenda Building for the Sustainability Committee:

- I. The Committee will not meet in August.
- II. The next meeting of the Sustainability Committee will be in September, which will be noticed as a Special Meeting. This will give the ad-hoc committee to present the draft survey before presenting the draft survey to the full Commission at its Sep 25 meeting.

7. Meeting adjournment

- I. **Motion** to adjourn: Moved by Commissioner Azuma, Second by Commissioner Smith. All in favor. None opposed.
- II. **Meeting was adjourned at 6:57 pm.**

Respectfully Submitted,
Commissioner Chiye Azuma