

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-5950, or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Library Commission is an advisory body to the City Council that meets on the second Monday of each month at 6:00 p.m. in the West Annex Commission Meeting Room. All meetings are open to the public.

**TORRANCE LIBRARY COMMISSION AGENDA
OCTOBER 10, 2022
REGULAR MEETING
6:00 P.M. WEST ANNEX COMMISSION MEETING ROOM
3031 TORRANCE BLVD., TORRANCE, CA 90503**

THE LIBRARY COMMISSION MAY TAKE ACTION ON ANY ITEM LISTED ON THE AGENDA

1. CALL MEETING TO ORDER

ROLL CALL: Commission members Gunter, Javaid, Kohus, Muo, Piotrowski, Reilly, Wang

2. FLAG SALUTE: Commissioner Gunter

3. REPORT OF THE STAFF ON THE POSTING OF THE AGENDA

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's website on October 4, 2022.

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS (Limited up to a 15 minute period)

This portion of the meeting is reserved for public comment on items on the agenda or on topics of interest to the general public. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 1 minute per speaker.

6. CONSENT CALENDAR

Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.

6A. APPROVAL OF MINUTES: SEPTEMBER 12, 2022

Recommendation of the City Librarian that the Library Commission approve the Library Commission minutes of September 12, 2022.

7. ADMINISTRATIVE MATTERS

7A. ACCEPT AND FILE: LIBRARY COMMISSION LETTER OF SUPPORT

Recommendation of the City Librarian that the ad hoc committee to accept and file a letter of support to the City Council.

7B. ACCEPT AND FILE: HISTORICAL LIBRARY ANNUAL REPORTS

Recommendation of the City Librarian to accept and file the report outlining library past practice regarding the creation and retention of annual library reports.

7C. ACCEPT AND FILE AND DISCUSS: REVIEW THE LIBRARY 2020 PLAN OF SERVICE

Recommendation of the City Librarian the Library Commission continue the discussion from its last meeting and accept and file the report from the City Librarian regarding the 2020 Plan of Service.

7D. ACCEPT AND FILE: SOCIAL SERVICES MEETING SUMMARY

Recommendation of the City Librarian the Library Commission accept and file the report from Commissioner Kohus to the Social Service Commission.

7E. ACCEPT AND FILE: CITY LIBRARIAN'S MONTHLY DIVISION REPORT

Recommendation of the City Librarian that the Library Commission to accept and file the City Librarian's Monthly Division Report.

7F. ACCEPT AND FILE: SCHEDULING OF LIBRARY COMMISSION MEETINGS AT LIBRARY BRANCH LOCATIONS

Recommendation of the City Librarian that the Library Commission accept and file the proposed schedule of offsite meetings at library branch locations.

8. COMMISSION ORAL COMMUNICATIONS

Commissioner Order - Gunter, Javaid, Kohus, Muo, Piotrowski, Reilly, Wang

9. ITEMS FOR NEXT LIBRARY COMMISSION MEETING

10. ADJOURNMENT

10A. Adjournment of Library Commission Meeting to MONDAY, NOVEMBER 14, 2022, at 6:00 p.m.



AFFIDAVIT OF AGENDA POSTING

STATE OF CALIFORNIA)
COUNTY OF LOS ANGELES) ss
CITY OF TORRANCE)

In compliance with Government Code 54954.2 (a), I DO HEREBY AFFIRM that a copy of the **Library Commission Agenda** for the regular meeting of **Monday, October 10, 2022** was conspicuously posted on the City Clerk's Bulletin Board, 3031 Torrance Boulevard, Torrance, California at the time and date indicated below.

POSTED:

Time: 10:15 am Date: 10/4/2022
By: R. P. Pinner

**MINUTES OF A REGULAR MEETING OF THE
TORRANCE LIBRARY COMMISSION**

1. CALL MEETING TO ORDER

The Torrance Library Commission convened in a regular session at 6:01 p.m. on Monday, September 12, 2022, in the Katy Geissert Library Meeting Room.

ROLL CALL

Present: Commissioners Gunter, Kohus, Muo, Piotrowski, Reilly, Wang, and Chair Javaid.

Absent: None.

Also Present: City Librarian Heather Cousin, Assistant City Librarian Evan Coates, Assistant City Librarian Cynthia Aguado, Librarian Matthew Moses, and Community Services Director John La Rock.

2. FLAG SALUTE

Commissioner Gunter led the Pledge of Allegiance.

3. REPORT FROM THE LIBRARY STAFF ON THE POSTING OF THE AGENDA

Chair Javaid reported that the agenda was posted on the Public Notice Board at 3031 Torrance Boulevard and on the City's Website on Friday, September 2, 2022.

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

City Librarian Cousin reported a Deferred Item, the Ad Hoc Committee which has yet to be scheduled.

5. ORAL COMMUNICATIONS

Friends of the Library representative Yeh stated that the Friends of the Library will have a book sale October 28 – 29, 2022; members will have an opportunity to shop the book sale before the public.

Friends of the Library representative Yeh stated that Friends of the Library's Facebook account has been recovered and requested that the Commission share.

6. CONSENT CALENDAR

6A. APPROVAL OF MINUTES: AUGUST 8, 2022

MOTION: Commissioner Gunter moved to approve the minutes as amended. Commissioner Wang seconded the motion; a roll call vote reflected unanimous approval.

7. ADMINISTRATIVE MATTERS

7A. ACCEPT AND FILE: ANNUAL REPORT

Commissioner Gunter stated that three modifications had been made to the annual report; changes include addition of page numbers and headers, work Commission did regarding homelessness, and rewording the document to reflect fiscal year 2022 to 2023.

Commissioner Reilly requested that "opportunities for fundraising" be taken out of the document as the Commission does not partake in fundraising.

MOTION: Commissioner Reilly moved to accept Annual Report as amended. Commissioner Piotrowski seconded the motion; a roll call vote reflected unanimous approval.

7B. ACCEPT AND FILE: FRIENDS OF THE LIBRARY UPDATE

MOTION: Commissioner Kohus moved to withdraw Item 7B. Commissioner Wang seconded the motion; a roll call vote reflected unanimous approval.

7C. ACCEPT AND FILE: REVISIT THE LIBRARY 2020 PLAN OF SERVICE

City Librarian Cousin presented the Library 2020 Plan of Services booklet and hand outs; library staff is looking to prioritize getting back to the diversity, equity, and inclusion work started before the pandemic.

Commissioner Muo requested annual reports from 2018 to present for review. Staff acknowledged the request. Assistant City Librarian Coates stated that no reports were created during 2020 as libraries were closed during the height of the pandemic.

City Librarian Cousin stated that revisiting the Library 2020 Plan of Service is to investigate the benefits it could provide the Commission and community in terms of reporting and how the library is operating.

MOTION: Commissioner Kohus moved to accept and file the 2020 Plan of Service. Commissioner Muo seconded the motion; a roll call vote reflected unanimous approval.

7D. ACCEPT AND FILE: SOCIAL SERVICES MEETING SUMMARY

Commissioner Kohus gave a report on the Social Services Commission meeting:

- Veteran's event continues; an in-person event will take place October 21, 2022, and a virtual event held on CitiCABLE will take place November 6 – 12, 2022.
- The Social Services Commission is revising work plans to focus on both youth and adults with developmental disabilities.
- Torrance Faith Homelessness Collaborative was introduced, an involvement of local faith communities to either inform or provide services to those experiencing homelessness.
- A box has been placed in Torrance City Hall regarding the Torrance Village Donation Drive; all donations will go directly to individuals at Torrance Village.
- The School Supply Drive was a success with over 50 families receiving assistance.

- A local Starbucks manager got 10 additional Starbucks locations to participate in the School Supply Drive and offered to participate in future drives.

MOTION: Commissioner Gunter moved to accept and file the Social Services Summary. Commissioner Piotrowski seconded the motion; a roll call vote reflected unanimous approval.

7E. ACCEPT AND FILE: ACTING CITY LIBRARIAN'S MONTHLY DIVISION REPORT

Librarian Moses presented an update on the successful 2022 Summer Reading Program:

- Participation doubled in 2022.
- 142 in-person programs for approximately 9,000 individuals were available with over 6,000 kids, 2,000 adults, and 500 teenagers participating.

Assistant City Librarian Coates stated that the El Retiro Library had a soft opening September 12, 2022, and the grand opening will take place September 17, 2022.

Assistant City Librarian Coates stated that the Summer 2022 intern, Dahlia Hernandez, was provided the 2020 Plan of Service and assigned to update the demographic information; staff can provide demographics during the October 2022 meeting.

MOTION: Commissioner Gunter moved to accept and file the Acting City Librarian Monthly Division Report. Commissioner Kohus seconded the motion; a roll call vote reflected unanimous approval.

8. COMMISSION ORAL COMMUNICATIONS

Commissioner Gunter stated that he may be absent during the next meeting.

Councilmember Lewis requested the Commission reach out to her if City Council can assist with Library efforts. She also stated that the El Retiro Library opening was not on the City Council calendar and requested that the Council's office be notified regarding the event.

Assistant City Librarian Aguado stated that Paul Stein, violinist who has performed with LA Philharmonic, and Margarite Chen, a pianist, will be performing at the Katy Geissert Library at 2:00 p.m. on Saturday, September 17, 2022.

9. ITEMS FOR NEXT LIBRARY MEETING

- Social Services.
- Ad Hoc Committee.
- Plan of Service Discussion.
- Library Branch rotation discussion.

10. ADJOURNMENT

MOTION: At 7:45 p.m., Commissioner Kohus moved to adjourn the meeting to Monday, October 10, 2022, at 6:00 p.m. Commissioner Wang seconded the motion; a roll call vote reflected unanimous approval.

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TO: LIBRARY COMMISSION
FROM: HEATHER COUSIN, CITY LIBRARIAN
SUBJECT: LIBRARY COMMISSION LETTER OF SUPPORT

RECOMMENDATION

Recommendation of the City Librarian that the Commission review and discuss the attached ad hoc Library Commission Committee Letter of Support. Following discussion, the recommendation is for the Commission to vote whether to send the item to the Torrance City Council.

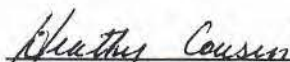
BACKGROUND/ANALYSIS

In honor of National Library Month, Commissioners visited work units throughout the Torrance Public Library and met with staff. In reviewing those visits, Commission members discussed common issues and motioned to create an ad hoc Committee, directing them to draft a letter to City Council.

At the August Library Commission meeting, several revisions were recommended and the ad hoc Committee met again on September 20, to consider that input. Attached is a revised draft for the full Commission's consideration.

The ad hoc Committee and staff are available for questions.

Respectfully submitted,



Heather Cousin,
City Librarian

Attachment A: Revised letter of support to the Torrance City Council

Draft- Letter to City Council

TO: Torrance City Council
FROM: Library Commission
SUBJECT: Support for the Torrance Public Libraries

Dear Honorable Mayor and Councilmembers,

The Library Commission is grateful for the continued support of City Council. We appreciated Council's appearance at The El Retiro Library grand re-opening and Mayor Chen's recognition of the Torrance Public Library during his State of the City address.

Each year, the Library Commission hosts a recognition event for all staff of the Torrance Public Library. This gives Commissioners the opportunity to visit staff and check in on how the branch or work unit is functioning and hear any feedback which may be valuable to report back to your honorable body.

This year, we heard many new concerns from library staff; the two biggest concerns were staffing and overall morale. Before COVID, the main library was open for service six days a week and the five branches were open for service five days a week. The branches were all closed on Fridays.

Since fully reopening in May 2021, branch libraries have added an additional day of service across locations without an increase in staff or staffing hours. A lack of adequate staffing has placed a burden on the library staff to continue to offer the high level of service that Torrance residents deserve.

Attached to this letter, you will find a brief report of the library from FY 21-22. This report shows that throughout the pandemic, the Torrance community continues to use and enjoys the library. Events are well attended, and library staff pivoted when necessary, in order to provide excellent service to our community.

The concerns that Staff expressed to Commissioners during our visits are:

- Lack of appropriate staffing for open business hours
- Increased disinfecting duties of tables, desks, and other patron usage areas
- Lack of adequate pay for staffers
- Staff fatigue and burnout
- Low motivation for retention and advancements
- High motivation for external employment
- Inability to perform duties as detailed in job descriptions due to understaffing
- Report from Staff that some outsourced services are creating duplicate work in house
- Misinformation about the Torrance Public Library being shared by City officials on social media
- Poor staff morale
- Disruption of relationships between library staff and Torrance residents due to inconsistent staffing

Based on the information above, the Commission sees the following as current restraints of the Torrance Public Library:

- Lack of appropriate staffing to fulfill branch openings without reasonable accommodations for sick leave or vacation absences
- Lack of manpower to invest in library grant research and application submissions
- Lack of new community library program development due to library staff shortage
- Concerns about staff and patron safety due to branches operating with minimum staff

The Commission feels City Council can assist in two ways:

- Fast track hires for vacant positions within the Torrance Public Library
- Continue to support the Torrance Public Library financially

The Library Commission is grateful for the continued support that the City Council has shown the Torrance Public Library. We humbly ask for help from Council to alleviate the burden that has fallen on the Torrance Public Library, so they can continue to provide the highest caliber of service to our Torrance community.

Thank you,

Rosie Javaid

Chair, Torrance Library Commission

TO: LIBRARY COMMISSION
FROM: HEATHER COUSIN, CITY LIBRARIAN
SUBJECT: LIBRARY COMMISSION LETTER OF SUPPORT

RECOMMENDATION

Recommendation of the City Librarian that the Commission review and discuss the library's prior annual report information as submitted.

BACKGROUND/ANALYSIS

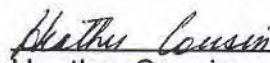
Following a discussion during the September Library Commission meeting, staff researched library documents for prior years' Library Annual reports. Typically, an annual report will consist of statistical and narrative components addressing predetermined deliverables established at the beginning of a fiscal or calendar year.

While no defined "annual report" exists, there are a variety of materials about the library from previous years, a sample of which is included. Specifically, an infographic was created in 2020, which is a visual representation of library statistical information.

Annually the library also submits statistical information to the California State Library. This includes information such as library visits across the system, collection statistics, staffing, funding, and other similar statistical information.

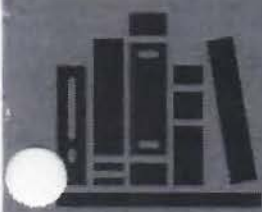
Staff are available for questions.

Respectfully submitted,



Heather Cousin,
City Librarian

Attachment B: 2020 Infographic Torrance Public Library

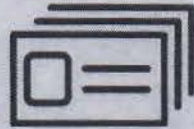


TORRANCE PUBLIC LIBRARY

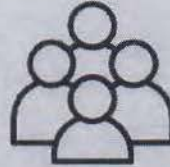
ANNUAL
REPORT
2020



The library had **13,769** open hours in 2019!



93,211 people have a card at our library

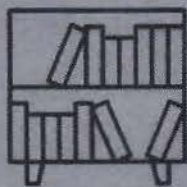


396,172 people walked through our doors last year



In addition to **480,438** website visits

**PRINT MATERIALS
TOTALED 428,962**



**AND THE COLLECTION
CONTAINED 516,348
ITEMS**

**THERE WERE 27,611 ELECTRONIC
MATERIALS CIRCULATED**



**CONTRIBUTING TO A
TOTAL OF 685,857
CHECKOUTS!**

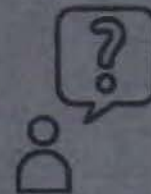
We lent our items to libraries outside of our system **251** times



And brought in **180** items upon patron request



**OUR SERVICE IS DELIVERED
BY 63.5 DEDICATED
FTE STAFF**



**19,117 REFERENCE
QUESTIONS WERE
ANSWERED**



**598 TOTAL PROGRAMS
OFFERED**



**18,439 PEOPLE
ATTENDED IN TOTAL**

**LEARN. LEAD. LIVE.
WITH YOUR LIBRARY!**



TORRANCE PUBLIC LIBRARY
WWW.LIBRARY.TORRANCECA.GOV
3301 TORRANCE BLVD. TORRANCE, CA, 90503

CITY OF TORRANCE COMMUNITY SERVICES DEPARTMENT
CREATING AND ENRICHING COMMUNITY THROUGH PEOPLE, PROGRAMS, AND PARTNERSHIPS

TO: LIBRARY COMMISSION
FROM: HEATHER COUSIN, CITY LIBRARIAN
SUBJECT: REVIEW THE 2020 PLAN OF SERVICE

RECOMMENDATION

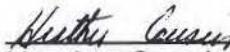
Accept and file the 2020 Plan of Service update report. Staff also seek the creation of a Commission ad hoc committee to work to collaborate with staff on creating a framework for expectations, deliverables, and relevance for our current service environment.

BACKGROUND/ANALYSIS

During the September 2022, Library Commission meeting Library staff sought feedback from the Commission regarding reviving the 2020 Plan of Service with respect to the diversity, equity, and inclusion elements and statistical framework. Commissioners requested time to review the document and voted to bring the item back for consideration at the October meeting.

Staff are available for questions.

Respectfully submitted,



Heather Cousin
City Librarian

Commission Meeting of
October 10, 2022

TO: LIBRARY COMMISSION

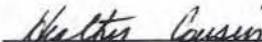
FROM: JULIE KOHUS, COMMISSIONER

SUBJECT: SOCIAL SERVICES COMMISSION MEETING SUMMARY

RECOMMENDATION:

Recommendation of the City Librarian and Commissioner Kohus that the Library Commission accept and file the report from the liaison to the Social Service Commission.

Respectfully submitted,



Heather Cousin, City Librarian
On behalf of Commissioner Kohus

Attachment C: Social Services Commission Report
Attachment D: Veteran's Appreciation Event Flyer

Social Services Commission Report
September 22nd, 2022

Veterans Appreciation Event

The Social Services Commission approved the final schedule for both the in person and virtual events. The in person event on October 21st will begin at 10am. Resource booths will open at 10am and close at 1pm. The program will start at 11:45am and lunch will begin at 12pm. Takeaway boxes will be available to those who aren't comfortable staying for lunch.

The Commission will have a booth at the Torrance Farmer's Market on 10/11 from 9am-1pm for the public to submit messages of appreciation for the virtual event. CitiCABLE will be present to record messages on camera or paper will be provided for those who'd like to write a message.

The Commission has arranged the speaker for the virtual event to be Technical Sergeant Christopher Trotter of the United States Space Force.

The City of Torrance will be issuing a Proclamation at the October 11th council meeting declaring November 6th-12th as Military Veterans Appreciation Week. Members of the Commission will be present to accept this Proclamation.

Commission Workplan

The Commission is revising their workplan to focus attention on Adults with Developmental Disabilities and Youth with Special Needs. At the August meeting, the Commission grouped certain action items together to identify overarching themes. At this month's meeting, Staff brought back four themes for the Commission to review. After the themes were reviewed, the Commission ranked the themes in order of prioritization. Staff had identified action items for each theme and let the Commission know that they will bring back a finalized plan at the October meeting. The four themes that the Commission ranked were:

1. Create opportunities for nonprofit organizations and government agencies that serve people with developmental disabilities and youth with special needs to better promote their services.
2. Increase employment opportunities in the City for people with developmental disabilities.
3. Understand housing needs of people with developmental disabilities, housing options that currently exist, and opportunities in the Torrance community to support housing needs.
4. Conduct drive that provides supplies to organizations and agencies that serve adults with developmental disabilities and youth with special needs.

I did let the Social Services Commission know that our Commission had discussed this workplan at our most recent meeting and that we as a body had mentioned to the City Librarian that we would be interested in hearing if/how the Library could hire adults with developmental disabilities. Social Services Commission Staff reported that the Library is actually one of the City departments that has shown interest in this and that Staff will bring more information back to the Commission early next year on how that is progressing.

As far as their first theme, I also let the Commission know that the Library would be a great resource of information, not only because of the services it provides, but also because it serves as an information hub in the community. I also let the Commission know that the library is looking at introducing more DEI programming and that could be of interest to the Social Services Commission.

In years past, the Social Services Commission goes dark in November and December, so I expect more thorough updates about the workplan in January of next year.



CITY OF TORRANCE &
TORRANCE SOCIAL SERVICES COMMISSION

VETERANS APPRECIATION LUNCH & RESOURCE FAIR

FRIDAY, OCT. 21, 2022 / 10 A.M. TO 1 P.M.
TORRANCE CULTURAL ARTS CENTER

FREE PROGRAM INCLUDES:

10 A.M. TO NOON - RESOURCE BOOTHS OPEN

11:45 A.M. - PROGRAM BEGINS

NOON TO 1 P.M. - LUNCH

RSVP FROM SEPT. 19 TO OCT. 14

TO (310) 618-5880 OR EMAIL

SOCIALSERVICESCOMMISSION@TORRANCECA.GOV

VETERANS AND ONE GUEST EACH. SPACE IS LIMITED.



TO: LIBRARY COMMISSION
FROM: HEATHER COUSIN, CITY LIBRARIAN
SUBJECT: MONTHLY DIVISION REPORT

Administration and Staffing

This month the Torrance Public Library was very happy to announce that Melina Von Steitz, currently supervising the Southeast and Walteria Libraries will be moving to the Katy Geissert Library as Supervising Librarian. She will oversee Circulation and Reference.

Facilities and Technology

Facilities staff worked closely with State inspectors and have been able to clear the long-awaited public elevator back into service. Library customers are now able to attend programs and retrieve items on any floor without having to use the library's freight elevator!

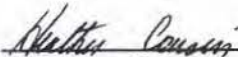
Adult and Youth Services

Fresh from their success with the Summer Reading Program the library's youth team are reaching out to all First Grade classes and offering Library Cards across the entire Torrance Unified School District. Students who sign up for cards receive prizes just for signing up or showing staff their card.

Outreach

Later this month, staff will take part in the Movies in the Park Halloween event. Reviving this longstanding tradition of partnering with the rest of our Community Services team, staff looks forward to hosting and helping in whatever way to make this year's screening of Coco a successful event.

Respectfully submitted,



Heather Cousin
City Librarian

TO: LIBRARY COMMISSION

FROM: HEATHER COUSIN, CITY LIBRARIAN

SUBJECT: SCHEDULING OF LIBRARY COMMISSION MEETINGS AT BRANCH LOCATIONS

RECOMMENDATION

Accept and file the schedule of Library Commission Meetings at Torrance Public Library Branch locations as listed below. Following approval, the item will be moved to the Torrance City Council for consideration and approval of offsite meetings.

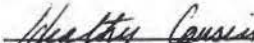
BACKGROUND/ANALYSIS

At the September Library Commission meeting, the possibility of hosting offsite meetings at Torrance Public Library branches was discussed. A great way to both meet staff and experience the diversity of communities and outlets the library offers, this practice was suspended due to COVID restrictions. Now those restrictions have lifted, staff propose the following schedule, all meetings begin at 6pm:

El Retiro - January 9th
Southeast - February 13th
Henderson - March 13th
North Torrance - April 10th
Walteria - May 8th

Staff are available for questions.

Respectfully submitted,



Heather Cousin
City Librarian