

**RIVERSIDE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES**

Minutes of: Meeting of the Board of Library Trustees

Date of Meeting: September 26, 2016

Time of Meeting: 5:00 p.m.

Meeting Location: Arlington Library
9551 Magnolia Avenue
Riverside, California, 92503

Present: Tom Evans – President
Michael Yonezawa – Vice President
Arnold Rowe – Secretary
Linda Ridgway
Donna Goldware
Teresa Seipel
Jose Alcala
Dwight Tate

Staff: Tonya Kennon, Library Director
Erin Christmas, Assistant Library Director
Angela Henson, Senior Management Analyst

CALL TO ORDER

The meeting was called to order at 5:00 p.m. by President Evans.

Item 1 Public Comment

Barbara Purvis commented on the Riverside Library Foundation's Annual Fundraiser held at the Arlington Library on September 18, 2016.

Item 2 Approval of August 22, 2016 Board Meeting Minutes

Motion: Tate
Second: Ridgway
Ayes: Unanimous

CONSENT CALENDAR

Items 3 & 4 Formal approval of trust fund expenditures, formal acceptance of gift fund donations in the amount of \$1,000 or more.

Motion: Goldware
Second: Alcala
Ayes: Unanimous

Item 5 Incident Report

President Evans requested to move the item for further discussion regarding the incident on September 16, 2016, at the Main Library that caused the closure for the remainder of the day. Director Kennon provided four incidents of concern in addition to the closure.

The first incident of August 11, 2016, a male customer at the Eastside Library was given an Exclusion Notice by staff for not following the Library Conduct of Rules. The customer assaulted two staff members and during the assault shelves were knocked down. This individual was arrested and a lifetime ban was issued. Staff members received treatment in accordance with City policy and were referred to Employee Assistance Program for counseling.

The second incident on September 16, 2016, at 1 p.m., a female customer using a computer at the Main Library was attacked with a knife by a man. The perpetrator exited through the back emergency exits. Other customers intervened to help protect the victim. Police and ambulance were dispatched and responded quickly. The Main Library was closed for the remainder of the day. News report indicate that the perpetrator was apprehended. Staff members were referred to the Employee Assistance Program for counseling.

The third incident on September 22, 2016, at the Eastside Library, which was the same employee from the August 11 incident, that was threatened by male customer because the employee woke him up. Another patron stated that the man had a gun in his waistband.

The fourth incident on September 26, 2016, a male individual was outside of the Main Library at 10:30 a.m., a half hour before doors were scheduled to open, and was wielding a knife. The Police Department responded, however the individual was not found. The individual returned at 11:45 a.m. and entered the Library and the knife was visible. The Security Guard approached the individual and was able to calm him down until Police arrived. Staff members were traumatized by this and were referred to the Employee Assistance Program for counseling.

Director Kennon will be working with City Attorney's Office to seek options on taking further steps than the lifetime ban. Prior to the first incident, Director Kennon began working with the Finance Department to defund a vacant Library Assistant position and shift the funds for placement of additional security guards. The City Manager's office has been updated on these incidents and has allocated \$40,000 to increase security guard coverage at libraries. Also, the City Council's October 11, 2016, meeting at 2 p.m. and 7 p.m. there will be a discussion on homelessness issues across the city and the Assistant City Manager extends the

invitation to Trustees. Director Kennon will make every effort to message to the City Council the need for Security at the Libraries.

Questions asked by Trustees with responses from Director Kennon:

1. Are security guards armed? No, their scope is not what is needed for libraries. They are our eyes and they do help our team, however they are very limited.
2. Does the Employee hand the Exclusion Notice to the customer? Yes, this is the practice, however after the September 22 incident, staff have been personally notified to not approach customers who are passively violating the Rules of the Code of Conduct i.e. sleeping, feet on chair, food, etc., unless a security guard is present.
3. Do these kinds of physical and emotional trauma increase Worker's Compensation claims? Yes, it's possible.
4. What kind of security system or emergency response system is in place such as panic buttons? We do not have panic buttons. The General Services Department did have an outside consultant conduct a study on security and it did not recommend metal detectors.
5. What about metal detectors? If they are installed, Security is needed to manage the metal detectors when they are activated.
6. Are panic buttons used? No, but cost can be researched.
7. Can staff members carry cell phones? Yes, they now have the option to carry, however, for emergency use only.
8. Is the City considering private mall security firm? Need to confirm.
9. Do staff members know how to deal with disrespectful patrons? Yes, the City provides Active Shooter Training and How to Deal with Problem Customers.
10. Are the incidents at Eastside becoming the norm and also because of the location? Yes, at a lot of our libraries, but issues are prevalent at the Eastside location. One of the negative magnets at Eastside is the restroom. Seeking guidance with the City Attorney's office on options on closing the restrooms.
11. Is there a code to use the restrooms? No, there is not. We tried that in the past with a key but it doesn't matter nor deter negative behavior and it becomes another layer for staff to manage the restrooms.

Director Kennon to reconfirm the defunding amount of the Library Assistant vacant position will transfer for two security guards.

Motion: Rowe
Second: Yonezawa
Ayes: Unanimous

DISCUSSION AND ACTION CALENDAR

Item 6 Polaris Integrated Library System Features and Implementation Update – Riverside 2.0 Strategic Plan Priority 2

Director Kennon provided a presentation on the features and implementation of Polaris Integrated Library System. The system is a management and planning system used to track the orders of books and other materials, items owned, invoices paid, and customer data and history. The key features include 1.) User friendly Online Public Access Catalog for customers, 2.) E-book Cloud Library Integration, 3.) Controlled access to reading history list, and saved searches, and 4.) Customers can receive Short Message Service and/or e-mail notification receipts. Trustee Goldware appreciated that the transition was easy, search section was much greater and receiving the email reminders.

Item 7 Pokémon Go Event at La Sierra Library

Director Kennon provided an update on the Pokémon event, coordinated by two staff members. Some attendees arrived in full costumes. The other branches have also had Pokémon go events and so far 200 customers of all ages attended each of the events.

BOARD AND DIRECTORS COMMUNICATION

Item 8 Brief Report on Conferences, Seminars and Meeting Attended by Board Members

Trustee Tate provided an update on the Request for Qualifications Architectural Services for the Development of the New Main Library. There were 21 firms that submitted proposals, with eight currently in review and then narrowing down to two to three.

President Evans requested the timing on when a final firm will be selected. Director Kennon will provide an update as soon as possible.

Item 9 Items for Future Board of Library Trustees Consideration as Requested by Board Members

President Evans requested that the Board receive an update on Security at Libraries for further discussion at the October 24, 2016, Board meeting.

Adjournment

Meeting Adjourned at 5:45 p.m.

The next Board of Library Trustees is scheduled for November 28, 2016 at Main Library, 3581 Mission Inn Avenue.

Submitted by: Angela Henson

Arnold Rowe, Secretary