



Date: August 15, 2019

To: Patrick H. West, City Manager *T.H.W.*

From: Glenda Williams, Director of Library Services *Glenda*

For: Mayor and Members of the City Council

Subject: **Staff Development Day – August 23, 2019**

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The Department of Library Services will be holding a Staff Development Day on Friday, August 23, from 8:30 a.m. to 4:30 p.m. All libraries will be closed to the public in order that staff, together, can learn, collaborate, and become better equipped to improve public service in a rapidly evolving world. Library staff will be joined by a handful of staff from other departments who have partnered with the Library to implement innovative service concepts, including a pilot program that infuses social workers in the libraries to connect patrons to needed resources.

This year, our featured speaker will be Ryan Dowd from [homelesslibrary.com](http://homelesslibrary.com). Ryan is a knowledgeable and experienced executive director of a large homeless shelter outside of Chicago, Illinois. He regularly travels the country training libraries, police departments, schools and other organizations on how to compassionately work with challenging homeless individuals. Ryan is also the author of the book titled, *The Librarian's Guide to Homelessness: An Empathy Driven Approach to Solving Problems, Preventing Conflict, and Serving Everyone*, and has become well respected in the library world.

Signs notifying library patrons of the closure will be posted in all branches starting next week. A notice will also be placed on the Library website.

For additional information, please call Amber Ahlo, Administrative Officer, Department of Library Services, at (562) 570-6110.

GW:ct

CC: CHARLES PARKIN, CITY ATTORNEY  
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