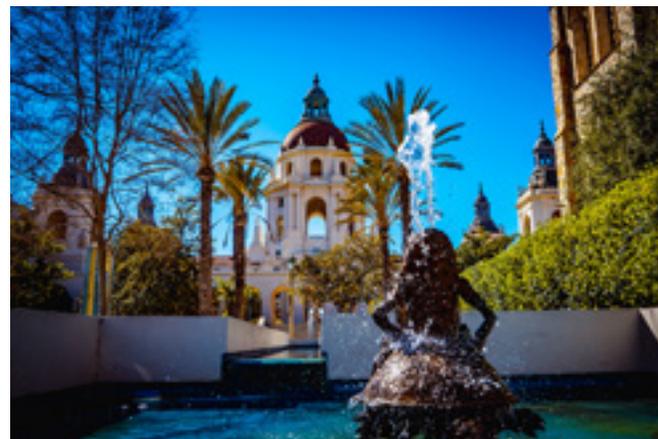
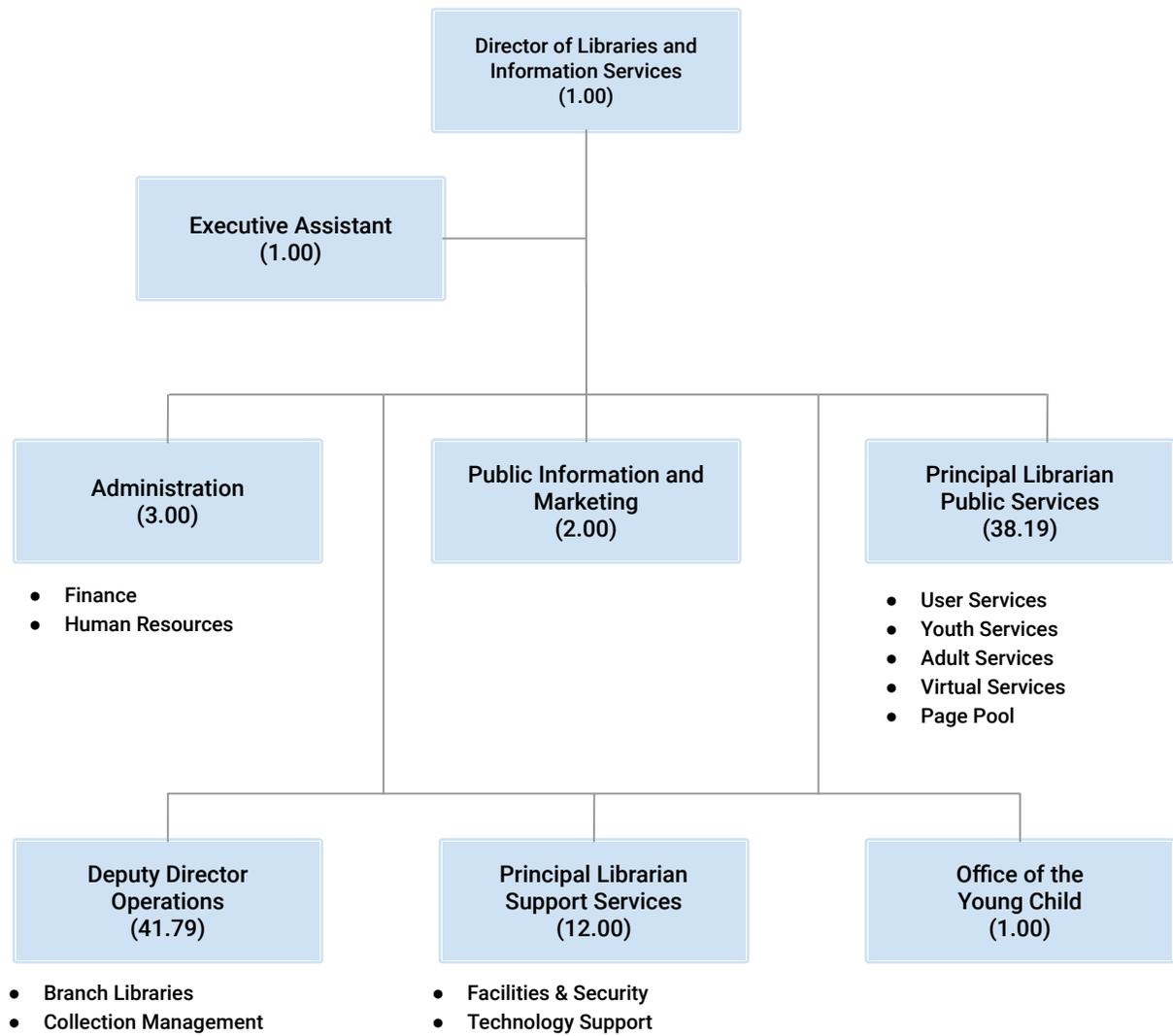


LIBRARIES AND INFORMATION SERVICES





MISSION STATEMENT

The freedom to know is the foundation of our democracy. The mission of the Pasadena Public Library, a basic municipal service, is to be an information center for the Pasadena community in order to preserve and encourage the free expression of ideas essential to an informed citizenry.

PROGRAM DESCRIPTION

The Department provides collections, services, and staff that support an informed citizenry. The Library performs the following services:

- Serves as neighborhood information centers for people of all ages and provides general reference, electronic resources, readers' advisory, homework assistance, neighborhood information, and leisure reading;
- Provides collections that are relevant and in a variety of formats and languages;
- Offers a variety of services for children and youth including early literacy, story times, class visits, homework support, outreach to preschools, collections, reference assistance, readers' advisory, after school programs, and a Summer Reading program for both children and teens;
- Provides hands-on equipment to encourage creativity, exploration, play, problem-solving and experimentation in Central Library's Innovation Lab and nearby game room featuring virtual reality experiences for teens and adults, ages 13+;
- Provides ongoing adult programming such as monthly book groups, career and job assistance, and the annual communitywide reading program, One City, One Story;
- Provides general reference assistance as well as in-depth research for the general public and for City departments through the Municipal Information Service;
- Provides free computer workstations and wireless Internet access;
- Provides public training classes on basic computer skills and effective use of electronic resources;
- Provides adult literacy assistance and resource materials;
- Provides local history information and support;
- Partners with local and area agencies, groups, and institutions to enhance library services and programs;
- Provides an Integrated Library System to enhance public access to Library collections, services and to support our community's social online space; and
- Directs and guides the Early Child Development Program.

DEPARTMENTAL RELATIONSHIP TO CITY COUNCIL GOALS**Support and Promote the Quality of Life and the Local Economy**

Pasadena's libraries enhance and enrich the lives of local citizens. The Library plays a significant role in meeting the educational and recreational needs of the community and is essential to the quality of life of Pasadena's residents. Through Central Library, nine branch libraries, and its robust online presence, the Library provides a wide variety of services, programs, and collections at the neighborhood level and virtually to meet the community's information needs. In FY 2019, an estimated 2,240,000 people visited Pasadena's libraries; 791,770 in person, 1,448,230 in online hits, and 11,658 followers across various social media platforms (Facebook, Instagram and Twitter). Over 2,100 patrons visit Pasadena's libraries in person daily and over 3,900 online hits each day.

From infants through retired citizens, libraries meet the informational needs of all Pasadenans. The community's support of a dedicated tax to financially support the maintenance and operations of Central Library and nine branch libraries affirms the importance of the Library.

Maintain Fiscal Responsibility and Stability

The Library continues to think strategically to effectively manage resources that support and promote the successful delivery of service to the community. It maintains ongoing communication with the community through the Library Commission, Friends of the Library, the Pasadena Community Foundation, and branch associate groups, thereby fostering community collaborations to further maximize resources. The Library has also continued to apply for grants that will augment local funds to provide additional programming and services, such as First 5 LA, Pasadena Literary Alliance, California State Library, Southern California Library Cooperative, Abriendo Puertas, California Mental Health Services Authority and Los Angeles County Department of Mental Health, Early Learning Shared Vision Grant, Pasadena Child Health Foundation, etc.

Improve, Maintain, and Enhance Public Facilities and Infrastructure

The Library strives to provide well-maintained and inviting facilities that promote a positive experience for customers. Improvements and updates to the facility occur at every library location. In FY 2020, many new infrastructure projects were completed at Central Library and Allendale, Hastings, Hill Avenue, La Pintoresca, Linda Vista, and San Rafael Branch Libraries. These included the following:

- New cork and carpet flooring installation at Linda Vista Branch Library;
- New carpeting at La Pintoresca Branch Library;
- Remodeling of both Central Library elevators;
- New ceiling installation, exterior plaster and painting work at Allendale Branch Library;
- Filtered drinking fountains at multiple library locations;
- Electrical outlets for public use at Hill Avenue Branch Library;
- Brighter, more energy efficient lighting installation at Hastings and San Rafael Branch Libraries;
- New upholstery for seating at Central Library's Donald Wright Auditorium; and
- Beautification efforts for the courtyard at Central Library to restore the space to its original appearance, as well as other improvements.

FISCAL YEAR 2020 ACCOMPLISHMENTS

The Department accomplished the following during FY 2020:

- Overdue fines for children’s materials were eliminated greatly improving access to reading materials and other resources for our youngest residents.
- Commemorated Black History Month, Asian American and Pacific Islander Month, Educator Night, National Poetry Month, Mental Health Day, Hispanic Heritage Month, National Coming Out Day and continued the yearlong celebration of 100 years of U.S. Votes for Women with virtual programming.
- Held the widely attended ArtNight celebration *National Coming Out Day at Night* at Central Library.
- Presented three community read programs for adults and tweens; the 18th annual One City, One Story program featuring, *The Secrets We Kept* by author Lara Prescott (March), the Summer One City, One Story featuring *Finding Dorothy* by author Elizabeth Letts (June & July) and the 4th annual Young Readers League program featuring *The Parker Inheritance* by author Varian Johnson.
- Kicked off the popular Pasadena Central Library Authors and their Journeys series and presented a Conversation with Author Michael Connelly discussing his new book, *The Night Fire*.
- Provided free citizenship preparation classes for individuals in the US naturalization process. Established Citizenship Corners and created Citizenship kits for Central Library and La Pintoresca and Villa Parke Branch Libraries.
- La Pintoresca Branch Library offered free English classes for non-native English speakers.
- In response to demand for materials about race relations and social justice, created an “Always Available” Antiracism and Social Justice eBook Collection and reading/viewing list of library related materials.
- La Pintoresca Branch Library hosted the grand opening of the new community-wide, child and family support network, Growing Together PASadena (GTP). This culminated several years of collaboration between parents, caregivers, service providers, and early childhood advocates to establish community resource centers for children and their families providing individualized resources and referrals, parenting support, and opportunities for children to grow in key developmental areas.
- Celebrated Neighborhood Science engaging our community in real, hands-on science using state-of-the-art tools while exploring the atmosphere, biosphere, pedosphere, and hydrosphere in our local environment.
- Voted “Best Library” in the “Best Of” voting by the readers of the *Pasadena Weekly* newspaper.
- Began *What’s Brewing?* informal monthly gatherings to talk to those experiencing homelessness and provide resources, understanding and compassion at Central Library and Hill Avenue Branch Library.
- Started *Peer Mentoring for Young Adults* in partnership with Public Health Department and Los Angeles County Department of Mental Health a weekly drop in peer mentoring program for ages 18 to 25.
- Partnered with the Huntington Hospital Community Outreach and Pasadena Public Health Department to offer free monthly health screenings and annual flu shot clinics, and programming and resources for Mental Health Day and Alzheimer’s and Brain Awareness Month (with Pasadena Mental Health Advisory Committee and Day One).

- Partnered with Professional Child Development Associates (PCDA) for its Teen Buddies/Teen Club eighth Annual Art Show.
- Pasadena hosted the 2019 Annual California Library Association Conference, bringing in almost 2,000 people to Pasadena. Recognized three Pasadenans at the Conference Awards Gala; former Library Director Luis Herrera, former acting Library Director and current Library Commissioner Robert Karatsu and Pasadena Library Foundation Board Member Ann Longyear.
- Two Pasadena library staff among twenty library employees across the entire state were selected to participate in the California State Library Working Scholars program.

COVID-19 Response

- Launched online “Live Chat with Library Staff” feature in response to COVID.
- Produced 255 total virtual programs from April through July for early learners, school age, teens and adults.
- In response to COVID, added thousands more eBooks and online materials, including Spanish language eBooks and eAudiobooks; added parenting materials; and additional Chinese, Korean, and Japanese language materials at several locations. Also established eBook agreement for PUSD students to use school ID to check out eBooks.
- Created an instant Library eCard for patron’s immediate online access to eResources.
- The Office of the Young Child, along with Families Forward, distributed care packages to local families served by Growing Together PASadena early childhood hub sites containing arts and crafts teaching kits, resource materials, books, a letter from their teacher and grocery gift cards.
- Collaborated with the Pasadena Senior Center to support technology assistance for their members using platforms like Zoom and social media to connect with family and friends.
- Increased access to electronic resources, including adding additional resources such as Job & Career Accelerator to support jobseekers during this period of high unemployment.
- Implemented curbside pickup service at Central Library in May then at Allendale, Hastings, La Pintoresca, Lamanda Park, Linda Vista, San Rafael and Santa Catalina Branch Libraries. In May, June and July, our community picked 19,500 items up “curbside” and served over 6,200 patrons.
- Held a springtime online reading and activities program for all ages to help patrons stay connected, have some “virtual” fun, and keep up with their reading. Followed by the Library’s first Virtual Summer Reading program.
- Hill Avenue Branch Library hosted a temporary mobile shower station two days per week to provide free service to people experiencing homelessness and provided free lunches.
- Changed from a bi-monthly print newsletter and eNewsletter format to a monthly digital format in response to the library’s virtual programming changes.

Interdepartmental Support

- Installed temporary handwashing stations at sites around the City to assist in slowing the spread of the COVID-19 virus.
- Sewed washable cloth masks for the City’s Emergency Operations Center.
- Made plastic ear coverings/mask straps for Huntington Hospital staff with 3D printers from our Technology

Learning Center.

- Assisted in the Emergency Operations Center (EOC) documentation unit.
- Provided security needs for hotel housing individuals experiencing homelessness for the City's temporary housing program.
- Reassigned seven Library staffers to Public Health Department to support contact tracing.
- Provided translation services in Spanish, Mandarin and Armenian to support other City departments.

Pasadena Public Library was awarded eleven grants this year:

- **Abriendo Puertas** - Funding to conduct two sessions of Abriendo Puertas/Opening Doors, a culturally-specific parenting education curriculum, at two Growing Together PASadena sites (\$7,000 grant).
- **California Mental Health Services Authority and Los Angeles County Department of Mental Health (Community Engagement Mini Grant)** - (\$5,000 grant)
- **California State Library, Library Services and Technology Act (LSTA) – Citizenship Corners** - Funding for the acquisition of materials for Citizenship Corners, Citizenship kits, and educational immigrant and citizenship workshops at La Pintoresca Branch Library and Central Library as well as staff training to better assist patrons with the citizenship process (\$62,000 grant).
- **California State Library, Library Services and Technology Act (LSTA) - First Connections** - Funding for the development of a regional network of sites that are “one-stop shop” locations hosted by well-established community organizations serving families with young children, to access early childhood resources, called Growing Together PASadena (\$230,000 grant).
- **California State Library, Library Services and Technology Act (LSTA) - Shared Vision Grant** - Funding to build out the resources and organizational support for the Growing Together PASadena network (\$250,000 grant).
- **California State Library & Southern California Library Cooperative (SCLC)/California Center for the Book - Mental Health Initiative 2019-2020, Compassion in Action** - Funding for mental health educational training for library staff, a presenter for the annual Mental Health Day observance, and the purchase mental health books to enhance the library's mental health collection (Grant for training, presenter fee and books only).
- **Citizen Science Grant received in partnership with Los Angeles Public Library (LAPL)** - Received materials for Neighborhood Science Kits for Hill Avenue, Hastings, La Pintoresca, Lamanda Branches and Central Library. (Grant for materials only).
- **First 5 LA** - Funding for the continued support of the Office of the Young Child's efforts to become a Kindergarten Readiness Mentor Community over two years (\$32,500 grant).
- **Pasadena Child Health Foundation** - Funding for the creation of a report on trauma-informed care policies and practices in early childhood settings, as well as parent education classes on early childhood brain development for the Growing Together PASadena network (\$22,500 grant).
- **Pasadena Literary Alliance** - Funding for the 2020 One City, One Story event's author honorarium, 100 copies of the book for Pasadena Unified School District High School students and 50 copies for Pasadena City College students and programming (\$10,000 grant).

FISCAL YEAR 2021 ADOPTED BUDGET

Operating Budget

The FY 2021 Adopted Budget of \$15,337,573 is \$540,195 (3.4 percent) lower than the FY 2020 Revised Budget. This change can be attributed to several adjustments, including:

- Personnel decreased by \$40,442 (0.4 percent)
- Services and Supplies decreased by \$613,496 (17.8 percent)
- Internal Services increased by \$137,430 (4.7 percent)

Personnel

A total of 99.98 FTEs are included in the FY 2021 Adopted Budget. This is a 3.58 net decrease compared to FY 2020 Revised Budget. Changes in staffing are primarily related to the review process of library personnel and re-organization of the library's account structure.

YEAR-OVER-YEAR BUDGET CHANGES

Library Services Fund - 212

The FY 2021 Adopted Library Services Fund Budget of \$15,337,573 decreased by 3.4 percent from FY 2020 Revised Budget of \$15,877,768. This year-over-year change is the result of several factors. Personnel costs decreased by \$40,442 (0.4 percent) mainly due to re-assessed staffing, changes related to Part-Time Pay and COVID-19. Services and Supplies decreased by \$613,496 (17.8 percent) mainly due to decreases in one-time grant expenditures, which the Library will look to renew and research other grants. Lastly, Internal Service Charges increased by \$137,430 (4.7 percent).

Library Equipment Replacement-Shared Fund – 679

The Library Equipment Replacement-Shared Fund for FY 2021 will no longer be utilized. This fund was used to operate a jointly Integrated Library System (ILS) with the City of Glendale. In FY 2021, the Library will no longer have a shared ILS and will transition to a dedicated single agency platform.

FUTURE OUTLOOK

The Library will continue to provide customers of all ages with high quality services and collections with an emphasis on the effective use of technology to support information delivery and access (which will be easier now that all the public computers at all Pasadena Libraries have been upgraded). The provision of creative and innovative methods for delivering service will continue to be explored and adopted. The Library will continue to maximize use of its online Integrated Library System to increase library patron knowledge of library materials and resources, share information via social media outlets such as Facebook and Twitter, provide an advanced mobile presence for smart phones and tablet users, and facilitate an integration of eBook and downloadable eMedia collections. The Library will continue to develop and train high-performance and service-oriented staff to meet the many challenges and opportunities of information delivery. In addition, the Library will prepare for and respond to the “new normal” (potentially a change in program and service delivery) that we will face in a post COVID-19 world.

SUMMARY TABLES

SUMMARY OF APPROPRIATIONS BY EXPENSE CATEGORY

(In Thousands)

Expenditure Category	FY 2019	FY 2020	FY 2020	FY 2021
	Actuals	Adopted	Revised	Adopted
Personnel	\$8,436	\$9,503	\$9,503	\$9,462
Services & Supplies	1,978	2,885	3,451	2,837
Internal Service Charges	2,734	2,892	2,901	3,038
Capital Outlay	-	24	24	-
Library and Information Services Total	\$13,148	\$15,303	\$15,878	\$15,338

SUMMARY OF APPROPRIATIONS BY DIVISION

(In Thousands)

Division	FY 2019	FY 2020	FY 2020	FY 2021
	Actuals	Adopted	Revised	Adopted
Library Administration	\$886	\$723	\$723	\$1,120
Library Projects & Grants	1,190	1,693	2,272	2,207
Public Services	5,448	6,695	6,695	6,983
Support Services	5,624	6,193	6,188	5,028
Library and Information Services Total	\$13,148	\$15,303	\$15,878	\$15,338

SUMMARY OF APPROPRIATIONS BY FUND

(In Thousands)

Fund	FY 2019	FY 2020	FY 2020	FY 2021
	Actuals	Adopted	Revised	Adopted
212- Library Services Fund*	\$12,992	\$15,098	\$15,673	\$15,338
679 - Library Equip Repl-Shared	155	205	205	-
Library and Information Services Total	\$13,148	\$15,303	\$15,878	\$15,338

*Partially supported by Library Special Tax (\$2.7M in FY 19)

SUMMARY OF FTEs BY DIVISION

Division	FY 2019	FY 2020	FY 2020	FY 2021
	Adopted	Adopted	Revised	Adopted
Library Administration	4.50	4.50	4.50	5.50
Public Services	63.34	63.34	63.34	74.98
Support Services	35.72	35.72	35.72	12.00
Library Projects & Grants	-	-	-	7.50
Library and Information Services Total	103.56	103.56	103.56	99.98

* For the FY 2021 Adopted Budget, the Department of Libraries and Information Services evaluated and re-organized the Department's account structure in order to align with the Department's organizational chart and to distinguish the expenditures of the 10 library sites. The re-organization of the Department's account structure reallocated expenditures, revenues, and FTEs to appropriate divisions, which was not done for FY 2020.

