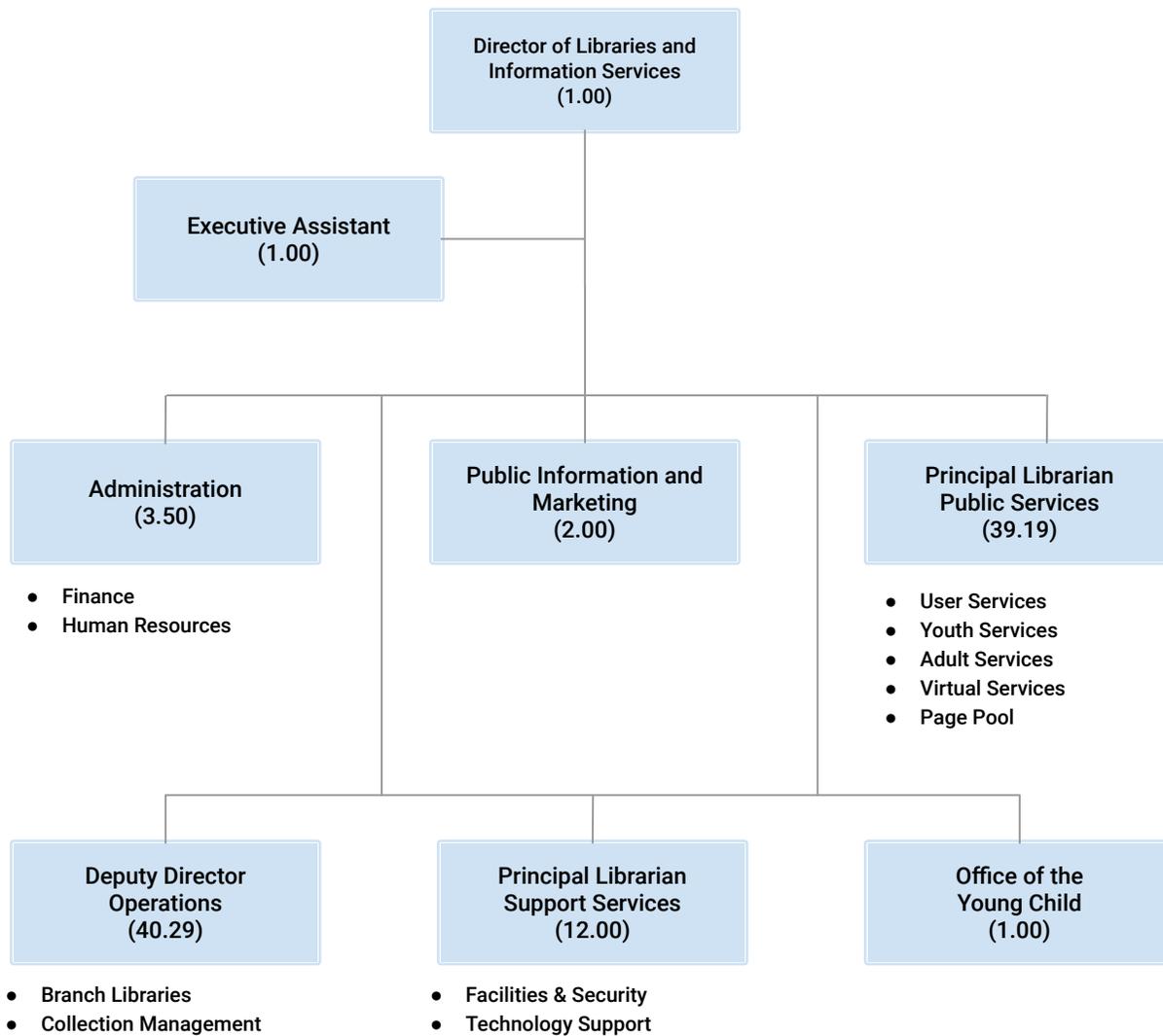


LIBRARIES AND INFORMATION SERVICES





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, digital and virtual resources, readers' advisory, homework assistance, neighborhood information, and leisure reading;
- Provides collections that are relevant and in a variety of formats and languages;
- Provides in-person and virtual programming for all ages;
- Offers a variety of services for children and youth including early literacy, story times, STEAM, book clubs, class visits, homework support, outreach to preschools, collections, reference assistance, readers' advisory, after-school programs, and a Summer Reading program for the whole family; children, teens and adults;
- Provides ongoing adult programming such as monthly book groups, author events, career and job assistance, and the annual community-wide 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;
- Provides citizenship workshops and resources;
- Partners with local community 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 2021 during which time the libraries were closed due to the pandemic an estimated 26,696 patrons checked out 93,664 library books, DVDs and CDs via curbside pickup service. Over 36,214 participants attended 574 virtual library workshops, classes, programs, special events, and early learning sessions on Zoom, Facebook Live, Instagram and YouTube between April and December 2020. 15,244 questions, including Homework Help questions were answered using the Ask Us! online portal and Live Chat support. Additionally, the Library experienced an 86% increase in net follower growth and 103% increase in community engagement on Facebook, Instagram and Twitter. From infants through retired citizens, libraries meet the informational needs of all Pasadenans. The community's support of a dedicated tax to financially support maintenance and operations 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, The Friends of the Pasadena Public 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 and manage grants that will augment local funds to provide additional programming and services, such as First 5 LA, American Library Association, California State Library, Pacific Library Partnership, Southern California Library Cooperative, Women's Suffrage Centennial Commission, California Mental Health Services Authority and Los Angeles County Department of Mental Health, Early Learning Shared Vision Grant, and Pasadena Child Health Foundation.

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 2020/21, the Library took advantage of building closures to make some necessary repairs and completed infrastructure projects 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 and Linda Vista Branch Libraries;
- Brighter, more energy efficient lighting installation at Hastings and San Rafael Branch Libraries;
- Upgraded Central Library's Wi-Fi capacity;

- 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 2021 ACCOMPLISHMENTS

The Department accomplished the following during FY 2021:

- Commemorated Black History Month, Asian American and Pacific Islander Month, Educator Night, National Poetry Month, Mental Health Day, Hispanic Heritage/Latinx Month, National Native American Heritage Month and continued the yearlong celebration of 100 years of U.S. Votes for Women with virtual programming;
- Received confirmation that The Friends of Pasadena Public Library have agreed to sponsor the department’s four annual Cultural Heritage Month Celebrations;
- Held the widely attended ArtNight celebration virtually for the first time;
- Presented the annual community One City, One Story program featuring, Tattoos on the Heart by author Father Gregory Boyle (March);
- Continued the popular Pasadena Central Library Authors and their Journeys series;
- Provided free citizenship preparation classes for individuals in the US naturalization process virtually. Continued to provide Citizenship Corners and Citizenship kits to patrons for check-out;
- La Pintoresca Branch Library continued to offer free English classes for non-native English speakers virtually;
- 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;
- Developed and published a case study and toolkit on Growing Together PASadena (GTP) the early childhood hub network led by the Office of the Young Child. 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 with virtual programming and take home activity kits;
- Partnered with the Huntington Hospital Community Outreach and Pasadena Public Health Department to offer three free annual flu shot clinics; a walk up at La Pintoresca Branch Library and drive thru ones at Hasting Branch Library and Central Library;
- Two Pasadena library staff were among twenty library employees across the entire state who participated in the California State Library Working Scholars program;

COVID-19 Response

- Launched online “Live Chat with Library Staff” feature in response to COVID. Patrons provided optional ratings from one (bad) to four (excellent) for the Live Chat. 94% of the respondents rated their experience a four (excellent);

- Produced virtual programs 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;
- Distributed care packages, along with Families Forward Learning Center and the Office of Young Child, 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;
- 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;
- Hosted a temporary mobile shower station two days per week at Hill Avenue Branch Library 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 ten Library staffers to Public Health Department to support contact tracing; and
- Provided translation services in Spanish, Mandarin and Armenian to support other City departments.

Pasadena Public Library was awarded five grants this year:

- **American Library Association (ALA) & Women's Suffrage Centennial Commission (WSSC)** - commemoration of the 100th anniversary of the 19th Amendment and women's constitutional right to vote in 2020. Received 12 copies of three books on the history of Women's Suffrage Movement in the U.S.;

- **California State Library: Early Learning with Families (ELF)** – Funding for the annual Día del Niño event at the La Pintoresca Branch (\$500 grant);
- **California State Library, Library Services and Technology Act (LSTA)** – Funding for Stay & Play program series at the La Pintoresca Branch (\$3,750 grant);
- **Pacific Library Partnership: Fall Lunch at the Library** - Funds to provide youth ages 0-18 with books and crafts at PUSD Grab and Go Lunch Sites (\$4,900 grant); and
- **Southern California Library Cooperative (SCLC)** - Crisis Collections FY20/21 Funding for e-resources (eBooks and eAudiobooks) as people practice physical distancing and access to physical library collections is restricted during the pandemic (\$5,000 grant).

FISCAL YEAR 2022 ADOPTED BUDGET

Operating Budget

The FY 2022 Adopted Budget of \$15,446,389 is \$216,535 (1.4 percent) lower than the FY 2021 Revised Budget. This change can be attributed to several adjustments, including:

- Personnel increased by \$170,825 (1.8 percent)
- Services and Supplies decreased by \$356,810 (11.3 percent)
- Internal Services decreased by \$30,550 (1.0 percent)

Personnel

A total of 99.98 FTEs are included in the FY 2022 Adopted Budget. There is no change compared to FY 2021 Revised Budget.

YEAR-OVER-YEAR BUDGET CHANGES

Library Services Fund - 212

The FY 2022 Adopted Library Services Fund Budget of \$15,446,389 decreased by 1.4 percent from FY 2021 Revised Budget of \$15,662,925. This year-over-year change is the result of several factors. Personnel costs increased by \$170,825 (1.8 percent) mainly due to re-assessed staffing, changes related to Part-Time Pay and COVID-19. Services and Supplies decreased by \$356,810 (11.3 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 decreased by \$30,550 (1.0 percent).

Library Equipment Replacement-Shared Fund – 679

The Library Equipment Replacement-Shared Fund for FY 2022 will no longer be utilized. This fund was used to operate a jointly Integrated Library System (ILS) with the City of Glendale. As of FY 2021, the Library no longer has a shared ILS and has transitioned to a dedicated single agency platform.

FUTURE OUTLOOK

Library service at the Pasadena Public Libraries has been transformed over the last year and a half. From the pandemic to the closure of the almost 100 year old Central Library due to seismic safety concerns, library staff have pivoted to provide services to meet the current and future needs of our community, which includes a hybrid model of programming and services, more robust services at the branches and alternate locations, and ways of accessing print or online collections and services. Social media will continue to be used and enhanced in the coming years as more use it as a way to access current information, with an increased focus on curating a collection of library programs available 24/7 via YouTube. Although the focus is on the future, Pasadena Library remains dedicated to preserving, archiving, and providing access to the rich history of Pasadena through our local history resources and online digital archives. In order to meet these needs, Pasadena Library will continue to develop and train high-performance and service-oriented staff to meet the many challenges and opportunities of information delivery. Last but not least, Pasadena will continue to keep a strong focus on the restoration and retrofit of the historic, one-of-a-kind Central Library with the end goal of bringing it back online as that community beacon of learning and gathering place for future generations of Pasadenans.

SUMMARY TABLES

SUMMARY OF APPROPRIATIONS BY EXPENSE CATEGORY

(In Thousands)

Expenditure Category	FY 2020	FY 2021	FY 2021	FY 2022
	Actuals	Adopted	Revised	Adopted
Personnel	\$8,568	\$9,462	\$9,462	\$9,633
Services & Supplies	2,242	2,837	3,163	2,806
Internal Service Charges	2,811	3,038	3,038	3,007
Capital Outlay	-	-	-	-
Library and Information Services Total	\$13,620	\$15,338	\$15,663	\$15,446

SUMMARY OF APPROPRIATIONS BY DIVISION

(In Thousands)

Division	FY 2020	FY 2021	FY 2021	FY 2022
	Actuals	Adopted	Revised	Adopted
Library Administration	\$1,010	\$1,120	\$1,120	\$1,323
Library Projects & Grants	1,450	2,207	2,533	2,261
Public Services	5,453	6,983	6,983	6,961
Support Services	5,707	5,028	5,028	4,901
Library and Information Services Total	\$13,620	\$15,338	\$15,663	\$15,446

SUMMARY OF APPROPRIATIONS BY FUND

(In Thousands)

Fund	FY 2020	FY 2021	FY 2021	FY 2022
	Actuals	Adopted	Revised	Adopted
105 - General Fund Projects Fund	\$7	\$0	\$0	\$0
212- Library Services Fund*	\$13,462	\$15,338	\$15,663	\$15,446
679 - Library Equip Repl-Shared	152	-	-	-
Library and Information Services Total	\$13,620	\$15,338	\$15,663	\$15,446

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

SUMMARY OF FTEs BY DIVISION

Division	FY 2020	FY 2021	FY 2021	FY 2022
	Adopted	Adopted	Revised	Adopted
Library Administration	4.50	5.50	5.50	5.50
Public Services	63.34	74.98	74.98	74.98
Support Services	35.72	12.00	12.00	12.00
Library Projects & Grants	-	7.50	7.50	7.50
Library and Information Services Total	103.56	99.98	99.98	99.98

* For the FY 2022 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 2021.