



AGENDA REPORT

Meeting Date: January 26, 2021
Item Number:
To: Honorable President and Beverly Hills Library Board of Trustees
From: Karen Buth, Library Administrator/City Librarian
Subject: ANNUAL REPORT TO THE BEVERLY HILLS LIBRARY BOARD OF TRUSTEES
Attachments: None

RECOMMENDATION

It is recommended that the City Council, acting as the Beverly Hills Library Board of Trustees, accept the report as presented by the Library staff.

FISCAL IMPACT

None

INTRODUCTION

City Ordinance No. 07-0-2537 established that the City Council would serve as the Board of Trustees for the Beverly Hills Public Library. This designation is a legal requirement of the State Education Code. Under this arrangement, the City Council is convened as the Beverly Hills Library Board of Trustees at least once per year to review the state of the library for the previous fiscal year ending June 30. This report and the accompanying presentation recaps the activities of the library from July 1, 2019 to June 30, 2020, the last fiscal year and discusses upcoming library initiatives and programs.

DISCUSSION

The State of California Education Code requires that every general law city have a library board. On November 13, 2007, the Council adopted an ordinance that formally established the City Council as the Library Board of Trustees for Beverly Hills. Under the provisions of this ordinance, the City Council is required to meet at least once per year to review the status of the library for the previous fiscal year. This report and the

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accompanying presentation will briefly provide that update as well as review some of the established goals for the current fiscal year.

For fiscal year July 1, 2019 to June 30, 2020:

Fiscal year 2019-2020 was the tale of two realities. The year started moving forward to complete the many goals set for the new year and ended the year shutting down the physical library. This report will endeavor to show the typical year along with the altered last quarter of the year.

Usage

Year	Physical Checkouts and Renewals	Digital Checkouts	Roxbury Checkouts	People entering library	Passports	Passport Income
2019/20	312,598	42,105	2,121	455,751	6,675	\$290,215
2018/19	466,209	25,145	5,371	624,916	10,123	\$434,599
2017/18	508,237	15,057	5,515	694,321	9,333	\$329,046

- People entered the Library 455,751 times from July 2019 to March 2020. This was approximately 50,600 people per month down a bit from our normal traffic of about 52,000 people per month. This represents a 27% decrease in visits to the library. Less seating and construction noise from the office renovations to accommodate the relocation of all Community Services operations formally located in City Hall to the library contributed to the reduction in the number of people entering. Additionally, the closure from March through June as part of the City's Covid closure of city facilities had a large impact.
- The library issued 3,873 new library cards. This represents a decrease of 26% in the number of cards issued. Following the closure of the library building, the library worked with our digital resource vendors to issue e-cards.
- Checkouts and renewals of physical library materials dropped. From July to March, circulation was 312,006. Up until March, the numbers for fiscal year 2019-20 were very similar to the fiscal year 18-19 numbers. There were no checkouts from March through most of June due to the physical closure of the building. On June 22, 2020, the Library started Sidewalk Pick-up Service, which is reflected by the 592 checkouts at the end of June.
- Digital checkout (which include eBooks, eAudiobooks, videos, and magazines) of materials saw an over 200% increase in April and May. Checkouts went from about 200-300 per month to over 900 per month.
- As of March, the Roxbury Book Nook was closed and has remained closed.
- Seventy-eight percent (78%) of check-ins, checkouts and holds were initiated by patrons using self-checks, automated materials handling service and the website through March of 2020. March through June reverted to library staff processing check-ins and check-outs.
- The passport operations declined by 34% for this fiscal year. The closure had a huge impact on passports, as March is the beginning of the summer travel season for passports and our passport office closed in mid-March along with the closure of city facilities.

Year	Kids Programs and attendance	Adult Programs and attendance	Food for Fines Waived	Summer Reading Club participation
2019/20	309 / 14,918	37 / 670	Canceled schedule for April	No registration
2018/19	436 / 19,093	43 / 1,357	\$3,716	2,244
2017/18	424 / 19,798	49 / 1,970	\$3,046	2,542

Programming was a challenge for 2019-2020 as the library auditorium was offline. We used the Municipal Gallery when possible and piggy-backed on other operations and department events such as the Farmer's Market for venues.

- Ongoing programs this year:
 - A book club moderated by a professional moderator and sponsored by the Friends of the Library. Programs continued via Zoom after the library closure.
 - Eight (8) weekly storytimes in the Little Theater through March
 - Music program Jim J Jukebox with Jim Jimirro.
 - Bi-weekly storytimes at the city operated preschools
- Special Events this year:
 - Art and Memory in Berlin lecture by Professors Stih and Schnock
 - Reopening of the Grand Reading Room
 - Monthly Puppet Shows and crafts at the Farmer's Market
 - Storytime with the Human Relations Commission for Kindness Week.
 - COVID-19 Book Club helped complete the reading of The Great Gatsby by F. Scott Fitzgerald.
 - Canceled usual National Library Week Food Drive and instead posted videos of various city dignitaries reading a children's book
 - Summer Reading Club (SRC) held but no registrations were done.
- Internally produced Virtual programming began in mid-April. The Beverly Hills Public Library YouTube Channel went live on April 15, 2020 featuring:
 - Storytime with Mr. Sam
 - Baby and Me with Mr. Andy
 - BHPL Insider (Teen Edition)
- Collaborated throughout the year with the Homeless Collaboration and the CLASP team to help manage homeless and/or mentally ill patrons who use the Library.
- Activated the emergency hotline for the pandemic and protests and answered 3,794 hotline calls through June. The highest single day total was during the protests when the hotline answered 373 calls.

SMART Initiatives

- Implemented Fine Free for Youth program.
- Completed the renovation of the Grand Reading Room and a second passport office.
- Completed the facelift of the Library public restrooms on the first floor by replacing the counters and sinks.
- Closed the library, contacted all our vendors to cancel deliveries and to re-route invoices. Moved almost all fulltime employees to a remote environment.
- Implemented a virtual programming environment (recording, editing, and uploading new material weekly.)
- Updated our webpages to include more suggested resources for residents sheltering at home, moved book displays to a virtual environment.
- Implemented e-library cards.
- Renewed all library cards for a 2 year time frame
- Recoded the library software to allow holds on all materials, altered all loan rules for extended checkouts.
- Set-up internal protocols to retrieve materials requested by patrons.
- Implemented a Sidewalk Pickup program as of June 22, 2020.
- Expanded e-book, e-audiobook and online database offerings to cover expanded usage.

The following are the goals for the Fiscal Year 2020/21:

- Complete renovation of office areas on the library second floor to accommodate the Community Services administration offices and recreation class registrations.
- Develop an action plan for the local history collection based on recommendations from the evaluation of the collection.
- Implement online reservation software for passport appointments and Sidewalk Pickup.
- Expand the functionality of the cloudLibrary app and provide checkout of EBooks and E-audiobooks.
- With the assistance from the Friends of the Library, offer more Read-Along books and expand digital offerings.
- Explore going fine free for all library patrons.
- Reinstate Passport Services when safe.
- Implement Beanstalk to provide online Summer Reading Club and various reading initiatives throughout the year.
- Continue to implement as many of the library's services as possible in a contact free format. The ultimate goal is to offer all services except seating and shelter.
- Review library hours of operation.
- Reopen the library to full service.

Jenny Rogers,
Director of Community Services

Approved By