AGENDA REPORT

Meeting Date: October 29, 2019
Item Number:
To: Honorable 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, accepts the report as presented by the Library staff.

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 year ending the preceding June 30th. This report and the accompanying presentation recaps the activities of the library from 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 which 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 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, 2018 to June 30, 2019:

Usage

<table>
<thead>
<tr>
<th>Year</th>
<th>Checkouts and Renewals</th>
<th>Digital Checkouts</th>
<th>Roxbury Checkouts</th>
<th>People entering library</th>
<th>Passports</th>
<th>Passport Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>18/19</td>
<td>466,209</td>
<td>25,145</td>
<td>5,371</td>
<td>624,916</td>
<td>10,123</td>
<td>$434,599</td>
</tr>
<tr>
<td>17/18</td>
<td>508,237</td>
<td>15,057</td>
<td>5,515</td>
<td>694,321</td>
<td>9,333</td>
<td>$329,046</td>
</tr>
<tr>
<td>16/17</td>
<td>532,317</td>
<td>13,611</td>
<td>4,846</td>
<td>687,251</td>
<td>7,931</td>
<td>$250,682</td>
</tr>
</tbody>
</table>

- People entered the Library 624,916 times. Building usage is down about 9% due to renovation of the grand reading room. Less seating and construction noise have contributed to the reduction in the number of people entering.
- The library issued 5,270 new library cards.
- Check outs and renewals of physical library materials dropped by about 8% but digital check-outs increased by 67%. This follows a nationwide trend that shows during good economic times library material usage tends to drop.
- Roxbury usage has stabilized. The most popular format for check-out is DVDs.
- 78% of check-ins, check-outs and holds initiated by patrons using self-check, automated materials handling service and website.
- The passport operation continues to grow. Increased usage generated $434,599.00 for the 18/19 fiscal year, a 32% increase.

Programming, Services & Collaborations

<table>
<thead>
<tr>
<th>Year</th>
<th>Kids Programs and attendance</th>
<th>Adult Programs and attendance</th>
<th>Food for Fines Waives</th>
<th>SRC participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>18/19</td>
<td>436 / 19,093</td>
<td>43 / 1,357</td>
<td>$3,716</td>
<td>2,244</td>
</tr>
<tr>
<td>17/18</td>
<td>424 / 19,798</td>
<td>49 / 1,970</td>
<td>$3,046</td>
<td>2,542</td>
</tr>
<tr>
<td>16/17</td>
<td>403 / 19,874</td>
<td>47 / 1,762</td>
<td>$2,923</td>
<td>2,577</td>
</tr>
</tbody>
</table>

- Offered successful Children’s, Tween, Teen and Adult Summer Reading Clubs (SRC): Among BHUSD students, the SRC completion rate is 50% representing a slight increase over last year.
- Partnered with Fire and Police Departments and Recreation Division to celebrate National Night Out by offering puppet shows and family programs.
- Worked with BHUSD to integrate Library Summer Reading Club with the School District’s Summer Reading Medalist program. Due to the reconfiguration of the schools we were unable to visit Horace Mann this year, which may account for the 10% drop in registrations.
- Reached 3,896 preschoolers and students with regular programming for BHUSD classrooms, Bedtime for Bulldogs, City preschools, summer camps, Roxbury Book Nook, and the Farmer’s Market.
- Held tenth annual Food for Fines drive during National Library Week waiving $3,716.00 in fines and collecting about 745 food items for the Westside Food Bank.
• Partnered 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 LA Marathon and dignitary visits. Answered 305 calls in a 3 hour window for the dignitary visit in April 2019.

Digital Usage

<table>
<thead>
<tr>
<th>Year</th>
<th>Computer Sessions</th>
<th>Website Visitors</th>
<th>Wi-Fi Connections</th>
</tr>
</thead>
<tbody>
<tr>
<td>18/19</td>
<td>35,790</td>
<td>409,084</td>
<td>1,409,830</td>
</tr>
</tbody>
</table>

• Usage of the library website, public computers, and the Wi-Fi has expanded in the last few years. The library website is one of the top three busiest sites in the city.

SMART Initiatives
• Recognized as a 5-Star library in 2018 by Library Journal for the third year in a row.
• With the assistance of the Friends of the Library rolled out Kanopy and Hoopla. Kanopy provides free access to streaming videos and Hoopla provides access to e-books, e-audiobooks, e-comics, streaming music, and streaming videos.
• Began renovation of the Grand Reading Room. This will provide improved electrical access, better lighting, new carpet, and furniture.
• Expanded e-book, e-audiobook and online database offerings.
• Began offering Vox Books. Vox Books offer our youngest listeners and new readers the option to listen to a book while following along in the book. The audio is built right into the book.
• Implemented an App, CloudLibrary, which stores library card information for the whole family and provides notification about due dates and library fines.
• Purchased software to explore patron usage patterns.

The following are the goals for the Fiscal Year 19/20:
• Complete the renovation of the grand reading room and dedicated space for a second passport office.
• Complete renovation of office areas on the library second floor to accommodate the Community Services administration offices and recreation class registrations.
• Complete the facelift of the Library public restrooms on the first floor.
• Develop an action plan for the local history collection based on recommendations from the evaluation of the collection.
• Continue research into a Discovery Layer for the library catalog which will offer comprehensive searches of all databases and the library catalog in one search.
• Explore online reservation software for passport appointments.
• Expand the functionality of the cloudLibrary app and provide easier access to the library’s resources.
• With the assistance from the Friends of the Library, begin offering:
  o Locking charging lockers for cell phones, tablets, and computers.
  o More Read-Along books
FISCAL IMPACT
None.

Karen Buth
Library Administrator/City Librarian
Approved By