



AGENDA REPORT

Meeting Date: October 26, 2021
Item Number: D-1
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 FOR 2020-2021
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.

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 30. This report and the accompanying presentation recaps the activities of the library from July 1, 2020 to June 30, 2021, 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, 2020 to June 30, 2021.

This year has brought many challenges and opportunities. Here is a timeline of our yearlong move back to in person service.

- July 2020 to April 2021
 - Library was closed to in person usage.
 - Sidewalk Pick-up was introduced and well-received by the community.

“I wanted to reach out and tell you what a fantastic job the library is doing at keeping books in readers' hands. The librarians have been so efficient and friendly. Most of the time, my holds are ready within a day or two of my placing them, and I get a phone call pretty soon after that to tell me I can schedule an appointment. I almost can't keep up with the library! I love the online appointment system that has been set up. It's so easy to schedule, reschedule and cancel appointments. The experience has been so positive for our family. Thank you to you and your staff for everything that you are doing!”
 - Telephone and email reference service provided to assist people reserving materials, selecting materials, answering reference and research questions, or using the digital library.
 - Telephone and email service was provided to enable patrons to renew library cards, make an appointment to pick up books, get a new library card, and to assist with accounts.
 - Borrowing periods were adjusted for a longer period to reduce trips out of our patron's homes and better support those mobility issues.
 - Hotline was answered throughout the Covid crisis, civil unrest and ongoing protest activities.
- May 2021
 - The main library opened by appointment for Grab & Go service and continued Sidewalk Pick-up.
 - A few public computers were provided for patron use during appointments.
 - The Children's Library remained closed but items made available by request.
 - The Second floor remained closed but items made available by request.
 - Seating remained unavailable due to health and safety concerns.
- June 2021
 - The library doors opened and entry no longer requires an appointment.
 - Children's Library and the Second floor opened for patron use in-person.
 - Seating was added and made available for in-person usage.
 - Passport services restored and patrons allowed by appointment as per pre-Covid period.
 - Interlibrary Loan Services restored.

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The following locations remained closed in June due to health and safety concerns:

- Teen Zone
- Quiet Reading and Magazine Room
- Family Place Room in Children's Library
- Little Theater
- Study Rooms
- Roxbury Book Nook
- Meeting Rooms and the Auditorium

Usage of Services

Year	Checkouts and Renewals	Digital Checkouts	Roxbury Checkouts	People entering library	Passports	Passport Income
20/21	42,875	46,113	*0	253	198	\$ 7,983
19/20	312,598	42,105	2,121	455,751	6,675	\$290,215
18/19	466,209	25,145	5,371	624,916	10,123	\$434,599
17/18	508,237	15,057	5,515	694,321	9,333	\$329,046

*Roxbury Book Nook, Library Annex remained closed as part of the Roxbury Community Center.

- For the first time ever our digital collection was used more than the physical collection. There was a 9.5% increase in usage of the digital collection. Physical check-outs dropped by 86%.
- Important trends during the closure period included increases to adult materials check outs over children's materials. Normally the children check outs outpace our adult material check-outs. There was also a slight increase in music CD checkouts.
- Please note the people entering the building for 20/21 only reflects the month of June.
- The Community Center remained closed so the Roxbury Book Nook was not able to operate.
- Passport services reopened in June with one office. Appointments were limited to 9-6 Monday through Friday in the beginning. Once our appointment calendar opened our schedule filled quickly. By the end of June, passport appointments were booked solid through October.

Though attendance numbers remained down, patron's using our various services were very pleased with the opportunities being provided by the library during this period.

Live Programs

Year	Kids Programs and attendance	Adult Programs and attendance	Food for Fines Waives	SRC participation
20/21	6/120	All virtual	Canceled	Moved to July
19/20	309/14918	37/670	Canceled scheduled for April	No registration
18/19	436 / 19,093	43 / 1,357	\$3,716	2,244
17/18	424 / 19,798	49 / 1,970	\$3,046	2,542

Virtual Programs

	Pre-recorded	Views	Live Virtual	Attendance
Kids	61	44% of all views	3 Terrific Tuesdays	60
Teens	7	17% of all views	5 book discussions	15
Adults			37	890

Programming went virtual for 2020/2021.

- Ongoing programs this year:
 - A book club moderated by a professional moderator and sponsored by the Friends of the Library. Programs continued via Zoom through-out the year.
 - Weekly virtual *Storytimes with Mr. Sam* and monthly themed programs with Miss Debbie.
 - Music program *Jim J Jukebox* with Jim Jimirro presented on Zoom and recorded for YouTube.
 - Storytimes at the city operated preschools before the winter COVID surge.
 - *BHPL Insider (Teen Edition)* brief presentations on authors and services available at the library for Teens.
- Special Events this year:
 - *Dial a Story*- Beginning in December of 2020 to reach more children and to encourage a love of stories the library began recording book readings weekly. Stories could be heard at any time, day or night, by dialing 310-285-2580.
 - Virtual book displays were added to the library website.
 - *Amplify Diverse Voices* – provides suggested titles written by authors of diverse backgrounds
 - Women’s History Month
 - Pride Month
 - The library in conjunction with the Southern California Library Association and Glendale Library Arts & Culture offered live virtual book discussions. *Be the Change Series, Inclusion, Diversity, Equity, Antiracism* featured Black Lives, Black Stories, Pride Month, Hispanic/Latinx Heritage Month, Native American Heritage Month, Black History Month, Armenian Genocide Remembrance Month, and Asian American Pacific Islander Heritage Month. The Beverly Hills Human Relations and the Art and

Culture Commissions co-sponsored these programs as part of the City's *Embrace and Celebrate Culture Initiative*.

- The Beverly Hills Public Library YouTube Channel went live on April 15, 2020 featuring new programming added throughout the 2020/2021 fiscal year:
 - *Storytime with Mr. Sam*
 - *Baby and Me with Mr. Andy*
 - *BHPL Insider (Teen Edition)*
 - *Jim J Jukebox*
 - Author talks
 - Craft activities
- The library worked with the Human Relations Commissioners recording readings of children stories for the City's annual Kindness Week as part of Civility Month.
- The Library continued manning the emergency hotline for the pandemic and protests and answered 665 calls in July 2020 down to 24 calls in June of 2021.

SMART Initiatives

The following were the goals for the Fiscal Year 20/21:

- Complete renovation of office areas on the library second floor to accommodate the Community Services administration offices and recreation class registrations.
 - Office space renovations were completed and Human Services, Arts and Recreation, Registration, Admin Support, and Outreach and Communications staff have moved in to the new space.
- Develop an action plan for the local history collection based on recommendations from the analysis and evaluation of the collection.
 - Plans are in process to add new shelving to the space and better organize the collection for easier access. The library accepted back issues of the Courier and newspaper clippings from the Fred Hayman estate. Both donations are being processed for future access.
- Implement online reservation software for passport appointments and Sidewalk Pickup.
 - Reservation software is up and functioning allowing people to make, edit, and cancel their own reservations.
- Expand the functionality of the cloudLibrary app and provide checkout of e-Books and e-audiobooks.
 - Reevaluating at this time
- With the assistance from the Friends of the Library, offer more Read-Along books and expand digital offerings.
 - The collection continues to be expanded.
- Explore going fine free for all library patrons.
 - Libraries across the US are making the move to eliminate overdue fines and going fine free as a social equity movement. Chicago Public Library, Philadelphia Public Library System, Boston Public Library System and now New York Public Library are now fine free. Locally Burbank Public Library System has also made the move to overdue fine free. Fine free levels the playing field for all library patrons and encourages the safe return of library materials.
- Reinstate Passport Services
 - Passport service was reinstated June of 2021.
- Implement Beanstalk to provide online Summer Reading Club and various reading initiatives throughout the year.
 - Summer Reading Club was delayed, but able to take place in July 2021.

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- Continue to implement as many of the library's services as possible in a contact free format with the ultimate goal is to offer all services with the exception of seating and shelter.
 - Services were provided and opening the library for in person services became possible.
- Review library hours of operation.
 - The library continues to review our hours to eventually restore the hours to where they were pre-pandemic.
- Reopen the library to full service.
 - The library continues to move toward offering all of our services, hours, and locations back to pre-pandemic levels.

The following are the goals for fiscal year 21/22:

- Re-carpet and paint the areas between the lobby and the Quiet Reading Room.
- Restore art work throughout the library that was stored for renovation.
- Plan and execute the continued restoration of in person services, expanded hours, programs, and services.
- Review and revise Homebound Program with the goal of possible expansion.
- Review Literacy program and determine future direction.
- Evaluate, audit, and diversify our collection to ensure that the collection being provided is diverse, inclusive, and anti-racist.
- Provide Inclusion and Belonging training for staff.
- Report on research and propose to eliminate overdue fines
- Plan and implement a method to staff the second passport office with the loss of two passport agents to the retirement as part of the City's Voluntary Separation program.
- Plan a redesign of the Local History Room space.
- Explore offering a discovery layer on the library's web catalog. A discovery layer is a Google-like search across all the library's resources. It offers a simple search box and consistent interface that allows searching across multiple resources making it much easier to retrieve a variety of materials.
- Evaluate adult library programming, survey for interests, explore new approaches and reorganize staffing with the loss of two fulltime positions to the City's Voluntary Separation program.

FISCAL IMPACT

None

Jenny Rogers,
Director of Community Services

Approved By