



AGENDA REPORT

Meeting Date: October 18. 2022
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 2021-2022
Attachments:

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, 2021 to June 30, 2022 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.

Fiscal Year July 1, 2021 to June 30, 2022

The library continued on its journey to restore services and hours back to pre-pandemic standards.

- July 2021 through March 2022

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- The library was open seven days a week 9:30 am to 8 pm Monday through Thursday; 10:00am to 6:00pm Friday and Saturday and Sunday Noon to 6:00pm for a total of 64 hours per week.
 - Seating and computer access remained limited during this period.
- January and February 2022
 - Another surge in COVID caused the library to move back to no seating but the building remained open for Grab & Go services.
- March 2022
 - Full services were restored for the main library
 - The Quiet Reading Room and the Magazine/Newspaper Room reopened.
 - Small Group Study Rooms were opened for Adults and Children's Library.
 - All computer stations were restored.
 - The Teen Zone reopened from 3:00 pm to 6:00 pm four days a week.
- April 2022
 - The main library restored hours to the pre-pandemic 70 hours per week. Monday to Thursday 9:30am-9:30pm; Friday and Saturday 10:00am to 6:00pm; and Sunday Noon to 6:00pm.
 - Family Place in the Children's Library opened from 10:00am to 1:00pm for 15 hours per week.

The only locations not in use at the end of June 2022 were the Little Theater in the Children's Library and the Auditorium.

- July 2022
 - Roxbury Book Nook reopened for 9 hours per week.
 - Library Auditorium was reopened for internal programs and rentals.
 - Children's programming remains in the Civic Center Plaza at this time.

Usage of Services

Year	Checkouts and Renewals	Digital Checkouts	Roxbury Checkouts	People entering library	Passports	Passport Income
21/22	217,783	34,620	0	234,158	3288	\$131,751
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

The library has continued reconnecting with the community and patrons throughout this year. In the last fiscal quarter of 2022, there was a steady increase in usage.

- Check-out of physical materials is showing a rebound for fiscal year 2022 with a 408% increase in checkouts over last year.
- The greatest increase in check-outs was in children's books with a 506% increase from 2021.
- Digital check-outs have dropped by 25% from last year. National statistics show that the pandemic has increased the number of people who have tried an eBook

by 30% and eAudiobooks by 23%. As the community moves away from pandemic restrictions it will be important to watch the trends for these formats.

- Overall checkouts and renewals remain below the numbers reached prior to the pandemic but are beginning to climb again.
- Passport services is once again growing. There were still some limitations on the number of passports that could be processed due to safety concerns for patron and agents. It was important to allow time for clean-up after each applicant to ensure the safety of all. Passport appointments continued to be booked months in advance. Plans have been made to expand these services in 2023.

Live Programs

Year	Kids Programs and attendance	Adult Programs and attendance	SRC participation	Recorded Programs/Views
21/22	86/2,725	30/141	305	17/14,578
20/21	6/120	All virtual	Moved to July	
19/20	309/14,918	37/670	No registration	
18/19	436 / 19,093	43 / 1,357	2,244	
17/18	424 / 19,798	49 / 1,970	2,542	

In person programming returned for 2021/2022.

- Ongoing programs for this year.
 - A book club moderated by a professional moderator and sponsored by the Friends of the Library. In May, the book club returned to in person sessions twice a month and one Zoom session per month.
 - Jim J's Jukebox music program returned to in person but maintained one Zoom program per session.
 - Weekly storytimes began in person in the Civic Center Plaza two mornings per week in mid-July. In the spring, the storytimes increased to three mornings per week.
 - In person Summer Reading Club returned in July of 2021.
- Special Events and new offerings.
 - New program: In 2021 the library applied for and received a small grant to become part of a new program called *Stay & Play*. *Stay & Play* provides parents/caregivers an opportunity to work with their little ones (2-3 year olds) to develop age appropriate skills and build a foundation for learning through play. This provides opportunities for children to socialize and for their parents/caregivers to socialize with other parents/caregivers. The grant provided for staff training and supplies to run the program. In 2021-2022 two sessions, six weeks long, were offered and well received by the community. New sessions will be offered in 2022-2023.
 - In conjunction with the Human Relations Commission for Kindness Week commissioners attended a storytime and read books about kindness to the children.

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- In conjunction with the Arts & Culture Commission the library participated in *Make Music Day Beverly Hills* with a musical family storytime.
- Adult author talks this year included the topics of mindfulness, dyslexia, and early Hollywood.
- Provided support to the Human Relations Commission in planning for the new *Critical Conversations* series.

Public Libraries receive assistance from the California State Library and other agencies.

In 2021-2022 the California State Library used American Rescue Plan Act (ARPA) funds to assist public libraries state wide. Subscriptions to a set of databases were provided to public libraries. The theme was Career Pathways. This set of offerings included the following titles:

- Brainfuse JobNow & VetNow
- Skillshare
- Coursera
- Learning Express and Job & Career Accelerator
- GetSetUp
- Northstar Digital Literacy

The goal was to help the population of California get back to work by providing resources to help train and guide individuals to new careers.

Additionally chromebooks and Wi-Fi hotspots were purchased for libraries. Beverly Hills Public Library received seventeen chromebooks.

In partnership with the California State Library and State Parks, free vehicle day-use passes are now available at the library for check out. These passes entitle the user to a free vehicle day-use entry for one passenger vehicle with a capacity of nine people, or less, at over 200 participating state parks.

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

- Re-carpet and paint the areas between the lobby and the Quiet Reading Room.
 - Carpet and painting was completed on the first floor of the library in December of 2021.
- Restore art work throughout the library that was stored for renovation.
 - Art works have been rehung and placed throughout the library.
- Plan and execute the continued restoration of in person services, expanded hours, programs, and services.
 - Hours have been restored and services have been restored. Now we are working to expand the hours of some services which have been reduced due to staffing needs.
- Review and revise Homebound Program with the goal of possible expansion.
 - The program has been revised adding additional staff members to select materials for the clients.
- Review Literacy program and determine future direction.
 - Literacy classes returned in December and one on one tutoring. Plans were made to offer a book club for new adult readers and computer literacy training.

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- Evaluate, audit, and diversify our collection to ensure that the collection being provided is diverse, inclusive, and anti-racist.
 - The diversity of the collection continues to be a top priority. New resources to assist with the analysis were added.
- Provide Inclusion and Belonging training for staff.
 - Training was provided for staff the afternoon of Innovation Day 2021. Four staff members attended a multi-part training on Inclusion and Belonging and prepared and presented a training for their fellow staff members.
- Report on research and propose to eliminate overdue fines
 - Research was completed and overdue fines will be eliminated in 2022/2023 fiscal year.
- Plan and implement a method to staff the second passport office with the loss of two passport agents to the retirement program.
 - Some use of the office was achieved but it was determined additional personnel was needed for full usage.
- Plan a redesign of the Local History Room space.
 - Not yet addressed.
- Explore offering a discovery layer on our web catalog.
 - A review of possible approaches to improving the web catalog was completed. The next step is to put together vendor demos.
- Evaluate adult library programming, survey for interests, explore new approaches.
 - Evaluation and surveys are ongoing. For 2022-2023 documentary viewings and discussion will be explored.

The following are the goals for fiscal year 22/23:

- Reopen the auditorium for rentals.
- Expand passport services to offer more appointments.
- Continue work on cataloging and digitizing the Local History collection with the goal of providing online public access.
- Review and select software to improve the library web catalog, including a discovery layer, instructional video clips showing patrons on how to use digital resources and patron engagement software to better connect with our community.
- Explore moving the library database to the cloud.
- Develop a series of programs which address unique stories of inclusion and diversity and spark a community discussion.
- Update and expand the world language section of the library.
- Support the new *Critical Conversations* speaker with the Human Relations Commission.

FISCAL IMPACT

None

Jenny Rogers,
Director of Community Services

Approved By