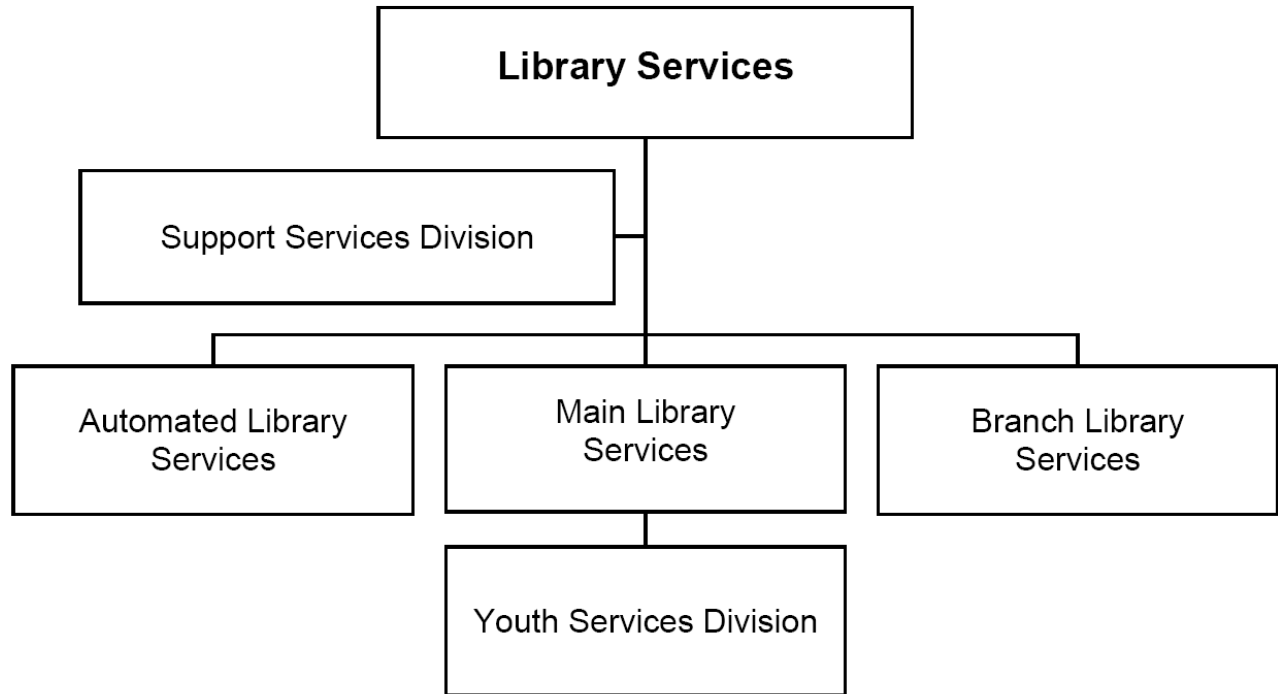


Library Services



Glenda Williams, Director of Library Services

Susan Jones, Manager, Billie Jean King Main Library Services

Cathy De Leon, Manager, Branch Library Services

Christine Hertzell, Manager, Automated Library Services

Department Overview

Mission:

The Department of Library Services is committed to meeting the learning and information needs of our culturally diverse and dynamic population. The department provides quality library services with professional staff that is responsive, expert, and who take pride in providing public service. It offers a wide selection of resources and materials representing all points of view. It supports learning for a lifetime, intellectual curiosity, and free and equal access to information.

Core Services:

- Innovatively provide a full range of library materials and services to the general public
- Ensure that all people have free and convenient access to all library resources and services that might enrich their lives
- Provide productive learning for a lifetime, reading and enrichment opportunities for our community
- Effectively utilize specialized library technology in the selection, organization and delivery of information, including electronic and online education and information resources

FY 21 Focus:

The Library Services Department (Department) provides access to library resources and services by implementing innovative service models at all libraries – including the new Billie Jean King (BJK) Main Library, providing educational enrichment programs, pursuing and maintaining community partnerships that strengthen library services, implementing enhanced library technology, and ensuring that libraries are a safe place to learn, explore and create. The method these services were provided changed during FY 20 due to the COVID pandemic. Staff quickly transitioned programming online. Additionally, LBPL To Go, a curbside library materials check-out service was launched, and with that Capira Curbside technology was implemented enabling online appointments for patrons. A To Go printing service is also anticipated for patrons in FY 21.

Once the libraries fully reopen after the COVID pandemic, FY 21 will continue to be a transformative year for the Department. The new BJK Main Library features expanded innovative programs, services and spaces; continuing to create opportunities to approach and engage the community in exciting new ways. Additionally, the Department will continue exploring and implementing services and partnerships addressing the needs of people experiencing homelessness, mental health challenges and substance addiction.

The Department also plans to continue transforming technologically. In FY 21, the Department will implement new technologies to create and enhance operational efficiencies, such as offering Chromebook and Mifi devices to checkout thanks to Verizon, resulting in better services to the community. Also anticipated is a new Library app, more streamlined ebook access, a new digital resource for expanded access to local historic newspapers, and more efficient printers and copiers for public use thanks to the Library's partnership with the City's Technology and Innovation Department.

The Library Services Department's primary goal remains to be a public education institution and an active partner in learning for a lifetime within the Long Beach community, as codified in the 2017-2020 Strategic Plan. Library staff made great strides in that direction since FY 19 and will continue working to fulfill identified objectives that will better position the Library as a public education institution within the community.

Lastly, educational opportunities in the Family Learning Centers (FLCs) will emerge due to grant-funding as well as continuing to offer STEM (Science, Technology, Engineering and Math) and other innovative technology classes and workshops offered by The Studios at the Main and Michelle Obama Libraries and Mobile Studio Learning Lab. Once deemed safe after the COVID pandemic, the Speed Reader mobile bike will continue pedaling beyond the Library's walls, engaging the Long Beach community at local events, schools, parks and gathering places. Online tutorials assisting residents using internet resources will remain available. New and existing partnerships will remain a high priority, as well as citywide initiatives. And, as always, the Department will work with community partners to find ways within the budget to support and potentially expand services to meet the continued demand for library services.

Department Performance Measures

Key Measure	FY 19 Actual	FY 20 Target	FY 20 Estimate	FY 21 Projection
Number of Library Resources Accessed/Used	5,448,902	4,800,000	3,157,698	4,500,000

Total resources used include materials borrowed and used in-house, website hits, electronic database usage and computer sessions. The FY 20 estimate is significantly less than FY 19 since the libraries were closed half the fiscal year due to the COVID pandemic, although these numbers include the LBPL To Go program pickups. The FY 21 projection anticipates remaining closed for a portion of the fiscal year.

Key Measure	FY 19 Actual	FY 20 Target	FY 20 Estimate	FY 21 Projection
Number of patrons served	947,065	950,000	474,657	600,000

Typically, under normal non-COVID pandemic circumstances, more than 3,000 patrons are welcomed each day at the 12 libraries to use an extensive collection of library materials and resources, meeting and training venues, community information resources, and take advantage of information assistance, special programs and library services, which was jeopardized in FY 20 due to the COVID pandemic. This previously included Sunday hours at four branch libraries (which were not funded for FY 21). While the FY 20 estimate includes the new Billie Jean King Main Library attendance, it also accounts for being closed due to the pandemic for approximately half the fiscal year, which the FY 21 projection anticipates.

Key Measure	FY 19 Actual	FY 20 Target	FY 20 Estimate	FY 21 Projection
Number of answers provided	197,864	250,000	206,555	250,000

Library patrons of all ages request and receive personalized information assistance from professional librarians and expert staff by telephone, email, and in person. This service remained available via phone and email despite the COVID pandemic. Staff also provide instruction in the use of materials, collections and services, recommendations for materials and resources, tours and orientations, and assistance with computers, adaptive resources, and specialized equipment. Virtual reference options will continue allowing patrons to communicate with professional librarians from a variety of mobile and computer devices.

Key Measure	FY 19 Actual	FY 20 Target	FY 20 Estimate	FY 21 Projection
Number of youth served through Library Literacy Development programs	93,162	78,000	41,863	80,000

Several literacy programs are provided citywide for youth, from birth to age 18, by professional librarians who are responsible for the selection of appropriate print and virtual materials, research-based programs, best practices, reader's advisory, homework help, and technology assistance to patrons and students of all ages. Many, but not all of these services, transitioned online during the COVID pandemic, which accounted for the reduced estimate.

FY 20 Accomplishments

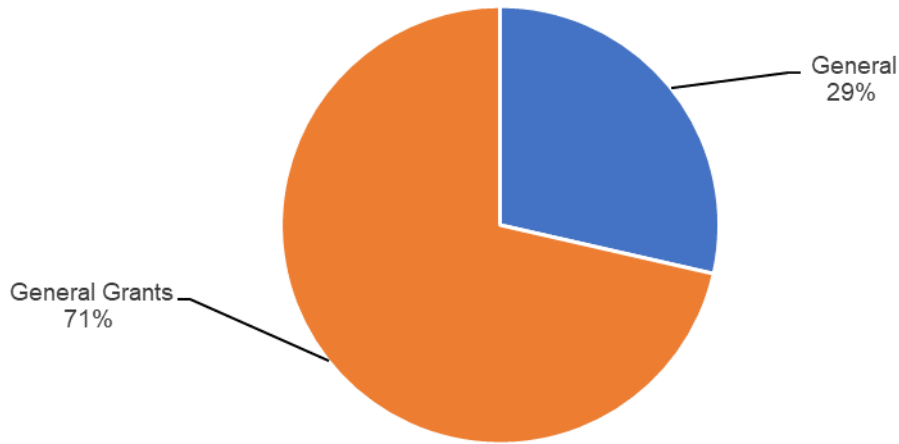
- More than 14,000 new library cardholders were added in FY 20. A library card provides free access to computers, electronic materials, the Internet, books, media, and magazines.
- Nearly 500,000 patrons visited Long Beach libraries between October 2019 and March 2020, at which time the COVID pandemic closed libraries to patrons, which attendance aligned with pre-pandemic statistics. Thereafter, LBPL To Go generated more than 6,500 materials pick-ups.
- More than 1 million library resources were used/accessed during the year.
- Staff answered more than 200,000 requests for information in person, by phone, and email, including more than 66,000 tech-related questions. There has also been an increased demand for reference services via social media.
- Approximately 80,000 books, DVDs, CDs, and videos were delivered between libraries every month, increasing patron convenience, as well as reducing pollution, travel costs and time for library patrons.
- Approximately 250,000 downloads (20,000+ per month) of audio and e-books were borrowed via the Library's website, which was especially popular during the COVID pandemic. Patrons can access and borrow audio and electronic books (e-books) through computers, smart phones, e-readers, and tablets at www.lbpl.org.
- Launched new resources in the LBPL Digital Library, including:
 - Udemy - on demand video learning on a variety of creative, professional, and educational topics (which was used to support telework for staff City-wide in the early days of the COVID pandemic);
 - Chilton Library - car repair manuals;
 - Enki - simultaneous use ebooks; and
 - Homework Central - consists of six different resources to support K - 12 learning.
- Streamlined children's ebook access by shifting platforms based on patron feedback, resulting in drastically increased access (annual circulation more than doubled in the first month alone)
- Two staff presented the Khmer Cataloging Project at the annual Public Library Association (PLA) conference as a model for identifying, engaging, and serving diverse communities within library service areas.
- The LBPL mobile app usage averaged 69,000 monthly searches, allowing patrons to manage their account, request materials, and stay up to date on the newest materials at the library, all from a smartphone or mobile device. Additionally, there are more than 21,000 followers on LBPL'S social media outlets including Facebook, Twitter, Pinterest, and Instagram – a 22 percent increase from last year.
- Online database subscriptions continue to be in demand by Long Beach residents designed especially for public. Resources are accessed approximately 107,000 times on a monthly basis.
- Volunteers provide more than 5,400 hours of support in many Long Beach Public Libraries.
- Partnered with Long Beach Department of Health and Human Services through the Trauma Informed Long Beach grant to host Master's in Social Work Interns at the Billie Jean King Main Library and Mark Twain Library. This unique approach provided connection to much needed services to persons experiencing homelessness and those experiencing mental health and drug addiction challenges. 163 contacts were made with 60% of the contacts being repeat visits.

FY 20 Accomplishments

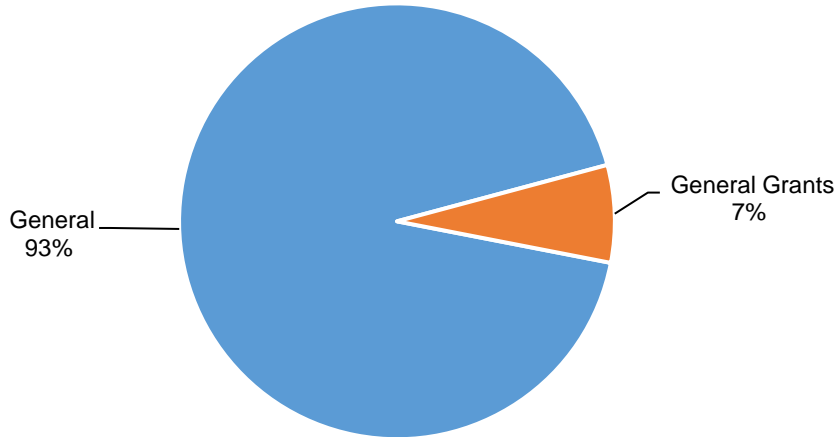
- Long Beach adults can earn an accredited high school diploma (not GED) and a concurrent credentialed career certificate in 6 to 18 months through the Library's Career Online High School (COHS) Program. Since 2016, more than 175 students have been awarded scholarships to enroll, and more than 60 have graduated. COHS is made possible through a collaboration with the California State Library.
- Dive Into Reading, the library's year-round early literacy program for families with children ages 0-5, celebrated its two-year anniversary and launched an online platform for families to participate during library closures. The program challenges and incentivizes parents to read 1,000 books with their child before the start of kindergarten.
- Secured several grants including two California State Library Shared Vision grants, which focus on engaging parents as their children's first teacher and launching a Young Readers Club through the Family Learning Centers. The Library also secured renewed funding for the LB Reads adult and family literacy program.
- Responded to the COVID pandemic by reassigning employees to other departments and operations supporting the City's pandemic response including conducting contact tracing; providing shelter operations support; answering Health/Senior phone lines; providing CARES Act support; assisting in/with the Emergency Operations Center (EOC), Joint Information Center (JIC), Incident Management Team (IMT) operations; sewing face masks and fabricating face shields; transitioning library programs online, etc.
- Launched LBPL To Go, curbside library service, at seven library locations amidst the COVID pandemic while simultaneously providing phone and online reference service.
- Launched online Summer Reading Program for all ages. The virtual platform allowed participants to log their reading and earn incentives along the way. Library staff also produced 35 educational virtual programs to complement the Summer Reading Program.
- Library Studio staff hosted a 6-week long virtual video game design series called Make.Create.Design. More than 60 teens participated in workshops that included game design narrative, programming, visual art for games, and game audio and music. Staff retooled the content to deliver additional workshops to LBUSD students in partnerships with Dramatic Results and Living Arts Long Beach.
- The Library launched a community wide online book club that participants can access from the comfort of their own home and around their busy schedule. LBPL has partnered with Overdrive to select a new title every other month that can be downloaded as ebooks or e-audiobooks from LBPL's Overdrive page. Using the GoodReads website, LBPL librarians post discussion questions, author interviews, and other relevant resources for each title.
- Two new podcasts were launched by library staff. *Don't Know Beach About History: Short Histories of Long Beach* is a podcast created and hosted by Long Beach Public Library Special Collections Librarian, that highlights fascinating, and often humorous, stories from Long Beach's rich history. *Book Bites* is a podcast hosted by Teen Services librarians to highlight recommended reads for teens.
- In response to the COVID pandemic, LBPL librarians developed the Life in a Time of Covid-19: a Teen Journal Project for our teen patrons. Local teens were encouraged to document and share their quarantine experiences through multimedia efforts including journals, blogs, illustrations, audio or video diaries, and zines. Their work has been added to the library's local history collection and was made available for viewing on the library's Digital Archive

FY 21 Budget

FY 21 Revenues by Fund Group



FY 21 Expenditures by Fund Group



Fund Impact

Fund Group	Revenues	Expenditures	Fund Impact
General	384,254	14,349,519	(13,965,265)
General Grants	960,572	1,117,700	(157,128)
Total	1,344,826	15,467,219	(14,122,393)

Summary of Changes*

GENERAL FUND	Impact	Positions
(No changes)	-	-

*For ease of review, reallocations of resources within departments, offsets, adjustments, and minor changes have not been included. As figures reflect the net impact to a fund, an increase in expense is shown as a positive number (cost/hit to fund) and a decrease in expense is shown as a negative number (savings/benefit to fund). Accordingly, a decrease in revenue is shown as a positive number (cost/hit to fund), and an increase in revenue is shown as a negative number (savings/benefit to fund).

Executive Office & Support Services Division

Key Services:

1. Executive Office

- Fundraising Support
- State & National Reporting
- Patron Issue Management
- City Council Relations / Communications
- Community Relations / Outreach Education
- Departmental Management

2. Financial Administration

- Budget Development and Management
- Grants Management
- Contract / RFPs Management
- Accounting
- Purchasing
- Records Management

3. Personnel

- Payroll
- Benefits Education and Management

- Employee Assistance
- Personnel Management and Issue Resolution
- Risk Management and Safety Training

4. Facility Maintenance Management

- Facility Rentals
- Repairs / Improvements
- Custodial, Landscape Services Contract Oversight
- Capital Project Coordination
- Security Services Oversight

5. Delivery Services

- Transport Rotating Collection
- Supply and Mail Distribution
- Maintain Delivery Statistics
- Vehicle Maintenance

Executive Office/Support Services	Actuals FY 19	Adjusted* FY 20	Adopted** FY 21
Revenues	-	-	-
Expenditures	2,044,090	2,249,968	2,053,412
FTEs	13.00	13.00	13.00

Note: With the conversion to the new financial system, the amounts and character categories have been updated to match the revised Chart of Accounts in the system. The City is still going through a stabilization period with the new system and future reports may have further adjustments.

*Adjusted Budget as of August 31, 2020

**Amounts exclude all-years carryover. See budget ordinance in the back of this document.

Automated Services Bureau

Key Services:

1. Library Loan Material Procurement & Preparation

- Acquisitions
- Bindery
- Cataloging

2. Library Supplies/Equipment Procurement

- Supply & Equipment Procurement

3. Database Management

- Contract Management
- Integration with Various Searchable Online Databases (i.e., Worldbook Encyclopedia)
- Customize Database User Interface

4. Checkout Management

- Self-Checkout (RFID)
- Equipment Maintenance

5. Training

- Staff & Patron Database Training
- Integrated Library System (ILS) Training
- Staff Continuing Education

6. Virtual Services

- Web Site Management
- Online Catalog Maintenance
- Digital Archives Maintenance
- Patron Notifications (holds, past due, etc.)

Automated Services	Actuals FY 19	Adjusted* FY 20	Adopted** FY 21
Revenues	(227,464)	20,000	-
Expenditures	2,121,050	2,443,632	2,542,231
FTEs	10.60	9.10	8.60

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*Adjusted Budget as of August 31, 2020

**Amounts exclude all-years carryover. See budget ordinance in the back of this document.

Branch Library Services Bureau

Key Services:

- 1. Library Facilities**
 - Building Maintenance
 - Coordinate/Supervise Support Staff
 - Meeting Room Rental
- 2. Library Resources**
 - Research & Selection of Materials
 - Merchandising
 - Weeding (deselecting)
 - Shelving & Straightening
 - Materials Security
 - Donation Processing
 - Inventory
- 3. Personalized Assistance**
 - Front Desk Customer Service
 - Checking in/ out Cash handling Patron Account Management Holds Request
 - Research Assistance
- Reading Recommendations
- Connection to social services
- 4. Access To Technology**
 - Public Computing and Printing
 - Technology Support to Patrons
- 5. Lifetime Learning**
 - Early Literacy Programs
 - Educational Classes
 - Enrichment and Recreation Opportunities
 - Reading Programs
 - Family Learning Centers
 - Community Outreach
 - Displays/Exhibits
 - Workforce development and job searching assistance

Branch Library Services	Actuals FY 19	Adjusted* FY 20	Adopted** FY 21
Revenues	817,449	549,913	549,913
Expenditures	7,425,218	7,434,064	7,006,982
FTEs	66.85	66.95	68.45

Note: With the conversion to the new financial system, the amounts and character categories have been updated to match the revised Chart of Accounts in the system. The City is still going through a stabilization period with the new system and future reports may have further adjustments.

*Adjusted Budget as of August 31, 2020

**Amounts exclude all-years carryover. See budget ordinance in the back of this document.

Billie Jean King Main Library Services Bureau

Key Services:

1. Library Facilities

- Building Maintenance
- Coordinate/Supervise Support Staff
- Meeting Room Rental

2. Library Resources

- Research & Selection of Materials
- Weeding (deselecting)
- Merchandising
- Shelving & Straightening
- Materials Security
- Donation Processing
- Inventory

3. Patron Borrowing Services

- Shelving
- Cash Handing
- InterLibrary Loans
- City-wide Training
- Checking In/ Out
- Collections Account Maintenance
- Materials Requests/ Holds
- Front Desk Customer Service Resolution
- Patron Account Management

4. Information Services

- Reference Services
- Reading Recommendations
- Public Computing and Printing

- Technology Assistance & Classes
- Education & Arts Exhibits
- Government Depository
- Local History/ Special Collections
- Archival Services
- Grants Management

5. Community Services

- Volunteer & Intern Coordination
- Community Outreach & Education
- Center for Adaptive Technology
- Library Services for Homebound Patrons
- Special Connect Services for Families with Special Needs
- Bilingual, Cultural and Educational Events & Classes
- Family Learning Centers and Studios
- Communications & Marketing

6. City Hall Information Line

- City Hall General Operator

7. Youth Services

- Community Outreach & Education
- Special & Ongoing Literary Events
- Reference Services
- Early Learning & Reading Initiatives

Main Library Services	Actuals FY 19	Adjusted* FY 20	Adopted** FY 21
Revenues	1,272,401	727,413	794,913
Expenditures	4,600,192	5,513,456	3,864,594
FTEs	37.64	39.17	39.67

Note: With the conversion to the new financial system, the amounts and character categories have been updated to match the revised Chart of Accounts in the system. The City is still going through a stabilization period with the new system and future reports may have further adjustments.

*Adjusted Budget as of August 31, 2020

**Amounts exclude all-years carryover. See budget ordinance in the back of this document.

Financial Summary by Category

	Actual FY 19	Adopted* FY 20	Adjusted** FY 20	Adopted* FY 21
Revenues:				
Property Taxes	-	-	-	-
Sales and Use Taxes	-	-	-	-
Other Taxes	-	-	-	-
Utility Users Tax	-	-	-	-
Franchise Fees	-	-	-	-
Licenses, Permits and Fees	-	-	-	-
Fines and Forfeitures	-	-	-	-
Use of Money & Property	30,502	19,550	19,550	19,550
Revenue from Other Agencies	873,261	615,837	615,837	615,837
Charges for Services	238,306	286,204	286,204	353,704
Other Revenues	720,316	355,735	355,735	355,735
Intrafund Services	-	-	-	-
Intrafund Transfers	-	-	-	-
Interfund Services	-	-	-	-
Interfund Transfers	-	20,000	20,000	-
Other Financing Sources	-	-	-	-
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Total Revenues	1,862,386	1,297,326	1,297,326	1,344,826
Expenditures:				
Salaries and Wages	7,064,280	7,234,419	8,238,919	7,312,956
Employee Benefits	3,683,525	4,118,325	4,139,079	4,095,483
Overtime	148,316	4,829	2,932	4,829
Materials, Supplies and Services	3,187,500	2,280,039	3,575,362	2,149,906
Interfund Support	1,714,058	1,552,457	1,570,607	1,838,423
Intrafund Support	24,295	-	-	-
Capital Purchases	4,087	65,623	114,219	65,623
Insurance Premiums and Losses	-	-	-	-
Other Non-Operational Expenditures	-	-	-	-
Operating Transfers	364,491	-	-	-
Intrafund Transfers Out	-	-	-	-
Purchase of Gas & Water	-	-	-	-
Depreciation and Non Cash Expenditures	-	-	-	-
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Total Expenditures	16,190,550	15,255,691	17,641,119	15,467,219
Personnel (Full-time Equivalents)	128.09	128.22	128.22	129.72

* Amounts exclude all-years carryover. See budget ordinance in the back of this document.

**Adjusted Budget as of August 31, 2020

Note: With the conversion to the new financial system, the amounts and character categories have been updated to match the revised Chart of Accounts in the system. The City is still going through a stabilization period with the new system and future reports may have further adjustments.

Personnel Summary

Classification	FY 19 Adopt FTE	FY 20 Adopt FTE	FY 21 Adopt FTE	FY 20 Adopted Budget	FY 21 Adopted Budget
Director of Library Services	1.00	1.00	1.00	213,408	213,408
Accounting Clerk III	1.00	1.00	1.00	47,540	48,992
Administrative Analyst II	1.00	1.00	1.00	73,065	74,979
Administrative Analyst III	1.00	1.00	1.00	96,505	96,505
Administrative Officer	1.00	1.00	1.00	111,368	111,368
Building Services Supervisor	1.00	1.00	1.00	53,223	55,986
Community Information Specialist I	1.00	1.00	1.00	38,904	40,612
Community Information Specialist II	1.00	1.00	1.00	52,712	42,935
Community Program Specialist I	3.00	3.00	3.00	171,487	177,487
Community Program Technician I	-	1.00	3.00	37,668	133,447
Executive Assistant	1.00	1.00	1.00	66,246	60,024
General Librarian	19.60	19.60	19.60	1,560,904	1,534,787
General Librarian I - NC	0.22	0.50	0.50	32,091	32,087
General Maintenance Assistant	1.00	1.00	1.00	54,359	58,529
Library Aide - NC	18.92	19.92	19.42	687,856	672,328
Library Assistant	1.00	2.00	2.00	84,620	94,350
Library Clerk I	8.60	7.60	7.60	336,189	335,596
Library Clerk II	16.00	15.00	15.00	747,847	753,151
Library Clerk III	2.00	2.00	2.00	108,193	108,193
Library Clerk I-NC	0.50	0.50	0.50	18,449	18,447
Library Clerk IV	1.00	1.00	1.00	59,726	59,726
Manager-Automated Services	1.00	1.00	1.00	122,265	131,112
Manager-Branch Library Services	1.00	1.00	1.00	125,071	125,071
Manager-Main Library Services	1.00	1.00	1.00	131,112	131,112
Office Services Assistant III	2.00	2.00	2.00	92,551	92,106
Page - NC/H28	22.25	21.10	21.10	614,729	661,715
Payroll/Personnel Assistant II	1.00	1.00	1.00	51,546	51,546
Secretary	2.00	2.00	2.00	106,928	109,520
Senior Librarian	16.00	16.00	16.00	1,493,214	1,486,683
Youth Services Officer	1.00	1.00	1.00	93,149	97,966
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Subtotal Salaries	128.09	128.22	129.72	7,482,924	7,609,770
Overtime	-	-	-	4,829	4,829
Fringe Benefits	-	-	-	3,959,308	3,932,444
Administrative Overhead	-	-	-	159,017	163,040
Attrition/Salary Savings	-	-	-	(153,737)	(153,737)
Expenditure Transfer	-	-	-	(94,768)	(143,077)
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Total	128.09	128.22	129.72	11,357,572	11,413,269

