



Agenda Report

TO: THE CITY COUNCIL

DATE: OCTOBER 31, 2001

FROM: LIBRARY COMMISSION

SUBJECT: FY 2001 ANNUAL REPORT & FY 2001-2002 WORK PLAN

RECOMMENDATION:

It is recommended that the City Council receive the FY 2000-2001 Annual Report and approve the FY 2001-2002 Work Plan of the Library Commission.

BACKGROUND:

The Library Commission was established by Ordinance No. 3162, as amended (PMC, Chapter 2.40); Amended by Ordinance No. 6228, 12/22/87. Its purpose is to advise the City Council on matters relating to the Public Library system, in order that the library is well managed in a manner consistent with the law and policies.

The Library Commission has drafted the attached report that summarizes its activities during the past fiscal year consistent with the Commission's prescribed functions. The report also conveys the Work Plan that will guide Commission activities in pursuit of its goals during the current fiscal year.

Pursuant to the City Council's request and in compliance with the City Ordinance establishing the Library Commission, the Annual Report and Work Plan for Fiscal year 2001-2002 is submitted to the City Council.

FISCAL IMPACT:

There is no fiscal impact associated with this action.

Respectfully submitted,

Ciran Hadjian, Chair
Pasadena Public Library Commission

PASADENA PUBLIC LIBRARY COMMISSION ANNUAL REPORT – JULY 2000-JUNE 2001

BOOKS AND TECHNOLOGY – 37,000 New Items Added to Library Collection

Over the last year, the Library continued its emphasis on building a strong book collection, while at the same time balancing the need for emerging technology. To this end, approximately 37,000 new items were added to the collections at the Central and branch libraries. New books were added to support children's school assignments, business and careers, health and science and computers and technology. The audio book and magazine collections were also increased. The Library's electronic resources were expanded to include full-text coverage of the Los Angeles Times and a full-text Spanish language news database.

The award of a \$10,000 grant for the purchase of large print materials helped the Library meet the increasing need in this area. The Library also received a gift of over 700 Chinese language titles from the City's Sister City, Xicheng, China, establishing the first circulating Chinese language collection at the Central Library, and the Children's book collection continues to benefit as a result of the Ernestine Avery Children's Book Fund.

The library community has seen a dramatic transformation in the way patrons expect library service to be delivered. More and more patrons turn to libraries for access to electronic information in addition to the traditional formats that have long been a part of a library's collection. To meet this demand, the Pasadena Public Library embarked on a three-year plan to improve access to new technology. I am pleased to report that the Library has successfully completed the implementation of this plan, thanks to support from the City, the Library's Support Groups and the Gates Library Foundation. A newly refurbished and fully equipped, state-of-the art Technology Learning Center opened its doors to the public on October 21, 2000 and 88 new computer workstations have been deployed at the Central and branch libraries.

SERVICE ENHANCEMENTS – Expanded Hours at Two Branches

On September 11, 2000, service hours at the La Pintoresca and Hastings Branch libraries were increased by 12 hours per week. The new hours include additional evening hours as well as Sunday hours. Along with the evening and Sunday hours already provided at the Central Library, the Library now serves the public in northwest and east Pasadena during evening and Sunday hours. Patron response has been enthusiastic and is reflected in the increased use of these two branches. The number of patrons using the Hastings Branch has increased by approximately 35% and usage at the La Pintoresca Branch has increased by 23%. Positive response from the public resulted in City Council approval of an additional budget appropriation to further increase hours at the branches in the coming year.

COMMITMENT TO LIFELONG LEARNING – Record Numbers Attend Library Programs This Year

The Library continues to play an active role in providing resources and services for lifelong learning through its access to information, public training, programs, technology and the promotion of reading and literacy. The Library continued to offer a high level of service at its public information desks answering approximately 11,000 information questions monthly. Many interesting exhibits, including displays on the Pasadena Sister Cities and a history of the Civic Center, were held at the Central Library. The Library presented author, John Jakes, through live interactive videoconferencing and, in partnership with the California Living Histories Project, served as a venue for a community forum and exhibit. Other public programs included events planned in conjunction with Black History Month, Hispanic Heritage Month and A Week without Violence.

The Library continues to enjoy record numbers for its programs. Last year, 6,779 children registered for the Summer Reading Club, an increase in attendance of 9.6% over the previous year. New programs, including a Teen Panel for Young Adults, were established during the summer. Internet training on subjects such as,

"How to Get Into College" and programs such as Cultural Passport, continue to bring library services to over 2,500 middle-grade students throughout the school year.

The Technology Learning Center is attracting 100 users per week in addition to serving as the Library's public training classroom where hands on training on use of the Library's many electronic resources is provided. The installation of additional computer workstations at all sites has attracted over 90,000 sign-ups for use at branches and in the Children's Room. Finally, Pasadena Reads, the Library's Adult Literacy Program, was relocated to the La Pintoresca Branch Library, allowing for the expansion of services and increased community outreach.

MAINTAINING A CIVIC TREASURE – Multiple Projects Enhance Functionality of Central Library

The Library continued the restoration of the Central Library, specifically the restoration of the office space off of the east and west patios as well as the patios themselves. Enhancements to the east patio office space include a cork floor and wrought iron light fixtures and decorative gate. This newly restored space will be a beautiful transition between the new outdoor reading room and the Great Hall and is the future home of a Library Store. The restored west patio office space is the future home of a Young Adult Reading Room. This room with its reading chairs, magazines and paperback collections will provide an inviting environment for young adults. It is anticipated that a reception to preview the new rooms and patios will be held in early fall.

Other customer service improvement projects include the shifting of portions of the Library's book collections to better serve the public, in particular, the relocation of the media collection to its own space on the fourth floor. Beautiful new overhead desk and room signage along with the online catalogs, custom-fitted into the walls of the Great Hall, have provided greater access to the collections and services of the Library.

Through a partnership between the Public Works and Transportation Department and the Library, exterior restoration of the Central Library began the first week of July. The project includes roof repair, repair and cleaning of selected stonework, including the stonework surrounding the great arched windows. The project will be completed in phases over the next four fiscal years. The first phase of the project will encompass painting the south side of the building, phase two the west side, phase three the north side, ending with phase four on the east side of the building. Staff is working closely with our historical consulting architect, Ray Girvigian, on the project.

Another major project is the replacement of the wheelchair lift at the north entrance to the building, with a new and much improved model. In addition to the upgraded lift, improvements are being made to the interior foyer of the north entrance, including wrought iron light fixtures, cork floor and oak wainscoting. This extends the features of the north entrance into the accessible entrance, making it less utilitarian. It is anticipated that this project will be completed by the end of July.

The Library Commission was involved in reviewing the Civic Center Task Force plans to develop and restore the Garfield/Holly Civic Center corridor. These plans were endorsed by the Library Commission meeting.

CITIZENS SURVEY – The Library Gets an A!

The results of the City of Pasadena's 2001 Citizens Survey, which gauges residents' opinions and satisfaction level with City services, once again indicates that the Library performed in an exemplary fashion. You will be delighted to know that that the Library continues to receive outstanding ratings and in fact, showed gains in all of the categories measured. For example, the categories, **Library programs for children**, and **Overall service provided by the Pasadena Public Library**, received an impressive 97% rating. Other notable increases were in the level of satisfaction with the **Library's online catalog and**

other electronic resources (up from 92% to 94%); **Library book collections and resources** (up from 90% to 94%) and **Library reference and research services** (up from 93% to 95%). The results received by the Library were among the highest of any City department and are a testimony to the quality service provided to our residents.

BRANCH LIBRARY ACCESSIBILITY ENHANCEMENTS – New Restroom Facilities at Two Branches

Branches have also seen significant improvements during the last year. Through a partnership with the Building Systems and Fleet Management Division of the Department of Public Works, a fully accessible restroom with interior access was built at the Santa Catalina Branch Library. The restrooms at the Hill Avenue Branch were also modified to provide improved accessibility and interior access.

LIBRARY SUPPORT GROUPS – Support Groups Continue to Boost the Library

Many of these services and enhancements have been made possible through the efforts of the Library's support groups. For example, the Friends of the Library continue to enrich children's programming through their ongoing financial commitment. This past year, they received major support from the Sanwa Bank (\$2,500) and the Vroman's "Give Back" program (\$4,500). Over the last five years they have contributed \$169,586 towards the Summer Reading Program, Children's Book Week and the Learning Enrichment Centers.

The Pasadena Public Library Foundation also plays a major role in realizing the vision to restore and maintain the Central Library. Since 1996, they have provided over \$140,630 to refurbish public spaces including the Central Library Reading Room, the Technology Learning Center, the Copy Center and the soon to be opened Library Store and Teen Center. Additionally, the Foundation has provided funds for the Ernestine Avery Children's Book Collection totaling approximately \$12,000.

COMMITTEE/COMMISSION INVOLVEMENT

Annual Report & Workplan Committee – Andre' Houlemarde, Rose Marie Pico, Jill Switzer, Kathy Wimmer

Friends of the Library Liaison – Jill Switzer

Library Foundation Representative at Annual Meeting – Andre' Houlemarde

Nominating Committee – Ciran Hadjian, Kathy Wimmer

Request for Reconsideration Committees – Rose Marie Pico, Jill Switzer

Volunteer Recognition Event Liaison – Andre' Houlemarde, Ciran Hadjian

PASADENA PUBLIC LIBRARY COMMISSION
 RECORD OF ATTENDANCE
 2000-2001

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUN
BANKS, JOAN	X	X	X	*AWL	X	*AWL	*AWL	X	X	X	*AWL	X
HADJIAN, CIRAN	X	*AWL	X	X	X	X	*AWL	*AWL	X	X	*AWL	*AWL
HOULEMARDE, ANDRE'	X	X	X	X	X	X	X	X	X	X	X	X
JONES, GREG	X	X	X	X	*AWL	*AWL	*AWL	*AWOL	X	X	*AWL	X
PICO, ROSE MARIE	X	X	X	X	X	X	X	*AWL	*AWL	X	X	X
SWITZER, JILL	X	X	X	*AWL	X	X	**AWOL	X	X	X	X	*AWL
URNER, DOROTHY		X	X	X	X	X	X	X	*AWL	*AWL	X	X
WIMMER, KATHERINE	X	X	X	X	X	X	X	X	X	X	X	X

*Absent With Leave
 **Absent Without Leave
 ***Resigned
 NM = No Meeting

X.C.

Item No.

**PASADENA PUBLIC LIBRARY COMMISSION
ANNUAL WORK PLAN
July 1, 2001 - June 30, 2002**

As advocates for Pasadena citizens and as Library users, the Library Commission will:

- Actively review and assess the needs and priorities of the specific services of the Library and their financial impact. We will report to the City Council as requested.
- Work to make Library resources available to the diverse community of Pasadena.
- Support the achievement of citywide goals and will find ways to relate the Library's interest to the citywide goals that do not specifically mention the Library.
- Support the provision of educational resources to local schools to strengthen scholastic learning in Pasadena.
- Serve as advocates for the Library as a positive social and educational force within the community.
- Serve as a link between the Library and the community.

The Library Commission will support and monitor the Department of Information Services in accomplishing its Performance Results which include: (1) The Library will provide services and resources for a literate and well-informed community, (2) Children will be given the opportunity to expand their learning abilities through the accessibility to a wide range of material. (3) Libraries will be safe, clean, and inviting.

In addition to this, the Commission will focus on the following areas:

Community Outreach & Public Relations:

The Commission will work to inform the community about Proposition 14 in order to garner support for projects that would qualify for Proposition 14 funding.

The Commission will continue to encourage public speakers, community activities, and special programs at the Central Library and the branches to publicize library services and cultivate public support.

The Commission will support the preparation and distribution of marketing and promotional materials through varied communication channels, including direct mail and the Library Website.

The Commission will explore the possibility of hosting a series of public forums and of televising informational broadcasts on KPAS to identify branch needs, promote library services and garner neighborhood support in establishing branch chapters of the Friends of the Library.

The Commission will promote library services to the senior population through increased outreach.

Strategic Partnerships:

The Commission will cultivate strategic partnerships with the Pasadena Unified School District, local businesses, the Chamber of Commerce, local, regional and state legislators, the Pasadena Police Department and local social service agencies to promote library programs and services as well as to enhance the safety and security of Library patrons.

Long Term Budget:

The Commission will work to identify new and creative strategies to sustain long term funding and resources.

Information Technology:

The Commission will work to continually improve the City's information technology systems and Internet Web page. The Commission will also explore the possibility of the Library obtaining electronic resources for the collection.

Disability Access:

The Commission will identify plans and resources, and advocate for improving disability access at all Library facilities.

Branch Friends Chapters:

Along with the Friends of the Library, the Library Commission will work to obtain support for the Adopt-A-Branch Program. The Commission will specifically work with neighborhood residents to establish a Branch Chapter at the San Rafael Branch Library.

Volunteer Program:

The Commission will support the Library goal of cultivating the volunteer program by exploring ways to recruit community volunteers for the Library and continue the Volunteer Recognition Program.