



**NATIONAL CITY PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
REGULAR MEETING AGENDA**

August 3, 2022 - 5:30 PM

When: August 3, 2022 05:30 PM Pacific Time (US and Canada)

Topic: Library Board Meeting – August 3, 2022

Library – Large Meeting Room

Public Comments: There are multiple ways you can make sure your opinions are heard and considered by the Library Board of Trustees:

1. **Submit your public comment prior to the meeting:** To submit a comment in writing, email or mail to: LbtPubComment@nationalcityca.gov, provide the agenda item and title of the item in the subject line of your email. Public comments or testimony is limited to up to three (3) minutes. If the comment is not related to a specific agenda item: Indicate *General Public Comment* in the subject line. All email comments received by 3:30 p.m. on the day of the meeting will be read into the record at the Library Board of Trustees meeting and retained as part of the official record. All comments will be available on the City website within 48 hours following the meeting.
2. **Participate in live public comment during the meeting:** Each speaker is allowed up to three (3) minutes to address the Library Board of Trustees. Please be aware that the Chair may limit the comments' length due to the number of persons wishing to speak or if comments become repetitious or unrelated. All comments are subject to the same rules as would otherwise govern speaker comments at the meeting. Speakers are asked to be respectful and courteous. Please address your comments to the Library Board of Trustees as a whole and avoid personal attacks against members of the public, Library Trustees, and City staff.

AGENDA

Call to Order

Roll Call

Pledge of Allegiance

Public Comments and Communication

Consent Agenda

1. Approval of Agenda dated August 3, 2022
2. Approval of the Minutes of July 6, 2022 meeting
3. Approval of July 2022 Library Warrants

New and Unfinished Business

4. Review and Approval of Board of Library Trustees Annual Report

City Librarian Report**Principal Librarian Report****Other Reports**

5. Friends of the Library Report

Board Member Comments

Adjournment: Next meeting September 7, 2022 at 5:30 p.m.

Upon request, this agenda can be made available in appropriate alternative formats to persons with a disability in compliance with the Americans with Disabilities Act. Please contact Joyce Ryan, City Librarian at (619) 470-5800 or by email at jryan@nationalcityca.gov to request a disability-related modification or accommodation. Notification 24 hours prior to the meeting will enable the City to make reasonable arrangement to ensure accessibility to this meeting.



NATIONAL CITY PUBLIC LIBRARY
Regular Meeting of the Library Board of Trustees

Minutes

July 6, 2022

CALL TO ORDER

The regular meeting of the Board of Library Trustees of the National City Public Library was called to order by Chair Godshalk at 5:33 p.m. on July 6, 2022.

ROLL CALL

BOARD OF TRUSTEES PRESENT: Margaret Godshalk, Chair
Bradley Bang, Secretary
Sherry Gogue, Trustee
Coyote Moon, Trustee
Anzueth Zambrano, Trustee

STAFF PRESENT: Joyce Ryan, City Librarian
Anne Defazio, Principal Librarian
Tiffany Roberts, Senior Library Technician,
Technical Services
Myra Martinez, Management Analyst II

PUBLIC COMMENTS AND COMMUNICATION – None

CONSENT CALENDAR

1. Approval of Agenda

Motion to approve the agenda of the meeting of July 6, 2022

Motion: Bang / Second: Gogue

Vote: Ayes: 5 Nays: 0

Motion carried.

2. Approval of the Minutes of the Meeting of June 1, 2022

Motion to approve the minutes of the meeting of June 1, 2022

Motion: Bang/ Second: Gogue

Vote: Ayes: 5 Nays: 0

Motion carried.

3. Approval of June 2022 Library Warrants:

Motion to approve the warrants for \$19,719.43

Motion: Bang/ Second: Zambrano

Vote: Ayes: 5 Nays: 0

Motion carried.

NEW AND UNFINISHED BUSINESS

4. New and Unfinished Business

Director Ryan introduced Ms. Myra Martinez, Management Analyst II to the Board. Ms. Martinez described her municipal experience highlighting grant writing and policy and procedural implementation. Chair Godshalk welcomed Ms. Martinez.

5. Approval to accept the grant of \$4,375.50 from California State Library for the Park Pass Program for FY2023.

Director Ryan introduced Ms. Tiffany Roberts, Senior Library Technician for Technical Services. Ms. Roberts gave an overview of the Parks Pass Program. The CA State Library developed the Parks Pass Grant in support of the Parks Pass Program. This program allows patrons to check out one of five parks passes total to explore our California State Parks, free of charge.

The grant award allows the library to create two separate events that highlight the many mental and physical benefits of enjoying the great outdoors. Both events include explorers kits that will enrich the participants' experiences. The first event will take place on August 20. The first 35-40 patrons who register will enjoy a free ride on the Old Town Trolley to the Tijuana Estuary located near Imperial Beach. This is one of the few remaining natural saltmarshes in Southern CA and is world renowned for bird watching.

The second event will take place in March 2023 at the Old Town State Park. Between 35-40 patrons will board the Old Town Trolley and then receive a guided tour through the shops and museums and learn about life in the 19th Century.

Chair Godshalk asked if park passes were required to participate in the tours. The tours and the passes are separate. The tours are free of charge and demonstrate where people can go if they check out a pass. Passes are not required for the tour. Ms. Roberts confirmed that the passes cover admission for multiple people in a vehicle.

One of the goals is to justify the need for additional passes by highlighting how successful the tours are. The tours are intended for families, adults and children ages 8-up.

Motion: Bang/Second Moon

Vote: Ayes: 5 Nays: 0

Motion carried

The Board thanked Ms. Roberts for her hard work in bringing the grant to National City.

CITY LIBRARIAN REPORT

- Director Ryan shared information and images of two Little Free Libraries that had been installed- one in Sweetwater Heights Parks, designed by Omar Quintero, a Southern California muralist and the other at Las Palmas Park, mosaic design created by Rob Tobin, creator of the Avenue A Wall. Secretary Bang inquired about possibility of additional Little Free Libraries. Director Ryan stated that there are no additional installations under consideration at this time because the City needs to steward and restock the current libraries, and monitor staff time and volunteer time. The libraries are licensed with littlefreelibraries.org.
- Director Ryan discussed the Library's electronic catalog Discovery Layer. Starting in July or August 2022, the interface to see our electronic catalog will have a new look. It will be more visually engaging, user friendly, and will be overall more dynamic. There will be a presentation on the new functionality once it becomes available.
- Director Ryan followed up on the Incident Log request. Per the City Attorney Charles Bell, given that incidents are often sensitive in nature and can contain personally identifiable information, these will not be available to Board Members.
- The Annual Report is due for August 2022. Ms. Martinez will be working on the template and it will have a different look. Board Members will be asked to review and approve the Annual Report at the next meeting, August 3, 2022. It will go to Council on September 6, 2022 and Director Ryan will be requesting Chair Godshalk's assistance to give the report.
- Director Ryan announced that starting with the August 3, 2022 meeting the Board of Library Trustees would meet in person at the Library. Board Members requested to use the large community room to provide adequate space. Director Ryan concurred with the request and staff will reserve the room for the Board's monthly meetings.
- Director Ryan reported that at the June 1, 2022 Board Meeting, the Board approved the staff recommendation to expand the library hours. The new library operating hours go into effect August 1, 2022.

PRINCIPAL LIBRARIAN REPORT

- The Summer Reading Program's theme is *Read Beyond the Beaten Path* which ties in the Park Pass. To date, there have been approximately 220 registrants, of which, 44 are adults, 20 teens, and the rest are children. There are different story times and weekly STEAM crafts. Principal Defazio gave examples of the projects- Egg Drop, Balloon Rocket, and mock earthquakes. There is also an ongoing craft cart and family craft night.
- The Lunch at the Library is in full swing. Staff is planning weekly STEAM programs at Casa de Salud. Sixty-one (61) children have participated to date. The California State Library funds this grant.
- The Children's Department continues to develop its collection to provide a better and more cohesive collection. There are lots of new titles and displays.

OTHER REPORTS – Friends of the Library – Margaret Godshalk

- Chair Godshalk mentioned the Community Breakfast on June 11 and that they raised \$18.00. Friends also recruited a new member.

BOARD TRUSTEE COMMENTS/COMMUNICATION

- Secretary Bang asked about forms for donating to Friends. Chair Godshalk indicated that there is a form to become a member and noted that membership fees have increased, \$10.00 for individuals and \$15.00 for families. Member Trustee Zambrano inquired about what it means to be a Friends member. Membership equates to being a donor. The Friends distribute a member newsletter detailing how money is appropriated.
- Member Trustee Moon mentioned the Pride Parade, July 16 in Hillcrest. National City will meet in the Purple Area, Contingent 64 located on Centre Street. Member Trustee Moon will email everyone a map. There was discussion about parade newcomers and other groups that will participate. A free shuttle is available from Balboa Hospital on Park Blvd, but parking near the event will be tight. There are other parking lots in the vicinity, but they may charge. Member Trustee Moon will lead the parade.
- Member Trustee Zambrano inquired about printing packets and supporting documents for upcoming meetings. Library staff will make copies available to Board members.

ADJOURNMENT

Motion to adjourn meeting: Bang/Gogue, 4-0.

Meeting adjourned at 6:12 p.m. The next Board Meeting is scheduled for Wednesday, August 3, 2022 at 5:30 p.m.

Respectfully submitted,

Joyce Ryan
City Librarian

Library Warrants

FY22-23

Board Meeting

Wednesday, August 3, 2022

FUNDS

Vendor Name	Description	Account	Sub-Acct	Check#	Check Date	Gen Fund #104	Capital Outlay #108	Donation #277	Grant #320	Total
Janway	Grant- Pop-up Tents	320-431-335	399						\$ 1,066.60	\$ 1,066.60
Staples	Office Supplies	104-431-056	399			\$56.20				\$56.20
Staples	NC Connects! Grant- iPad and accessories	320-431-335	399						\$669.90	\$669.90
World Book	Encyclopedias	104-431-056	304			1,086.41				1,086.41
									Total	\$2,879.11



STAFF REPORT Library Board of Trustees

Prepared by: Joyce Ryan, Library & Community Services Director Meeting Date: 8/3/22

SUBJECT: Draft of Board of Library Trustees Annual Report for FY 2021-2022

RECOMMENDATION: Staff recommends Board of Library Trustees review and approve the Annual Report for FY 2021-2022.

BOARD/COMMISSION PRIOR ACTION: None.

STATEMENT ON SUBJECT: The National City Public Library's Board of Library Trustees is required to provide an annual report to the City Council. Once reviewed and approved by the Board of Trustees, the report will be presented to City Council on September 6, 2022.

The past year has brought significant changes to the Library. Fine free borrowing has been implemented through Circulation, laptops and hotspots are available for checkout to patrons, and a new mobile app has given patrons a more convenient way to access library materials. Although our circulation statistics and library visits are lower than they were pre-pandemic, they are improving and we hope to see more of our patrons come back to the library in the coming year.

The draft copy of the Annual Report is attached for your review and approval. We welcome your comments and questions.

EXHIBITS:

1. Draft copy of the Board of Library Trustees Annual Report for FY 2021-2022

BOARD OF LIBRARY TRUSTEES

August 2022

Annual Report FY2021-2022
National City Public Library



NATIONAL CITY PUBLIC LIBRARY



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Dear Library Supporters –

This has been a year of significant changes to the National City Public Library. From leadership changes to Fine Free Borrowing, Library staff and patrons have welcomed growth and expansion during the year.

In July 2021, I was selected to serve as Library & Community Services Director for the City of National City. I bring over 20 years of library experience and I value how dedicate the staff is to our patrons. The staff and I are committed to making the National City Public Library the very best it can be for our residents.

Starting in June 2021, the Library opened its doors again following its closure due to COVID-19. The Library opened for 31 hours per week, and attendance was initially minimal. However, month by month, more patrons began returning to the Library to access materials, computers, and assistance. Last year, we saw over 50,000 patron visits to the Library, and we anticipate an even greater number this coming fiscal year. Although circulation figures are far below what they have been in prior years, our statistics show that we had almost double the number of checkouts this year compared to last year.



To continue to welcome our patrons back to the Library, the Board of Library Trustees approved a staff recommendation for a Fine Free Borrowing policy. The City Council subsequently approved the new policy on May 3, 2022. With this policy, the Library no longer charges late fines for overdue materials, putting our library in line with the vast majority of other libraries in the County.

Community outreach is an important component of the Library’s mission. This past year, we have worked to create connections with community groups and organizations, allowing us to extend the reach of traditional services and promote the library to the greater public. A Community Connections grant awarded by the California State Library enabled Adult Reference staff to create a comprehensive outreach program to learn and connect our patrons with needed local social services. In addition, the Library participated for the first time in the “A Kimball Holiday” celebration – bringing even more visibility to the Library and creating connections with community members outside of our walls.

Another significant outreach effort was seen in the art exhibition “Now & Then,” which featured art and videos created by students in the National School District celebrating its 150th anniversary. The Library staff was excited about the opportunities to connect with the District and anticipate additional collaboration in the coming fiscal year.

Our Literacy Program offers a unique setting for adults to achieve their literacy goals and lifelong learning efforts. This year, the California State Library re-opened its funding applications for English as a Second Language (ESL) programs, and staff quickly applied for the funding. As a result, the State Library awarded our Literacy program over \$9,000 to teach ESL to adults. This is in addition to our generous grant award for Adult Literacy.

This year we also began the foundational work for much-needed updates to the library’s technological infrastructure. During the prior fiscal year, the Library had been awarded a \$135,000 grant from the State Library

for increased high-speed bandwidth, increasing our upload/download speed from 1 Gig to 10 Gigs. This grant continued through the fiscal year and allowed patrons to access resources through the Library much faster than before. In addition, a Library mobile app was created using grant funds from the State Library that brings a convenient searchable catalog to our patrons' fingertips. The Library also received grant funds to purchase laptops and hotspots for patron borrowing.



The end of the fiscal year has seen relief from most masking requirements and allowed the Library to start opening for programs. The Library's Summer Reading Program started at the beginning of June 2022, and the Friends of the National City Library graciously funded all performers and supplies for the program. Library staff also collaborated with our Recreation team to bring STEAM programming to our Casa de Salud Summer Camp participants through funding provided by the State Library.

Looking forward to the next fiscal year, the Library is creating a new discovery layer for its electronic catalog user interface. In addition, funds have already

been budgeted to purchase new self-checkout kiosks. Finally, the Library will be opening its doors for additional hours starting August 1 and creating more opportunities to welcome back our community members.

Respectfully,

Joyce Ryan
Library & Community Services Director
National City Public Library
City of National City

We would like to give special thanks to our Board of Library Trustees

- Margaret Godshalk, Chair
- Bradley Bang, Secretary
- Sherry Gogue, Trustee
- Coyote Moon, Trustee
- Anzueth Zambrano, Trustee

ADMINISTRATION

The National City Public Library Administration Team directs the library's operations. These operations include maintaining a balanced budget, managing and developing staff, resource management, performing outreach, and acting as a liaison with community organizations, and enhancing library services. In addition, this team collaborates with our Board of Library Trustees to set policy and guide the Library in its mission.

The Administration Team also collaborates with other departments within the City and partnerships such as Friends of the Library. Friends of the Library has continued to provide financial support for library programs and cultural events to serve the diverse needs of this community.

Library Mission

Recognizing our community's cultural, linguistic, and economic diversity, the National City Public Library serves all the community residents' informational, educational, social, and recreational needs. We support lifelong learning, personal enrichment, and empowerment by providing access to a variety of materials and current technology, a team of courteous and knowledgeable staff, and a welcoming environment that contributes to the quality of life in National City.

Staffing

City Librarian Minh Duong retired after almost 15 years of service with the City of National City, first as Principal Librarian and then City Librarian. Her last official day was July 1, 2021. With her retirement, the City combined the Library and a separate department, Community Services, into one department – the Library & Community Services Department.

The new Library & Community Services Director, Joyce Ryan, was hired and began working for the City of National City on July 19, 2021, after an extensive interview process. The three interviews included panels featuring a Library Board member, a Public Art Committee member, and subject matter experts. The new department is responsible for all library operations, management, and oversight of Recreation, Senior Services, Cultural Assets, and the Public Art Program. In addition, the expanded department allows for more opportunities for collaboration and community connections.

Recruitments were opened for two vacant positions on the Library staff: Administrative Secretary and Senior Library Technician for Technical Services. After application review and interviews, Sarah Ruiz was appointed to the Administrative Secretary position. A National City resident, she is a 19-year veteran of the State Department consulate in Tijuana. In addition, after application review and interviews, Tiffany Roberts was chosen for the position of Senior Library Technician. She brings a wealth of cataloging knowledge to her position and has experience with cataloging historical objects, in addition to typical library materials.

Senior Library Technician for Circulation, Maria Marmolejo, celebrated 35 years of service at the Library – 4 years of part-time and 31 years of full-time service. In addition, Children's Services Part-Time Library Technician Edgardo Santos marked ten years of working for the Library.

Year in Review Operating Highlights – Data Snapshot

Data Snapshot			
	FY 2019-2020* 07/2019 – 06/2020 12-Month Data - Actual	FY 2020-2021* 07/2020 – 06/2021 12-Month Data - Actual	FY 2021 -2022 07/2021 – 06/2022 12-Month Data - Actual
Hours Open	1,638	1782 (curbside) 1512 (Computer Center) 891 (Literacy ESL classes) 54 (fully open)	1,550
Visitors to the Library	107,228	18,624	50,385
Website Visits	80,109	51,340	30,179
Collection Size (Print)	204,284	229,380	214,289
Collection Size (Electronic)	543,618**	1,087,409**	136,654
Active Library Cards	27,484	22,710	18,019
eCards	238	5,911	6,082
Print Check Out	68,061	10,379	37,038
Digital (eBook) Check Out	5,792	6,307	4,164
Reference Questions (includes LHR and Tech)	48,609	10,744	8,406
Computer Sessions	32,611	4,398	9,332
Wi-Fi Sessions	13,028	6,246	
All Programs	1,280	238	3,067
Program Attendance (in person)	12,765	9	590
Online Program Attendance (Includes virtual, remote, and drive-thru programs)	0	10,217	2,477
Computer Classes / ESL/ Tutoring Attendance	150 classes / 496 attendees	360 classes /613 attendees	22 classes/ 120 attendees (108 online)
Volunteer Hours	4,660	226	766.5
* Library Closure in effect March 14, 2020, due to COVID			
** Some Electronic collections are part of the library consortium's collection			

Library Highlights and Partnerships

Fine Free Borrowing

On May 3, 2022, the City Council approved the Board of Library Trustees' recommendation for the Fine Free Policy at the National City Public Library. The policy went into effect immediately, and patrons were excited about the change. This Fine Free Policy allows the Library to align with other local libraries that have stopped charging late fines for overdue library materials.



Library Mobile App

In May 2022, the National City Public Library launched its own mobile app. The mobile app works in tandem with our electronic catalog, and patrons can experience the convenience of utilizing the mobile app for searching the library catalog or finding e-materials and checking them out on the spot!



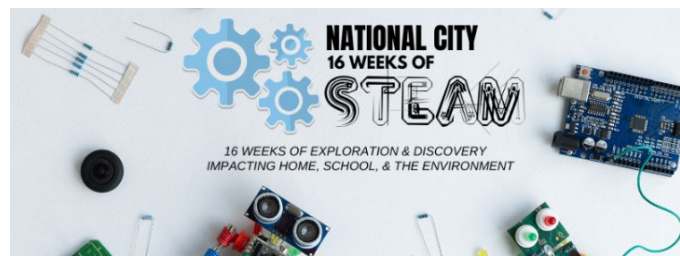
National School District – “Now & Then” Exhibit

The Library partnered with the National School District to feature an art exhibit in the Library created by students celebrating the 150th anniversary of the school district. Staff created a launch for the exhibit with District staff to welcome our students and parents. Two separate exhibits were showcased in the Library through the end of June 2022. The art was then stored in the Local History Storage for cataloging and preservation.



STEAM Programs

Our STEAM programs are still going strong, thanks to partnerships with local school districts, FLEET Science Center, Stephen Birch Aquarium, and many other co-partners of the National City STEAM Collaborative to create and provide the National City 16 Weeks of STEAM programming. In addition, NCPL collaborates on offering fun STEAM activities for our local children and their families through this project.



Library Programs

Halloween Booktacular Event: Cars lined up in the parking lot for the Halloween Booktacular event in October. With the help of the Council on Literacy and the Molina Foundation, Library staff distributed books to our community's children during Halloween – our first book drive-thru giveaway. A total of 600 book bags were distributed to families at our drive-thru event!



Holly Jolly Book Fest: This popular drive-through event featured Santa Claus waving to each passing car. Over 700 book bags were given to local children for the holiday season thanks to our partnership with the Council on Literacy.



Little Free Libraries

The National City Public Library received a generous donation of two Little Free Libraries from San Diego County. Library staff partnered with A Reason to Survive (ARTS) to install art on these new small libraries. Artists Omar Quintero and Rob Tobin created unique art pieces to enjoy. The Little Free Libraries have been installed at Sweetwater Heights Park and Las Palmas Park and are stewarded by the Library and Friends of the National City Library.



PUBLIC SERVICES

The Children’s Room is staffed with professionals trained in children’s services. The Library makes children’s services a priority to instill a habit of lifelong learning. Studies show that establishing an early and strong reading foundation provides many advantages to children throughout their lifetime. Children’s services include storytimes, reader’s advisory, crafts, and other programs that support literacy and encourage the love of reading. The trained staff offers guidance to parents so that parents can assist their children in selecting reading materials to develop their reading habits. In addition, children’s staff model reading to children through storytimes so that parents can observe and learn how to foster the love of reading at home.

Reference provides information to its patrons by finding information, assisting in using the library, fielding requests for information, conducting literature searches, and maintaining and updating the catalog. Many people start at Reference when they don’t know where to look.

A wide range of services are available at the National City Public Library in-person and online. Patrons can apply for a library card, check out and return library materials, pick up materials they have reserved, or put them on hold. In addition, a library card gives patrons access to library computers, databases, eBooks, eMaterials, audiobooks, DVDs, and Blu-Rays.

Children’s Services

Annual Statistics			
957	Booktacular	732	Holly Jolly
112	Dia De Los Ninos Participants	94	Summer Reading Program Participants
2,197	Children’s Craft Participants	250	Outreach Participants

Programming and Services

Children’s Services worked hard this past year to create exciting programs for our youngest patrons. Although we started the year with drive-through events, we ended with on-the-ground exciting events for our community’s families.

Cars lined up in the parking lot for the Halloween Booktacular event in October. With the help of the Council on Literacy and the Molina Foundation, Library staff distributed books to our community’s children during Halloween – our first book drive-thru giveaway. A total of 600 book bags were distributed to families at our drive-thru event. The Holly Jolly Book Fest was a popular drive-through event that featured Santa Claus waving to each passing car. Over 700 book bags were given to local children for the holiday season thanks to our partnership with the Council on Literacy.

With funding from our generous Friends of the National City Library, the Library staff held a Dia de Los Ninos event featuring Federico Guerrero’s Folklorico dance troupe, a piñata craft, and a free book for each child in attendance. The Friends also funded our Summer Reading performers and supplies, ensuring a popular and exciting Summer Reading experience.

Adult and Young Adult Services

Annual Statistics			
213	Monthly Teen Crafts Participants	36	Teen Leadership Program
61	Summer Reading Program Participants	27	NC Connects

Programming and Services

Our Reference Librarians have provided needed services to our community members all year. This past year, they completed work on a grant-funded project, Community Connections “NC Connects,” which allowed them to explore local social services that could be shared with patrons requiring those services. In addition, they have provided in-depth reference assistance to community members, assisting them in finding the local organizations that can provide needed help. From food pantries and community closets to diaper distributions and senior services, our reference librarians have been able to make an impact on our patrons’ daily lives.

In addition, our reference team also provides craft supplies to keep hands busy and entertained. Every month, crafts are available for teen and adult participants to enjoy. Approximately 400 crafters took advantage of this service this past year.

Our Reference Librarians are also in charge of collection development and have worked diligently to order 15,000 new titles to our shelves this past year. Staff is working towards adding items to all of our genres, refreshing the collection throughout the Library.

Circulation

Annual Statistics			
37,038	Circulation of Physical Items	18,019	Active Library Cards

Programming and Services

The Board of Library Trustees approved the Library’s Fine Free Borrowing Policy on May 3, 2022. The City Council subsequently approved the policy at their meeting on May 3, 2022. This Fine Free Policy allows the Library to align with other local libraries that have stopped charging late fines for overdue library materials. The new policy allows for up to three automatic renewals, depending on the type of library material. In addition, patrons are given thirty days after the item has been marked as overdue before being charged for item replacement.

Prior to the Fine Free policy approval, patrons were charged \$.25 - \$3.00 per day per item in late fines. As a result, patrons have noted to staff that they are less anxious when checking out library materials and are checking out additional items. In addition, staff has noted that they have minimized the number of complaints and challenging interactions with patrons and can focus on providing more positive customer service.

The following special items have been made available for checkout this past year:

- The **Tech to Go** laptop and hotspot loan program has enabled many patrons to check out and enjoy the use of a laptop, hotspot, or both. The Library currently has 44 Chromebooks (25 with built-in wireless) and 19 hotspots available for patron borrowing.
- **California Parks Pass Program** enables patrons to borrow a pass to any of our California State Parks, enabling our patrons to visit State Parks for free. This program was made possible by a joint initiative of

the California State Library and the California State Parks. The Library currently has five passes available for checkout.

- **Nature Exploration Backpacks** are also available for checkout. These backpacks are made possible through a donation from the San Diego Foundation and Live Well San Diego to help everyone explore the great outdoors!

LITERACY

Our Literacy Program offers a unique setting for adults to achieve their literacy goals, gain technology literacy, learn ESL, earn high school diplomas and career certificates, and develop the workforce readiness skills they need to succeed in the 21st century. Due to COVID-19, this program moved classes and services to a virtual environment.

Within the past few years, Literacy staff developed an ESL component emphasizing conversation and comprehension. This year, the California State Library re-opened its funding applications for ESL programs, and staff quickly applied for the funding. As a result, the State Library awarded our Literacy program over \$9,000 during the year's second half to teach adults ESL. This will be an ongoing program funded by the State Library.

For most of our patrons, digital empowerment is critical to their lifelong learning and continued success. In order to support digital and informational access, getting an education to upskilling and lifelong learning to secure employment, file taxes, and stay in touch with family – digital empowerment is all about keeping people better connected. National City Public Library is proud to serve as a gateway and vital community anchor institution for digital inclusion, digital advancement, and equitable access to information and resources.



Adult Literacy

Annual Statistics						
ESL Basic Class #1	ESL Basic Class #2	ESL Conversation Circle	Online Basic Computer Classes	Excel Classes	PowerPoint Classes	Tech Lending Program
5 classes	1 class	2 classes	8 classes	3 classes	3 classes	148 checkouts and renewal
71 sessions	44 sessions	43 sessions	147 sessions	22 sessions	17 sessions	137 laptop checkouts
27 online learners	5 online learners	16 online learners	26 online learners	6 online learners	6 online learners	129 hotspot checkouts
						60 learners

Programming and Services

All classes and services were held virtually this past year. The regular operation consists of one-on-one tutoring or small group instruction sessions. However, our literacy program takes things a few notches higher by offering a plethora of classes and workshops:

- ❖ **Adult Basic Education (ABE)** – classes are for adults at the elementary level (to grade 8) and focus on basic literacy and computational skills.
- ❖ **Adult Literacy programs** help English-speaking adults improve their reading, writing, and communication proficiency and math skills to reach their potential as workers, parents, community members, and life-long learners.
- ❖ **English as a Second Language (ESL)** – There were four sessions of Basic ESL classes for non-native English-speaking adults who want to improve their writing and writing skills. Each session was two months in length.
- ❖ **Workforce Literacy** – Tutors held virtual programs and services that helped adults find employment, move into a new job, or enter trade-based training programs.
- ❖ **Computer Literacy** – Four 6-week classes were held on the following topics: basic computer skills, Excel basics, Zoom Basics, and PowerPoint basics. 267 learners attended the classes.
- ❖ **Preparation for various tests/exams** such as GED (General Educational Development), HiSet (High School Equivalency Test), ASVAB (Armed Services Vocational Aptitude Battery), and Citizenship Exam.
- ❖ In addition to GED and HiSET test preparation tutoring, **Career Online High School**, an educational service offered by Smart Horizons and endorsed by the California State Library, allows adults lacking a high school diploma to earn an accredited high school diploma and credentialed career certificate at the same time. In partnership with the County of San Diego Library, National City Library offers a \$2,500 scholarship to defray the program costs.

SUPPORT

Automated Services and Technical Services are the underpinnings by which all our technology functions within the Library. These sections are responsible for the continued operation of our electronic catalog, the uploading of full records, and patron access to our digital resources.

The Computer Center is a staffed computer lab where patrons can come in to use the computers, internet, scanners, and printer/copier. In addition, the Computer Center has staff available to assist library patrons with using the technology and answering their questions. The Tech Lab is not currently holding classes but is serving the patrons by printing their 3D files free of charge and guiding users to resources for learning 3D design and printing.

Automated Services

Annual Statistics			
58	3D Prints	5,145	Instruction Questions
30,179	Online Visits	9,332	Computer Sessions
6,082	eCards	4,164	Digital Checkouts

Programming and Services

Automated Services' staff completed a number of important projects this past year. They ordered and prepared all laptops and hotspots for patron use through our Tech To Go program. In addition, they assisted Circulation staff with training on laptop/hotspot troubleshooting and circulation procedure. The State Library and the Federal Communications Commission (FCC) provided funding for the Tech To Go program.

Starting in Spring 2022, staff also worked on the Library Mobile App project. Staff worked with SirsiDynix to develop a mobile app that would tie in with the National City Public Library's electronic catalog. Funded by a grant from the State Library, staff worked to complete the project by June 2022. This project involved developing, troubleshooting, testing, and launching the mobile app. Staff also created a training video and gave presentations on its functionality.

Automated Services' staff are also responsible for running the Computer Lab and ensuring the Library's computers are functional for patrons. Staff also ensure the viability of the Library's electronic resources, databases, e-materials, and media.

Although there is a noticeable decrease in electronic media, this is due to the State Library no longer funding access to certain electronic resources.

Technical Services

Annual Statistics	
14,910	Library Materials Added

Programming and Services

This past year, our Technical Services staff have been working towards enhancing the bibliographic records in our electronic catalog. For example, new collection codes have been created for “New” library materials that allow administrative personnel better to assess the number of titles in that section and track circulation statistics. In addition, new processes in this section have allowed for a more streamlined workflow. Staff is also creating new genre sections for Mystery and Science Fiction, which will be launched in the coming fiscal year.

Staff is also exploring Custom Library Service through Baker & Taylor, our primary library materials vendor, to receive books already cataloged and “shelf-ready.” This would enable staff to focus on other projects in the library and enable patrons to receive titles without waiting for additional cataloging and processing time



NATIONAL CITY PUBLIC LIBRARY



STAFF REPORT Board of Library Trustees

Prepared by: Joyce Ryan, Library & Community Services Director Meeting Date: 8/3/22

SUBJECT: City Librarian Report

RECOMMENDATION: Staff recommends Library Board of Trustees receive and file the City Librarian report.

STATEMENT ON SUBJECT:

Library Operating Hours

At the June 1, 2022 meeting, the Board of Library Trustees approved the staff recommendation to expand the Library hours. These new operating hours began on August 1, 2022. Staff have created social media posts, flyers and website information to inform patrons regarding the change in hours. New hours of operation signage has been placed on our front doors.

Parks Pass Excursion – Tijuana Estuary

There has been an overwhelming response to our Parks Pass Grant Excursion on August 20. The space on the trolley for the Tijuana Estuary excursion filled up within 2 hours. Although patrons are welcome to still attend the event at the Tijuana Estuary, there is no longer transportation available.

New Self-Checkout Kiosks

Funds were budgeted in this fiscal year to purchase new self-checkout kiosks from Bibliotheca. Staff are anticipating the purchase and installation to take place by January 2023. Staff will update the Board once the new self-checkouts have been purchased and installed.

Ballot Drop Box

The San Diego County Registrar of Voters will be placing a ballot drop box inside the library for use during the fall election season. Once the election is over, the ballot drop box will find a permanent home just outside the library. Staff from the Library and Public Works will be involved in the placement discussion. No location decision has been made at this time.



STAFF REPORT Library Board of Trustees

Prepared by: Anne Defazio, Principal Librarian Meeting Date: 8/3/22

SUBJECT: Principal Librarian Report

RECOMMENDATION: Staff recommends Library Board of Trustees review and file the Principal Librarian report.

BOARD/COMMISSION PRIOR ACTION: None.

STATEMENT ON SUBJECT:

Children's Programming:

Children's Room is continuing to offer in-person Storytimes and STEAM events as the school year begins. Staff is preparing for class visits and is reaching out to schools so teachers can bring classes into the Library. Class visits are another way that public libraries encourage lifelong reading and introduce children and families to library services.

The Craft Cart in the Children's Room continues to be popular. During the month of June, the Craft Cart had 418 program participants. As we are opening to full Library hours, we are planning guided crafts in the Children's Room, as well.

Summer Reading Program Update: The Children's staff report 222 total registrants (67 were teens and adults), 631 books read, and with 44,421 minutes of reading recorded. This year, we were able to enjoy the Summer Reading Program while the Library was open and the patrons and staff were enthusiastic. The Summer Reading Program grand finale event is slated for Saturday, 7/30, and the Library is pleased to present *The Magic of Rafael*. Rafael is popular and performs in Las Vegas and throughout Southern California. The children will receive free books and there will be a raffle, as a part of the event.