



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

August 2, 2023 - 5:30 PM

When: August 2, 2023 05:30 PM Pacific Time (US and Canada)

Topic: Board of Library Trustees Meeting

National City City Hall – Second Floor Large Conference Room

1243 National City Blvd., National City CA 91950

Public Comments: There are two 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

Public Comment

Consent Agenda

1. Approval of Agenda dated August 2, 2023
2. Approval of the Minutes of June 7, 2023 meeting
3. Approval of June and July 2023 Library Warrants

New and Unfinished Business

4. Introduction of Principal Librarian Danielle Ghio
5. Presentation of Discover & Go
6. Review and Approval of Board of Library Trustees Annual Report

City Librarian Report**Other Reports**

7. Friends of the Library Report

Board Member Comments

Adjournment: Next meeting September 6, 2023 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.

I, Sarah Ruiz, Administrative Secretary of the City of National City, hereby declare under penalty of perjury that a copy of the above Agenda of the Regular Meeting of the Board of Library Trustees of the City of National City, California, was delivered and/or notice by email not less than 72 hours, before the hour of 6:00 p.m. on July 27, 2023 to the members of the Board of Library Trustees, and caused the agenda to be posted on the City's website at www.nationalcityca.gov and at the Library, 1401 National City Blvd., National City, CA 91950, and at National City City Hall, 1243 National City Blvd., National City, California 91950
/s/:Sarah Ruiz



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

Minutes

June 7, 2023

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 5:34 p.m. on June 7, 2023.

ROLL CALL

BOARD OF TRUSTEES PRESENT: Margaret Godshalk, Chair
Bradley Bang, Secretary
Anzueth Zambrano, Member Trustee
Cindy Lopez, Member Trustee

STAFF PRESENT: Joyce Ryan, Director of Library and Community Services
Myra Martinez, Management Analyst II
Sarah Ruiz, Administrative Secretary

PUBLIC COMMENTS AND COMMUNICATION – Joan Rincon

- One (1) speaker slip received for in-person comment, zero (0) via email

In-person comment:
Joan Rincon

CONSENT ITEM 1, AGENDA:

ACTION: Motion by Secretary Bang, seconded by Member Lopez, to approve June 7 Agenda
Motion carried by unanimous vote

CONSENT ITEM 2, APPROVAL OF APRIL 6 AND MAY 3 MINUTES

ACTION: Motion by Secretary Bang, seconded by Member Zambrano to approve the April 6, 2023 and May 3, 2023 Minutes with a correction to the April 6th Minutes to remove information that Secretary Bang would be out of town for the May 3rd meeting.

Motion carried by unanimous vote

CONSENT ITEM 3, APPROVAL OF APRIL AND MAY LIBRARY WARRANTS

ACTION: Motion by Secretary Bang, seconded by Member Zambrano to approve the April 2023 and May 2023 Warrants

Motion carried by unanimous vote

NEW AND UNFINISHED BUSINESS –

Item 4- Update on Memory Lab

Director Ryan gave an update on the Memory Lab. It will open next week. All of the equipment is set up. The Library has been in discussion with Dukie Valderrama and Ray Juarez about digitizing photographs of Old Town National City to display in the Library.

Item 5- Update on Incident Information

Director Ryan announced the Agreement with Invicta Security CA Corporation dba Allstate Security was approved at last night’s City Council Meeting. Starting at the October Meeting, and every quarterly meeting thereafter, library staff will provide statistics to the Board on incidents that have occurred at the Library- how many, nature of incidents, and whether police or the security guard were involved in the incidents.

CITY LIBRARIAN REPORT

Director Ryan reported Summer Reading Program started this past Monday and runs through July 29. People are starting to sign up. The theme this year is Find Your Voice. The last class visit for the school year took place yesterday. Staff participated at the Career Fair at El Toyon Elementary School on May 18 and in STEAM Day held by ARTS on April 29. Director Ryan noted that the Face Behind the Art Program would be starting on July 6. Director Ryan mentioned that Mobile Printing is now available at the Library. It has passed the Beta Testing Phase and is moving forward. The Director mentioned that Principal Librarian interviews were held. The candidate is scheduled to start at the end of June. CLA was held in Sacramento. Ms. Tiffany Roberts, Senior Library Technician attended and presented on Parks Pass. The Parks Pass Grant will hold its June excursion to Torrey Pines State Park on June 17.

OTHER REPORTS – Friends of the Library

Chair Godshalk mentioned the upcoming Community Breakfast on June 10 at 10 a.m.

BOARD TRUSTEE COMMENTS/COMMUNICATION

Secretary Bang gave positive feedback regarding the recent Kitchenistas Program. Director Ryan thanked Secretary Bang for his feedback and said that the Library is looking at a wide variety of programming to attract patrons.

ADJOURNMENT

Meeting adjourned at 5:57 p.m. The next Board Meeting is scheduled for Wednesday, July 5 at 5:30 p.m.

Respectfully submitted,

Joyce Ryan
City Librarian

Library Warrants										
FY23-24										
Board Meeting	Wednesday July 5, 2023									
						FUNDS				
Vendor Name	Description	Account	Sub-Acct	Check#	Check Date	Gen Fund #104	Capital Outlay #108	Donation #277	Grant #320	Total
Allstate	Security Guard Services	104-431-056	299			\$3,352.25				\$3,352.25
Amazon	Office Materials	108-431-056	399				\$47.82			\$47.82
Amazon	Parks Pass Grant-Materials	320-431-343	399						\$3,883.82	\$3,883.82
Amazon	Literacy Services Grant- Materials	320-431-339	320						\$550.49	\$550.49
Bulk Bookstore	Parks Pass Grant-Materials	320-431-343	399						\$4,117.82	\$4,117.82
Midwest Tape	DVDs/Blu-Rays	108-431-056	304				\$498.82			\$498.82
Old Town Trolley	Parks Pass Excursion	320-431-343	299						\$2,100.00	\$2,100.00
									TOTAL	\$14,551.02

Library Warrants									
FY24-25									
Board Meeting	Wednesday, August 3, 2023								
						FUNDS			
Vendor Name	Description	Account	Sub-Acct	Check#	Check Date	Gen Fund #104	Capital Outlay #108	Grant #320	Total
Allstate	Security Guard Services	104-431-056	299			\$3,017.56			\$3,017.56
Amazon	Computer Supplies	108-431-056	304				\$277.82		\$277.82
Amazon	Office Materials	104-431-056	399			\$45.71			\$45.71
Baker and Taylor	Books	104-431-056	304			\$308.50			\$308.50
Lexis	Core5 Reading Student Subscriptions	320-431-337	399					\$440	\$440
Tumbleweed	Tumblebook Library Premium Subscription 8/22-8/23	320-431-337	222					\$799.00	\$ 799.00
								TOTAL	\$4,888.59



STAFF REPORT Board of Library Trustees

Prepared by: Joyce Ryan, Library & Community Services Director Meeting Date: 8/2/23

SUBJECT: Presentation on Discover & Go

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

BOARD/COMMISSION PRIOR ACTION: None

STATEMENT ON SUBJECT:

Discover & Go provides National City Public Library cardholders with free passes to museums and attractions throughout San Diego County. Cardholders can reserve passes online for a variety of attractions throughout the area. Some of the primary offerings include:

- San Diego Zoo
- San Diego Museum of Art
- San Diego Model Railroad Museum
- Museum of Us
- Museum of Photographic Arts
- San Diego Museum of Art
- San Diego Children's Discovery Museum

Alexander New, Librarian for eResources and Systems, will give a short presentation on the service.

BOARD OF LIBRARY TRUSTEES

Annual Report FY 2022-2023
National City Public Library



NATIONAL CITY PUBLIC LIBRARY

August 2023

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LETTER FROM THE DIRECTOR

This has been another year of significant changes to the National City Public Library. From expanded hours to new technology, Library staff and patrons have continued to welcome growth during the year.

Starting in August 2022, the Library expanded its operating hours to better serve the public. This followed two separate surveys capturing patrons' needs for expanded hours at the Library. The Library is now open 55 hours per week, Monday – Saturday, compared to the 31 hours it was open to the public pre-COVID. Patron visits and circulation have increased and, indeed, have almost doubled from last year's figures. Although circulation figures are far below what they had been in prior years, our statistics show that we had almost double the number of checkouts this year compared to last year.

This year, new technology continues to expand our reach to patrons through the installation of a new user interface on our electronic catalog, creating more dynamic search functionality for our patrons. In addition, our 17-year-old self-checkout machines were replaced with new models. In order to better serve our patrons with full electronic records, the Library is now utilizing OCLC to provide full cataloging records in line with what other libraries in the county provide. In addition, staff worked with Baker & Taylor, our library materials vendor, to create Custom Library Service (CLS), which provides the library with shelf-ready books, significantly decreasing the time it takes to get a book on the shelf once it's received. The Library has also created an Overdrive Advantage account to purchase e-books for our patrons to enjoy. The Tech To Go technology lending program continues to be very successful, with all items checked out on a regular basis. The lending program includes 25 LTE laptops, 19 Chromebooks, and 19 hotspots.



Community outreach is an important component of the Library's mission. This past year, we welcomed class visits back to the library, visited schools for a Career Day and a Spring Fair, and worked with local partners to participate in their events. These outreach opportunities allow us to extend the reach of traditional services and promote the library to the greater public.

In addition, the Library re-started Café Nights on Mondays and participated in "A Kimball Holiday" by creating a "Who-Ville" that featured a children's craft and a free book giveaway. Our annual Halloween Booktacular was a successful on-the-ground event with over 300 participants attending. The Hispanic Heritage and Filipino Heritage events brought even more visibility to the Library and created connections with community members. Library staff also worked to provide meaningful social exchange with our local senior population.

Our Literacy Program offers a unique setting for adults to achieve their literacy goals and lifelong learning efforts. Following last year's efforts, the State grant-funded English as a Second Language (ESL) program is flourishing, and all classes are full. In addition, recent Parks Pass grant funding received through the State Library allows for learners and their families to visit local State Parks and write about their experiences as part of the literacy curriculum. Grant

funding for the Community Memory Lab project has allowed staff to purchase equipment allowing patrons to digitize memories from older technology.

The Friends of the National City Library have graciously funded performers and supplies for Summer Reading, Halloween Booktacular, Hispanic Heritage, and Kimball Holiday. Their generosity extends to the collection, as Friends funding through their endowment account allows for the purchase of materials for patron access.

Looking forward to the next fiscal year, the Library is creating an interlibrary loan opportunity through the implementation of Link+ throughout the county. The Library is also looking forward to the possibility of creating a State-funded Family Literacy program. The second round of Parks Pass funding will enable excursions to occur in conjunction with our Literacy program through the end of the calendar year. We are excited to expand our offerings even further to benefit our community members in the coming year.



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
- Cindy Lopez, Trustee
- Anzueth Zambrano, Trustee

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.

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, liaising 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 fosters partnerships with organizations such as the Friends of the Library. The Friends of the Library has continued to provide financial support for library programs and cultural events to serve the diverse needs of this community.

Staffing

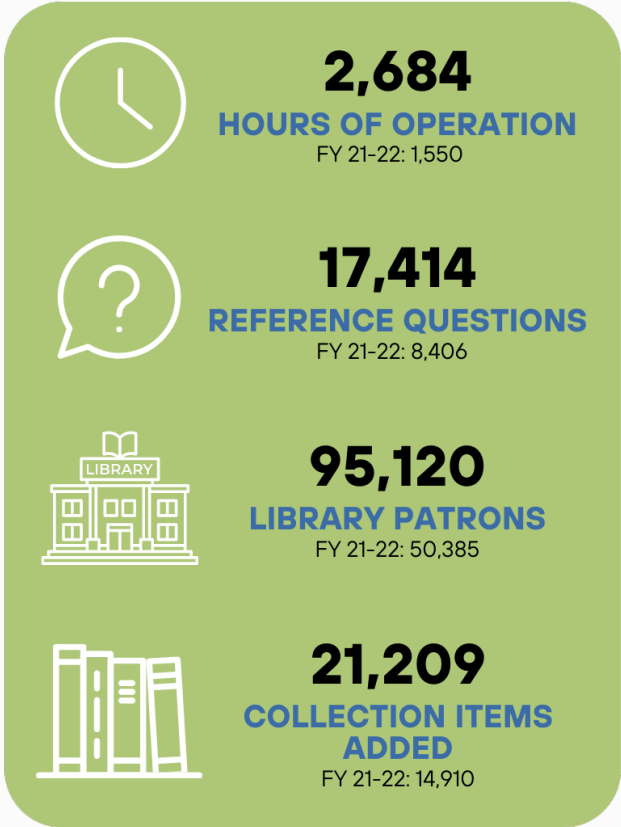
In February 2023, Principal Librarian Anne Defazio retired. Ms. Defazio had been instrumental in creating outreach opportunities for the Library and forging connections with local stakeholders. Recruitment for a new Principal Librarian was completed with two separate interview panels. The chosen candidate has over 20 years of library experience, with the last nine years as a librarian. She has a Master of Management in Library and Information Science from USC Marshall School of Business. She has been a branch manager for the County Library system for several years. She also has many years of experience in Youth Services. The new Principal Librarian will start in July 2023.


Senior Library Technician Tiffany Roberts presented at the California Library Association conference held June 1-3 in Sacramento. Ms. Roberts participated in a State Library panel discussion regarding the Parks Pass grant that the Library had been awarded and had successfully administered. Tiffany Roberts is the Program Coordinator of record for this grant project.


Grant Administration


The Library administered two separate grants specifically for the Adult Literacy program from California Library Literacy Services (CLLS). Our Adult Literacy Program benefited from \$45,755 in funding, and the new English as a Second Language (ESL) program garnered \$20,000 in funding from the State Library. In addition to the CLLS funding, the Library administered three separate grants from the State Library this year – the Lunch at the Library, the Parks Pass Program, and the Community Memory Lab grant. Lunch at the Library was an \$800 grant for supplies and materials to provide outreach programs for youth at Casa de Salud who participated in a free lunch program. The Parks Pass grant offered \$4,375 in funding to create excursions for the public to two local State Parks. Over 50 patrons enjoyed the excursions to Tijuana Estuary State Park and Old Town State Park. Staff also was awarded \$36,600 in additional grant funding for the Parks Pass Program for the coming fiscal year. The Library also administered the Community Memory Lab grant for \$19,340, which funded equipment to enable residents to transfer their memories from old to new technology. The Memory Lab is located in the Local History Room.


BY THE NUMBERS – YEAR IN REVIEW



 **2,684**
HOURS OF OPERATION
FY 21-22: 1,550

 **17,414**
REFERENCE QUESTIONS
FY 21-22: 8,406

 **95,120**
LIBRARY PATRONS
FY 21-22: 50,385

 **21,209**
COLLECTION ITEMS ADDED
FY 21-22: 14,910



COLLECTION SIZE (PRINT)

FY 21-22: 214,289
FY 22-23: 213,082



COLLECTION SIZE (ELECTRONIC)

FY 21-22: 1,550
FY 22-23: 2,684



PRINT CHECK OUT

FY 21-22: 37,038
FY 22-23: 58,635



DIGITAL CHECK OUT

FY 21-22: 4,164
FY 22-23: 3,887





ACTIVE LIBRARY CARDS

FY 21-22: 18,019

FY 22-23: 15,298



NEW CARD HOLDERS

FY 21-22: 1,862

FY 22-23: 2,278



E CARDS

FY 21-22: 6,082

FY 22-23: 8,067



PROGRAM ATTENDANCE

FY 21-23: 3,067

FY 22-23: 8,739



WEBSITE VISITS

FY 21-22: 30,179

FY 22-23: 43,377



COMPUTER SESSIONS

FY 21-22: 30,179

FY 22-23: 43,377



WI-FI SESSIONS

FY 21-22: 8,198

FY 22-23: 11,107



VOLUNTEER HOURS

FY 21-22: 766.5

FY 22-23: 2,060



COMPUTER CLASSES/ESL/TUTORING ATTENDANCE

FY 21-22: 22 Classes/120 attendees (108 online)

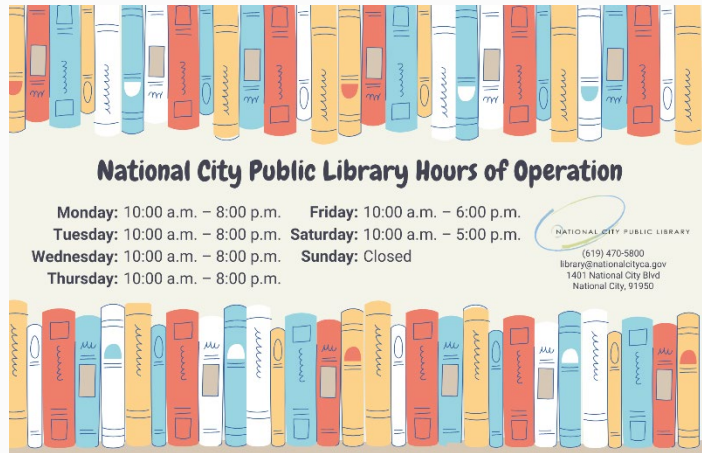
FY 22-23: 32 Classes/498 Sessions/1,929 Attendees

Library Highlights and Partnerships

Expanded Library Hours

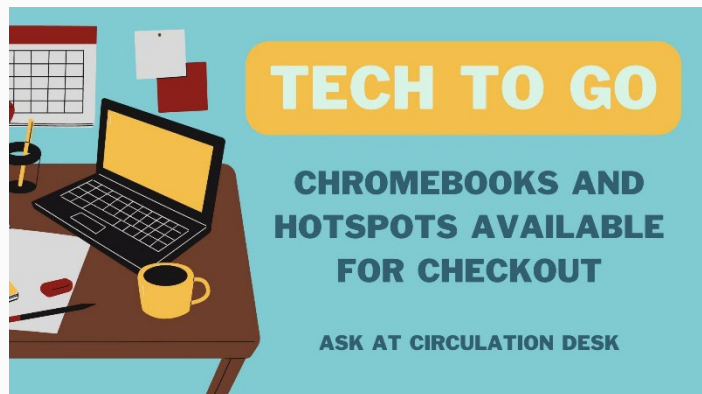
In August 2022, the Library expanded its hours to 55 hours per week. Library hours had been curtailed for many years pre-Covid; during Covid, hours decreased even further. The expansion in operating hours followed two separate surveys with over 175 patron participants.

National City Public Library Hours	
Monday – Thursday	10 AM – 8 PM
Friday	10 AM – 6 PM
Saturday	10 AM – 5 PM



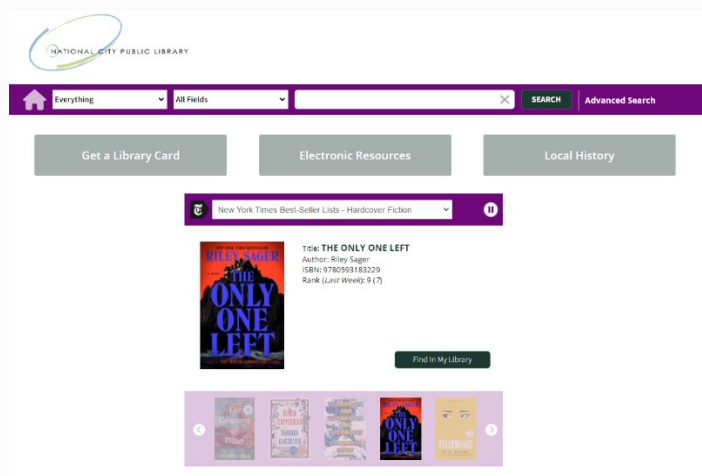
Tech To Go Technology Lending Program

The Library has provided laptops and hotspots for our patrons in need of technology. The Library received 19 laptops and hotspots from the State Library and an Emergency Connectivity Fund Grant to provide another 25 laptops with LTE. These laptops and hotspots are consistently checked out. Following the end of grant funding for the wireless service, the Friends of the Library generously paid for the continuation of this service for our patrons.



New Discovery Layer

The Library electronic catalog had remained static for the last 15 years. In February 2023, the Library launched a new user interface for its electronic catalog. This new discovery layer features “book rivers,” which display new holdings and allow for a more dynamic search experience.



New Partnerships with AmeriCorps, Southwestern College, and Pima Medical Institute

A new agreement with AmeriCorps in November 2022 allowed AmeriCorps members to work with our Literacy team to provide critical support in tutoring and lesson planning. Work Study Agreements were renewed with Southwestern College and Pima Medical Institute in early 2023. These agreements allow our Literacy program to be utilized as a site for Federal work-study funds through these educational institutions.



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.



Also, as a partner and sub-grantee of a STEAM grant awarded to FLEET Science Center, the Library will have even more opportunities to provide exciting new programs this coming year.

PUBLIC SERVICES



The Children's Room is staffed with professionals trained in children's services. The Library prioritizes children's services to instill a lifelong learning habit. 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 they 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.

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 reserved materials, 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			
314	Booktacular Participants	1,400	A Kimball Holiday (Who-ville)
102	Hispanic Heritage Month	175	Summer Reading Program Participants
3,327	Children's Craft Participants	258	Outreach Participants

Programming and Services

Children's Services provided exciting programs for our youngest patrons. We featured all on-the-ground programs that brought the community's families into the Library.

The Hispanic Heritage celebration was a family event attended by over 150 residents who enjoyed a Bilingual Storytime, two crafts, Loteria, a book giveaway, and Mexican candy bags. The Halloween Booktacular featured a live animal show, trick-or-treat stations, several crafts, and a book giveaway. Over 300 patrons attended, with 275 books given away to our youngest patrons. Continuing on this success, Library staff participated in the Kimball Holiday event and created "Who-ville," celebrating Dr. Seuss' classic Grinch-y tale. Over 2000 participants visited the booth, with children receiving 1000 free books and creating approximately 400 craft items.

In addition, our Summer Reading programs have been exciting opportunities to share books and reading with our residents. The Friends of the Library have generously funded the summer reading program and our other exciting Children's programs.



Adult and Young Adult Services

Annual Statistics			
461	Monthly Teen Crafts Participants	117	Monthly Adult Craft Participation
105	Summer Reading Program Participants	71	NC Connects Participants

Programming and Services

Our Reference Librarians continue to provide needed referrals to services to our community members. Last year, the NC Connects grant-funded program allowed our librarians to explore social services in the local area that could be shared with our patrons requiring those services. Library staff continue to provide in-depth reference assistance to community members, helping them to find local organizations that can provide needed help. From referrals to food pantries and community closets to diaper distributions and senior services, our reference librarians continue to positively impact our patrons' lives.

Our adult and young adult services team also provides craft supplies and instruction to keep hands busy and entertained. Every month, crafts are available for teen and adult participants to enjoy. Approximately 600 crafters took advantage of this service this past year.

Staff are working towards creating more diverse and dynamic program offerings for adults and young adults. One of the partnerships we have highlighted was the Kitchenistas program through our partnership with Olivewood Gardens. Program participants viewed a screening of "The Kitchenistas" documentary, which showcased the Kitchenistas program at Olivewood Gardens, and enjoyed a sampling of tasty treats prepared on-site.

The Local History Room re-opened on Tuesdays and Thursdays from 11 AM – 1 PM, and patrons can enjoy researching local history. The Community Memory Lab is located within the Local History Room. Funded by a grant from the State Library, the Memory Lab allows patrons to convert memories on old technology to digitized copies.



Circulation

Annual Statistics			
58,635	Circulation of Physical Items	15,298	Active Library Cards

Programming and Services

Last year, the Board of Library Trustees and City Council approved the Library's Fine-Free Borrowing Policy, removing late fines for our patrons. Staff have subsequently experienced a significant decrease in challenging patron interactions and can focus on providing more positive customer service.

This year, we have expanded service even further by increasing our Library's operating hours to 55 hours per week. The expansion in operating hours followed two separate surveys with over 175 patron participants. The new hours are Monday – Thursday 10 AM – 8 PM, Friday 10 AM – 6 PM, and Saturday 10 AM – 5 PM.

A new user interface is now available on our electronic catalog. This new discovery layer adds more dynamic search functionality and allows patrons to see our new holdings in "book rivers." In addition, new self-checkout kiosks were purchased and installed, replacing units that were 17 years old and no longer functioning properly.

The following special items made available last year have been expanded to accommodate more patron requests:

- The **Tech To Go** Technology Lending Program has enabled many patrons to check out and enjoy the use of a laptop, hotspot, or both. The Library expanded its offerings to include an additional 25 LTE laptops through a grant funded by the Federal Communications Commission (FCC).
- The **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. The program was expanded this year with an additional 18 parks passes. This program is made possible by a joint initiative of the California State Library and the California State Parks Department.
- The **Nature Exploration Backpacks** program has also been expanded, with four additional adult packs 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 digital skills, 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. The Library now offers classes virtually and on-the-ground.

This year, the Library was awarded a full year of State funding for the English as a Second Language (ESL) program. Literacy staff have developed an ESL curriculum that emphasizes conversation and comprehension. This is 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.

A new agreement with AmeriCorps in November 2022 allowed AmeriCorps members to work with our Literacy team to provide critical support in tutoring and lesson planning. The AmeriCorps Initiative is intended to increase our literacy program’s capacity to provide the community with high-quality adult and family literacy and ESL services, recruit new tutors and learners, and bring our literacy program to the next level. In addition, Work Study Agreements were renewed with Southwestern College and Pima Medical Institute in early 2023. These agreements allow our Literacy program to be utilized as a site for Federal work-study funds through these educational institutions

In June 2023, we celebrated our volunteers at the Library for the first time since 2019! Participants included tutors, general volunteers, the Friends of the Library, and Board of Library Trustees members. Over 40 attendees enjoyed food, entertainment, and kudos from the staff. That evening, three awards were given out: Tutor of the Year to Kathryn Kennedy, New Tutor of the Year to Audrey Clark, and Library Volunteer of the Year to Anna Marie Scaiola. Thank you so much to all of our volunteers who offer their time and expertise to serve our community!

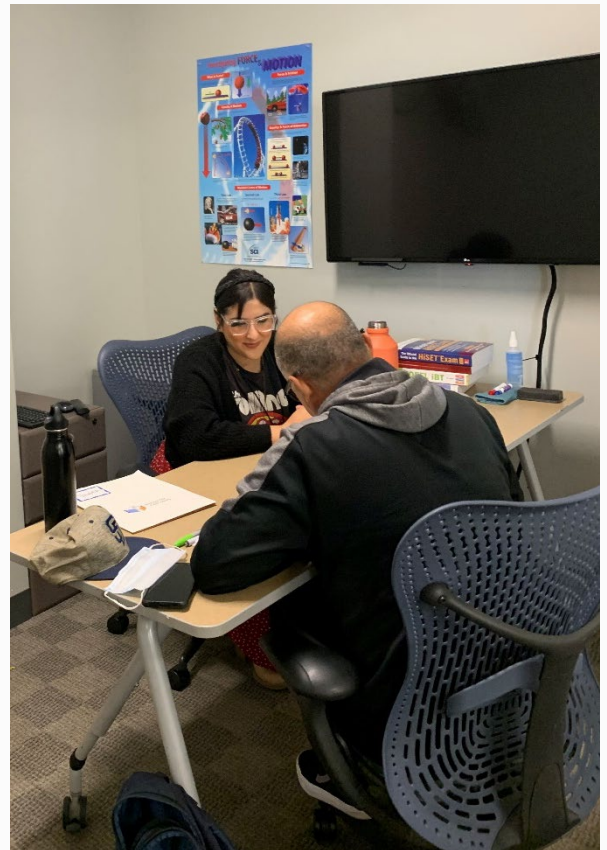
Adult Literacy

Annual Statistics					
ESL Classes					
Class Type	Classes	Sessions	Attendees		
Basic	7	114	488		
Advance	2	29	152		
Conversation	2	53	124		
Off-Site	1	42	190		
Totals	12	238	954		
Computer Classes					
Class Type	Classes	Sessions	Attendees		
Basic	15	195	835		
Excel	4	46	102		
One-on-One	1	19	38		
Totals	20	260	975		
Adult Literacy					
Adult Literacy Learners	128	ESL Learners	98	Total Learners	226
Adult Literacy Instruction Hours	1,846	ESL Instruction Hours	1,146	1-on-1 Hours	400+

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 patrons by printing their 3D files free of charge and guiding users to learning 3D design and printing resources.

Automated Services

Annual Statistics			
132	3D Prints	9,449	Instruction Questions
43,377	Online Visits	19,895	Computer Sessions
8,067	eCards	3,887	Digital Checkouts

Programming and Services

Automated Services' staff completed a number of important projects this past year. They ordered and prepared additional laptops for patron use through our Tech To Go program. The State Library and the Federal Communications Commission (FCC) provided funding for the Tech To Go program. Staff also assisted in the ordering and installation of two new self-checkout kiosks, replacing kiosks that were 17 years old.

Staff worked with SirsiDynix to develop a new user interface for the electronic catalog. This project involved developing, troubleshooting, testing, and launching the mobile app. Staff also created a training video and gave presentations on its functionality. Staff also launched wireless printing for the convenience of our patrons. Patrons can now simply print off their wireless devices without needing to get on a Library computer.

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 Library's electronic resources, databases, e-materials, and media viability.

Technical Services

Annual Statistics	
21,209	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. The Library is now getting bibliographic records from OCLC, the sole source of these records in North America. Staff also worked with Automated Services to help create a dynamic new user interface for the catalog.

Custom Library Service through Baker & Taylor, our primary library materials vendor, was launched in March 2023. This enables the library to receive books already cataloged and "shelf-ready." It also enables staff to focus on other projects in the library, and patrons can 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: 8/2/23

SUBJECT: City Librarian Report

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

STATEMENT ON SUBJECT:

Summer Reading Program

The annual Summer Reading program ended with an End of Summer Reading Party on July 29. The event was well-attended and featured Wild Wonders, free books, prizes and treats. The Summer Reading program ran from June 5 – July 29 and had over 260 participants. The theme this year was “Find Your Voice” and staff incorporated the theme into activities and programs.

***Singing Our Way to Freedom* Screening and Q&A**

The Library is proud to present a screening of the documentary *Singing Our Way to Freedom* followed by a Q&A with the writer, producer and director Paul Espinosa on August 5 at 2 p.m. The documentary tells the tale of Ramon “Chunky” Sanchez from his farmworker beginnings to receiving honors at the Library of Congress. Paul Espinosa, Emmy award-winning documentary filmmaker, will be available for questions regarding his subject and also the process of documentary filmmaking.

Hispanic Heritage Celebration

This year’s Hispanic Heritage Celebration will take place on Saturday, September 23 from 1-3 p.m. in the Library’s Large Meeting Room. The event will feature a bilingual story hour, a book giveaway, crafts, loteria, treats and music.

Library Patron Rules of Conduct

Staff have noticed certain issues in patron use of the Library and would appreciate Board policy review of the Library Rules of Conduct. Staff will be presenting the policy for review and discussion at a subsequent meeting.

Staffing Changes

On July 11, two Senior Library Technicians, Tiffany Roberts and Alex Neu, were re-classified as Librarians. The duties for these two staff members are for Technical Services and for eResources and Systems. Common library best practice has shown that both of these areas are best overseen by professional librarians. In addition, on July 12, the Civil Service Commission approved the classification change of Maria Marmolejo from Senior Library Technician to Circulation Supervisor. All re-classification funding was included in the budget appropriations for FY24.

Broken Window

Library staff noted a broken window in the Children’s workroom on Friday, July 14. Public Works was notified and a new window will be installed in about 6-8 weeks.