



**CITY OF SOUTH PASADENA
LIBRARY BOARD OF TRUSTEES**

**REGULAR MEETING AGENDA
THURSDAY, FEBRUARY 9, 2023 at 7:00 p.m.**

**SOUTH PASADENA PUBLIC LIBRARY
1100 OXLEY STREET, SOUTH PASADENA, CA 91030**

South Pasadena Library Board of Trustees Statement of Civility

As your appointed governing board, we will treat each other, members of the public, and city employees with patience, civility and courtesy as a model of the same behavior we wish to reflect in South Pasadena for the conduct of all city business and community participation. The decisions made today will be for the benefit of the South Pasadena community and not for personal gain.

NOTICE ON PUBLIC PARTICIPATION & ACCESSIBILITY

The South Pasadena Library Board of Trustees Meeting will be conducted in-person from the Ray Bradbury Conference Room on the Library's 2nd Floor, located at 1100 Oxley Street, South Pasadena. Pursuant to AB 361 Government Code section 54953, subdivision (e)(3), the Advisory Body may conduct its meetings remotely and may be held via video conference.

The Meeting will be available:

- In Person Hybrid – Ray Bradbury Conference Room, 1100 Oxley Street
- Via Zoom – **Webinar ID: 892 5352 3747/ Passcode: 073797**

To maximize public safety while still maintaining transparency and public access, members of the public can observe the meeting via Zoom in one of the three methods below.

1. Go to the Zoom website, <https://zoom.us/join> and enter the Zoom Meeting information; or
2. Click on the following unique Zoom meeting link:
<https://us02web.zoom.us/j/89253523747?pwd=L01UOTFDeW5na1l0ZExJeEszaytVZz09>
or
3. You may listen to the meeting by calling: +1-669-900-6833 and entering the Zoom Meeting ID.

CALL TO ORDER

President Dean Serwin

ROLL CALL

President Dean Serwin
Vice President Bianca Richards
Secretary Annie Chang Long
Trustee Kenneth Gross
Trustee Edward Pearson

COUNCIL LIAISON:

Councilmember Janet Braun

PUBLIC COMMENT GUIDELINES

The City welcomes public input. Members of the public may speak for up to 3 minutes for a general public comment or per agenda item **by means of one of the following options:**

Option 1:

Participate in-person at the Library Conference Room.

Option 2:

Participants will be able to “raise their hand” using the Zoom icon during the meeting, and they will have their microphone un-muted during comment portions of the agenda.

Option 3:

Email public comment(s) to lbt@southpasadenaca.gov.

Public Comments received in writing will not be read aloud at the meeting, but will be part of the meeting record. Written public comments will be uploaded online for public viewing under Additional Documents and available at the City Clerk’s Counter for viewing. There is no word limit on emailed Public Comment(s). Please make sure to indicate:

- 1) Agenda item you are submitting public comment on.
- 2) Submit by no later than 12:00 p.m., February 9, 2023

NOTE: Pursuant to State law, the Commission may not discuss or take action on issues not on the meeting agenda, except that members of the Commission or staff may briefly respond to statements made or questions posed by persons exercising public testimony rights (Government Code Section 54954.2). Staff may be asked to follow up on such items.

1. Public Comment**PRESENTATION****ACTION/DISCUSSION****2. Introduction of New Trustee Edward Pearson****3. Minutes of the Regular Library Board of Trustees Meeting of January 12, 2023**Recommendation

It is recommended that the Board review and approve the January 12, 2023 Regular Meeting Minutes.

4. Library Strategic PlanRecommendation

It is recommended that the Board review and approve the draft *City of South Pasadena Public Library Strategic Plan 2023-2027*.

5. Volunteer Recognition Event**6. California State Library Building Forward Infrastructure Grant****7. Policy Review Schedule**

8. **Library Operations Update**

COMMUNICATIONS

9. **Board President Communications**

10. **Board Member Communications**

11. **Council Liaison Communications**

12. **Friends of the Library Representative**

13. **Trustee Liaison to the Friends**

14. **Library Director**

ADJOURNMENT

PUBLIC ACCESS TO AGENDA DOCUMENTS

Prior to meetings, agenda related documents are available for public inspection at, South Pasadena Public Library, 1100 Oxley Street, South Pasadena, CA

The complete agenda packet may be viewed on the City’s website, www.southpasadenaca.gov.

Meeting recordings will be available for public viewing after the meeting. Recordings will be uploaded to the City’s YouTube Channel no later than the next business day after the meeting.

The City’s YouTube Channel may be accessed at:

https://www.youtube.com/channel/UCnR169ohzi1AlewD_6sfwDA/featured

ACCOMMODATIONS



The City of South Pasadena wishes to make all of its public meetings accessible to the public. If special assistance is needed to participate in this meeting, please contact the City Clerk's Division at (626) 403-7230 or CityClerk@southpasadenaca.gov. Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities. Notification at least 48 hours prior to the meeting will assist staff in assuring that reasonable arrangements can be made to provide accessibility to the meeting (28 CFR 35.102-35.104 ADA Title II).

CERTIFICATION OF POSTING

*I declare under penalty of perjury that I posted this notice of agenda for the meeting to be held on **February 9, 2023**, on the bulletin board in the courtyard of City Hall at 1414 Mission Street, South Pasadena, CA 91030, and on the City’s, website as required by law, on the date listed below.*

2/6/2023

/S/

Date

Sean Faye, Library Administrative Secretary



**South Pasadena Public Library
REGULAR MEETING OF THE
LIBRARY BOARD OF TRUSTEES
MINUTES
January 12, 2023**

CONVENE:

President Dean Serwin called the regular meeting of the Library Board of Trustees of the South Pasadena Public Library to order in the Library Conference Room on January 12, 2023 at 7:05 p.m. Members of the public attended virtually, via Zoom, as part of the City's in-person/hybrid resumption of in-person meetings.

IN ATTENDANCE:

Trustees Present
Annie Chang Long
Bianca Richards
Dean Serwin

Also Present
Cathy Billings, Library Director
Ellen Torres, Friends Board President
Sean Faye, Administrative Secretary

EXCUSED: Trustee Kenneth Gross

PUBLIC COMMENTS:

1. None

ACTION/DISCUSSION ITEMS:

4. Quarterly Budget Update

The Library budget is on track in terms of staffing and operational expenditures. Funds from the Building Maintenance account will be reallocated to finance new workstation furniture for the first floor.

5. Draft Library Strategic Plan

The final draft will be emailed to the Board for their feedback, with the intent that it be voted on and adopted at the 2/9/23 Board meeting. There will be a joint study session between the Board and City Council later in February or possibly March to discuss the Strategic Plan findings and the future of the Library and state funding for critical infrastructure projects.

[Library Board Secretary Annie Chang Long arrived at the Library Board of Trustees meeting at 7:15 p.m.]

2. Minutes of the Regular Library Board of Trustees Meeting of December 8, 2022

Motion by Library Board Secretary Annie Chang Long, seconded by Library Board President Dean Serwin, to approve the minutes as written for the regular meeting of the Library Board of Trustees held December 8, 2022.

AYES: Long, Richards, Serwin
NOES: None
ABSENT: Gross
ABSTAIN: None

3. Approval of 2023 Library Holiday Closures

Motion by Library Board Secretary Annie Chang Long, seconded by Library Board Vice President Bianca Richards, to approve the 2023 Library Holiday Closures.

AYES: Long, Richards, Serwin
NOES: None
ABSENT: Gross
ABSTAIN: None

6. Library Board of Trustees 2023 Agenda Forecast

The State Library Building Forward grant application is due in March and will be discussed at the 2/9/23 Board meeting.

A number of draft policies will be presented for review throughout the year. The Policy Review schedule will be discussed at the 2/9/23 Board meeting.

7. Library Operations Update

A Staff Report will go to City Council to approve the contract for new workstation furniture for the first floor and to appropriate another \$10K for this project.

“The Drawings of Bob Peak” will be presented on 1/25/23 as the second Coffee Table Books Live! partnership with the South Pasadena Arts Council (SPARC).

The Library will have an activity planned for the 2/11/23 Arts Crawl.

The silent film “Pollyanna” will be screened on 2/25/23. A pianist who specializes in silent film scores will provide live accompaniment.

The LA Clarinet Choir will perform on 3/11/23.

The Library will partner with the Music Center on 3/25/23 to present a Korean dance program.

The Full Time Clerk I position received approval to be upgraded to Clerk II.

The recruitment for the Support Services Librarian has been opened. The position was advertised through the California Library Association Careers website and LinkedIn.

Aide interviews were held this week to fill two vacancies.

Library Director Cathy Billings met with new Councilmember Janet Braun. She expressed interest in library services and support for improving the facility, particularly the Teen Area.

A new council liaison will be assigned at the 1/18/23 City Council meeting.

The City produced a "Year in Review" for 2022 and highlights of each department were included.

The Library experienced leaks from the rain in areas that have been affected before. Plastic sheeting and sandbags have been set outside the Community Room to divert this weekend's expected rain. Public Works is aware that area needs to be waterproofed.

COMMUNICATIONS:

8. Board President Communications

President Dean Serwin wished everyone a Happy New Year. He is excited for the finalization and implementation of the Library Strategic Plan. President Serwin was glad to learn the Library didn't experience new leaks from the rain.

9. Board Member Communications

Secretary Annie Chang Long visited the Library during the winter holidays with her family.

Vice President Bianca Richards expressed interest for the Board to send former Council Liaison Diana Mahmud a card to express the Board's appreciation for her service.

10. Council Liaison Communications

None to report.

11. Friends of the Library Representative

The Annual Holiday Book Sale from 12/9/22-12/11/22 raised \$5K. This year's Holiday Book Sale had a silent auction and small vendors on its last day.

The Friends Annual Meeting will be on 1/26/23 at 6pm in the Library Conference Room. The Friends will announce their new slate of officers, their 2023 budget, and updates to their bylaws.

The Friends membership has raised \$48,944 with 370 members. Two large donations were received this past year. Last year the Friends had raised \$27,789 with 291 members.

Vice President Richards praised the Friends membership automatic renewal.

The renewal letter with a QR code has gone out. Friends Board President thanked Sally Kilby, Karen Sima, and Nancy Lem for their efforts.

Friends Board President Ellen Torres encouraged everyone to join.

The next Restoration Concert is on 1/15/23 at 4pm in the Community Room. There will be a make-up concert from the 2021-2022 season on 1/29/23.

On Constant Contact, the Friends Annual Meeting had a 57% open rate, the Restoration Concerts had a 58% open rate, and the Holiday Book Sale had 52% open rate.

The Friends donated a basket to the Tournament of Roses that included the Jane Apostol South Pasadena centennial history book, a South Pasadena license plate from 1922, and a gift certificate worth \$145. The license plate is worth \$175 and includes a copy of the article about its origins to raise money for the War Memorial building.

12. Trustee Liaison to the Friends

Vice President Bianca Richards had nothing to add.

13. Library Director

The Friends donated more than \$5,500 toward the new Library patio table. South Pasadena Beautiful donated \$2,000. This is in memory of Friends Bookstore co-founder Dorothy Cohen and Dennis Potts, volunteer and husband to Friends Bookstore volunteer Donna Potts. The patio table and a plaque of acknowledgement will be ordered soon.

NEXT MEETING: The next regular meeting of the Library Board of Trustees will be on Thursday, February 9, 2023 at 7:00 p.m. in the Ray Bradbury Conference Room and by video conference for the public via Zoom.

ADJOURNMENT: President Dean Serwin adjourned the regular meeting of the Library Board of Trustees on January 12, 2022 at 7:47 p.m.

Minutes approved _____ as written.

Minutes approved _____ as corrected.

President

Date

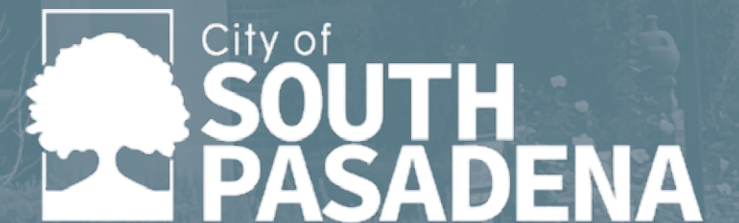
Library Board of Trustees
February 9, 2023
ITEM 4

City of South Pasadena Public Library

STRATEGIC PLAN

2023-2027

SOUTH PASADENA
PUBLIC LIBRARY
1100 OXLEY



PUBLIC LIBRARY

www.southpasadenaca.gov/library

DRAFT



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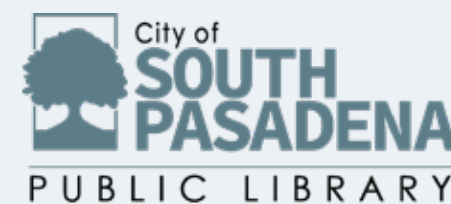
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1100 Oxley Street
South Pasadena, CA 91030
(626) 403-7330
www.southpasadenaca.gov/library



MESSAGE FROM THE DIRECTOR

We are proud to share the South Pasadena Public Library 2023–2027 Strategic Plan, which has been many months in the making, and reflects the enthusiastic participation of the community, library staff, Library Board of Trustees, and the 13-member Community Advisory Committee.

That so many individuals chose to participate in the strategic planning process is a reflection of South Pasadena’s civic pride and shared community values. 424 people took the time to complete our survey and more than 1,000 written comments were submitted. The candid and thoughtful input from both community members and staff are what make this plan a robust roadmap for the coming years.

The strategic planning process identified the library’s two key roles as being a community anchor and a resource and learning hub. We fulfill these roles by serving people from all walks of life and socioeconomic backgrounds and also by providing resources



MESSAGE FROM THE DIRECTOR

for literacy, lifelong learning, recreation, and professional development.

We are incredibly excited about the goals that were identified for the next five years. These goals, and the completion of the tasks related to them, will result in more efficient operations, an improved customer experience, and better technology for staff and patrons. We are also tasked with being thoughtful about our programs, and expanding and diversifying our collections. Perhaps most important of all, the strategic planning process made clear that it is time to plan for the future of our library facility so that it can continue to serve the public for decades to come.

The engagement survey affirmed that South Pasadenans value their library, and staff are grateful for the community's support. We look forward to taking the journey before us together.

Cathy Billings
Library Director



OUR MISSION

The South Pasadena Public Library is a welcoming environment where the evolving and diverse needs of our users are met with physical and digital resources, outstanding service, and engaging programs for all.



ROLES OF THE LIBRARY

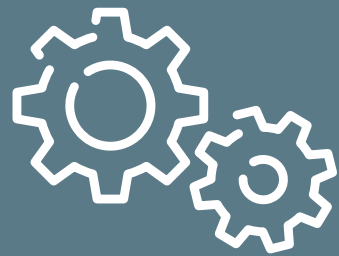
COMMUNITY ANCHOR

The Library is a welcoming place for people of all ages, walks of life and socioeconomic backgrounds. People visit it to study, work, relax, and recharge. It is also a place where people learn about their community, connect with their neighbors, and expand their horizons. The Library is committed to being an inviting and inclusive community anchor.

RESOURCE & LEARNING HUB

The Library provides resources in a variety of formats to meet the information and learning needs of a diverse population. It supports reading readiness, literacy, lifelong learning, recreation, and professional development with its collections, programs, and services. It serves as a community hub for people and ideas.

OUR GOALS



OPERATIONAL

- Increase, retain and develop staff.
- Grow collaboration and communication with other City departments.
- Explore the library's evolving role in serving customers needing social services resources.
- Continue efforts to incorporate Equity, Diversity, and Inclusion principles.



FACILITY

- Address short-term and long-term critical and safety-related facility improvements.
- Ensure the City has a vital and modern library facility that meets the long-term needs of the community.



TECHNOLOGY

- Increase workflow efficiencies and customer self-service options.
- Improve technology services for the public.
- Ensure the Library is able to take advantage of federal grant funds for technology.



SERVICE

- Offer programs that meet the needs of our community, that are appropriate to a small public library, and that complement other programs happening in the city.
- Expand and diversify collections and resources for the community.
- Improve communication and outreach about Library programs and services.



OPERATIONAL GOALS & TASKS

INCREASE, RETAIN AND DEVELOP STAFF.

- 1 Develop an ideal staffing plan for the library, that considers budgets, evolving needs, pending retirements, and succession planning. The plan should be developed in collaboration with the City Manager and Human Resources Division and be revisited each year as part of the City budget cycle.

OUTCOME: Staffing needs and priorities are identified and the delivery of desired library services is aligned with staff resources.

- 2 Establish annual training and development goals and expectations for all department staff.

OUTCOME: Current and future staff are supported and developed to be prepared to respond to evolving library services and customer needs.

- 3 Provide quarterly update to staff on strategic planning goals and performance measures, and conduct an annual library staff survey.

OUTCOME: All staff are involved in strategic planning and the evolution and development of library programs and services.

GROW COLLABORATION AND COMMUNICATION WITH OTHER CITY DEPARTMENTS.

- 1 Present the overview of the library's new 2023 – 2027 Strategic Plan at a meeting of department heads.

OUTCOME: Other department heads understand the library's plan and priorities, laying the groundwork for collaboration.

- 2 Hold regular meetings between library staff and staff from other departments, such as Community Services, Police, Public Works, and Community Development.

OUTCOME: Library staff understand the activities of other departments and how they relate to and/or complement library programs and services, and vice versa. Opportunities for collaboration and increased efficiency are identified and acted upon. Library expertise, such as digitization and information organization and retrieval, benefits other departments.

- 3 Provide an annual update to City Council on status of strategic planning goals and performance measures.

OUTCOME: City Council is informed about the library's progress and has an opportunity to give feedback and make suggestions.



OPERATIONAL GOALS & TASKS

EXPLORE THE LIBRARY'S EVOLVING ROLE IN SERVING CUSTOMERS NEEDING SOCIAL SERVICES RESOURCES.

1. Continue to collaborate with other City departments and regional entities to increase social service support resources for library customers.

OUTCOME: The library is better able to respond to customers in need.



CONTINUE EFFORTS TO INCORPORATE EQUITY, DIVERSITY, AND INCLUSION PRINCIPLES.

1. Review policies and procedures through an EDI lens.

OUTCOME: The library purposefully provides equitable services to a diverse community.

2. Continue EDI training and awareness activities for library staff.

OUTCOME: Staff are aware of Library's commitment to EDI and incorporate EDI principles in their daily work.

3. Develop and present programs that present a diverse range of experiences.

OUTCOME: Library programs promote cultural connections and foster a more equitable society and a culture of empathy.



ADDRESS SHORT-TERM AND LONG-TERM CRITICAL AND SAFETY-RELATED FACILITY IMPROVEMENTS.

- 1 In consultation with Public Works, prepare an application for the California State Library Building Forward Library Infrastructure Program grant for critical and life-safety improvements.

OUTCOME: City applies for and secures funds to address library facility critical infrastructure and life-safety deficiencies, including inadequate restrooms, HVAC, security, and fire prevention systems, and electrical and lighting issues.

- 2 Collaborate with Public Works to develop priorities and a plan for completing funded projects.

OUTCOME: Staffing and consulting needs are defined, and the City's Capital Improvement Plan (CIP) is updated to reflect the timing and cost of newly funded projects.

- 3 Implement plan for completing funded projects.

OUTCOME: Critical projects are completed, and any grant funds spent by June 30, 2026 deadline.

ENSURE THE CITY HAS A VITAL AND MODERN LIBRARY FACILITY THAT MEETS THE LONG-TERM NEEDS OF THE COMMUNITY.

- 1 Contract for professional services to prepare a master site plan to include a library space needs study, and taking into account the Carlyle story room bequest and input received during the engagement phase of the strategic planning process.

OUTCOME: A completed master site plan identifies constraints and opportunities and provides the information that the City Council needs to adopt a vision for the future of the library facility.

- 2 Identify "next steps" based on the City Council's vision and the master site plan findings.

OUTCOME: Elected officials, City staff, the community, and partners like the Friends of the Library, have a basis for moving the vision forward.



INCREASE WORKFLOW EFFICIENCIES AND CUSTOMER SELF-SERVICE OPTIONS.

- 1 Implement Radio Frequency Identification (RFID) collection security and maintenance system.

OUTCOME: The library has RFID capabilities, resulting in more efficient collection management and circulation functions and improved customer self-checkout.

IMPROVE TECHNOLOGY SERVICES FOR THE PUBLIC.

- 1 Develop a five-year technology plan in collaboration with the City's IT Department to guide technological upgrades and implementation of new technologies.

OUTCOME: The plan prioritizes technology projects to be implemented, such as wireless printing and scanning, and informs decisions about staffing and budgets.

ENSURE THE LIBRARY IS ABLE TO TAKE ADVANTAGE OF FEDERAL GRANT FUNDS FOR TECHNOLOGY.

- 1 Become Child Internet Protection Act (CIPA) compliant.

OUTCOME: With CIPA compliance, Library is eligible to receive federal Library Services and Technology Act (LSTA) grant funds.





SERVICE GOALS & TASKS

OFFER PROGRAMS THAT MEET THE NEEDS OF OUR COMMUNITY, THAT ARE APPROPRIATE TO A SMALL PUBLIC LIBRARY, AND THAT COMPLEMENT OTHER PROGRAMS HAPPENING IN THE CITY.

- 1 Continue to hold team meetings to map out a comprehensive plan of programs and services.

OUTCOME: A calendar year's program and service goals are outlined in advance and potential collaborations, grant opportunities, etc., are reviewed and deadlines met.

- 2 Regularly conduct patron satisfaction surveys or implement an ongoing survey to identify emerging community needs that may be met through library services.

OUTCOME: The library is informed about patron satisfaction with existing services and desires for new services.

- 3 Based on survey results and event debriefings, look for opportunities to reimagine programming.

OUTCOME: Programs are fresh, relevant, and well attended.

EXPAND AND DIVERSIFY COLLECTIONS AND RESOURCES FOR THE COMMUNITY.

- 1 Library staff give a minimum of four presentations annually about library programs and services to community groups, organizations, and entities to lay a foundation for programming and service partnerships.

OUTCOME: Library and library staff foster strong relationships throughout the community and stay abreast of community needs.

- 2 Identify and pursue grant and alternative funding opportunities to support expanded and diversified library services and collections.

OUTCOME: The library has funding sources to add new services or enhance existing services

- 3 Implement a Library of Things program.

OUTCOME: Customers borrow items from the Library that they would otherwise have to purchase, supporting the sharing economy and the City's sustainability objectives.

- 4 Conduct a diversity audit of the library's collection, to identify gaps and areas for improvement.

OUTCOME: Library collections are improved and diversified, and staff are better equipped to make collection development and management decisions.



SERVICE GOALS & TASKS

IMPROVE COMMUNICATION AND OUTREACH ABOUT LIBRARY PROGRAMS AND SERVICES.

- 1 Explore the feasibility of a library-specific marketing plan, including branding and web presence.

OUTCOME: Library has a more cohesive and effective branding and outreach and communication strategy.

- 2 Develop a new Library brochure.

OUTCOME: Library has a compelling brochure that can be used for outreach to existing and potential customers.

- 3 Develop a library welcome packet to be distributed to new residents in collaboration with realtors and landlords.




OUTCOME: Library welcomes new residents to the community, adds new users, and increases their awareness of library programs and services.



IMPLEMENTATION TIMELINE

		FISCAL YEAR 2023	FISCAL YEAR 2024	FISCAL YEAR 2025	FISCAL YEAR 2026	FISCAL YEAR 2027
OPERATIONAL GOALS	⚙️ Increase, retain and develop staff.					
	• Develop an ideal staffing plan for the library, that considers budgets, evolving needs, pending retirements, and succession planning.		•	•		•
	• Establish annual training and development goals and expectations for all department staff.		•		•	•
	• Provide quarterly update to staff on strategic planning goals and performance measures, and conduct an annual library staff survey.		•	•	•	•
OPERATIONAL GOALS	⚙️ Grow collaboration and communication with other City departments.					
	• Present the overview of the library’s new 2023–2027 Strategic Plan at a meeting of department heads.		•			
	• Hold regular meetings between library staff and staff from other departments, such as Community Services, Police, Public Works, and Community Development.		•	•	•	•
	• Provide an annual update to City Council on status of strategic planning goals and performance measures.			•		•



IMPLEMENTATION TIMELINE

		FISCAL YEAR 2023	FISCAL YEAR 2024	FISCAL YEAR 2025	FISCAL YEAR 2026	FISCAL YEAR 2027												
OPERATIONAL GOALS	 Explore the library’s evolving role in serving customers needing social services support resources.			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	<ul style="list-style-type: none"> Continue to collaborate with other City departments and regional entities to increase social service support resources for library customers. 			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
OPERATIONAL GOALS	 Continue efforts to incorporate Equity, Diversity, and Inclusion principles.			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	<ul style="list-style-type: none"> Review policies and procedures through an EDI lens. 			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	<ul style="list-style-type: none"> Continue EDI training and awareness activities for library staff. 			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	<ul style="list-style-type: none"> Develop and present programs that present a diverse range of experiences. 			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
FACILITY GOALS	 Address short-term and long-term critical and safety-related facility improvements			●														
	<ul style="list-style-type: none"> In consultation with Public Works, prepare an application for the California State Library Building Forward Library Infrastructure Program grant for critical and life-safety improvements. 			●														
	<ul style="list-style-type: none"> Collaborate with Public Works to develop priorities and a plan for completing funded projects. 				●													
	<ul style="list-style-type: none"> Implement plan for completing funded projects. 					●	●	●	●	●	●	●	●	●	●	●	●	●


IMPLEMENTATION TIMELINE

		FISCAL YEAR 2023	FISCAL YEAR 2024	FISCAL YEAR 2025	FISCAL YEAR 2026	FISCAL YEAR 2027			
FACILITY GOALS	Ensure the City has a vital and modern library facility that meets the long-term needs of the community.								
	<ul style="list-style-type: none"> Contract for professional services to prepare a master site plan to include a library space needs study, and taking into account the Carlyle story room bequest and input received during the engagement phase of the strategic planning process. Identify “next steps” based on the City Council’s vision and the master site plan findings. 		●			●			
TECHNOLOGY GOALS	Increase workflow efficiencies and customer self-service options.								
	<ul style="list-style-type: none"> Implement Radio Frequency Identification (RFID) collection security and maintenance system. 		●	●	●	●			
	Improve technology services for the public.								
	<ul style="list-style-type: none"> Develop a five-year technology plan in collaboration with the City’s IT Department to guide technological upgrades and implementation of new technologies. 			●	●				
Ensure the Library is able to take advantage of federal grant funds for technology.									
<ul style="list-style-type: none"> Become Child Internet Protection Act (CIPA) compliant. 					●	●	●	●	

IMPLEMENTATION TIMELINE

		FISCAL YEAR 2023	FISCAL YEAR 2024	FISCAL YEAR 2025	FISCAL YEAR 2026	FISCAL YEAR 2027													
SERVICE GOALS	<p> Offer programs that meet the needs of our community, that are appropriate to a small public library, and that complement other programs happening in the city.</p> <ul style="list-style-type: none"> Continue to hold team meetings to map out a comprehensive plan of programs and services. Regularly conduct patron satisfaction surveys or implement an ongoing survey to identify emerging community needs that may be met through library services. Based on survey results and event debriefings, look for opportunities to reimagine programming. 			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	<p> Expand and diversify collections and resources for the community.</p> <ul style="list-style-type: none"> Library staff give a minimum of four presentations annually about library programs and services to community groups, organizations, and entities. Identify and pursue grant and alternative funding opportunities to support expanded and diversified library services and collections. Implement a Library of Things program. Conduct a diversity audit of the library’s collection, to identify gaps and areas for improvement. 				●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

IMPLEMENTATION TIMELINE

		FISCAL YEAR 2023	FISCAL YEAR 2024	FISCAL YEAR 2025	FISCAL YEAR 2026	FISCAL YEAR 2027
SERVICE GOALS	 Improve communication and outreach about Library programs and services.					
	<ul style="list-style-type: none"> • Explore the feasibility of a library-specific marketing plan, including branding and web presence. • Develop a new library brochure. • Develop a library welcome packet to be distributed to new residents in collaboration with realtors and landlords. 					



OUR PROCESS

The creation of this plan was inclusive and collaborative. The strategic planning process undertaken by the City relied upon the dedicated efforts of the library staff and members of the public who worked to ensure that it reflected the vision of the community. This planning process ran from June 2022 through October 2022 and involved numerous community and staff engagements.

From the outset of this strategic planning effort, we prioritized public input. We invited comments on the future of library services at physical and virtual forums. We set up a social networking platform called Social Pinpoint, which informed the public about the strategic planning process and provided a means for anyone to post online feedback, comments, questions, and ideas. We also provided invitations to participate in multiple languages.

We interviewed numerous community stakeholder organizations, groups, and individuals to listen to voices that may not otherwise have had the opportunity to provide input. We met with citywide leadership staff, the Library Board of Trustees, and the Friends of the Library. Also central to the process was the Library Planning



OUR PROCESS



Team, a group of library staff led by Cathy Billings, which met numerous times throughout this project to provide input and process findings.

Another core component of this effort was a Community Advisory Committee. The 13 members represented a cross section of community perspectives, including schools, social and service organizations, business interests, teen and adult library users, and city staff. The Committee participated in two work sessions that helped process findings from meetings, forums, and key informant interviews, as well as input from individuals and staff. From this analysis, the Committee helped the Project Team identify community needs and the prospective roles of the library.

Finally, all library staff were heavily involved in this process. In addition to the Library Planning Team, two all-staff work sessions were held with library staff to gather input on their vision for library services and to prioritize recommended actions.

The result of this planning effort is a Strategic Plan that captures the community’s vision for library services, and staff’s recommendations for achieving that vision over the next five years.



ACKNOWLEDGMENTS

Library Board of Trustees

The Board of the Friends of the South Pasadena Public Library, Inc.

Interviews

Brian Bright

Board Member, South Pasadena Arts Council

Yuki Cutcheon

President, South Pasadena Chinese American Club

Sheila Pautsch

*Director, Community Services
City of South Pasadena*

Shannon Robledo

*Lieutenant, Police Department,
City of South Pasadena*

Shelee Wilkerson

Librarian, South Pasadena High School

Community Advisory Committee

Tamara Binns

Shana Brewer

Carolyn Flemming

Christiane Gervais

Jose Govea

Sally Kilby

Ron Koertge

Grace Kung

Jessie Mobley

Asha Morgan-Joseph

John Peters

Nathan Rodak

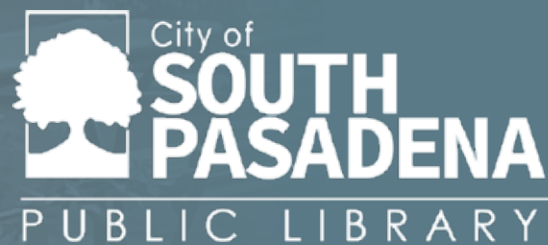
Laurie Wheeler

City of South Pasadena Public Library

STRATEGIC PLAN

2023–2027

SOUTH PASADENA
PUBLIC LIBRARY
1100 OXLEY



1100 Oxley Street
South Pasadena, CA 91030
(626) 403-7330
www.southpasadenaca.gov/library

DRAFT

March 2023

- 1.3 Gifts to the Library Policy (CB)
- 3.1 Collection Maintenance Policy (MW)
- 3.2 Materials Selection Policy (MW)
- 3.3 Graphic Novel Selection Policy (MW)
- 3.4 Video Materials Policy (MW)
- 4.3 Library Dress Code (CB/BP/MW)
- 5.8 Procedure for Patrons Exhibiting Disruptive Behavior (CB/BP/MW)

April 2023

- 3.6 Request for Reconsideration of Library Materials (CB/BP/MW)
- 3.7 Request for Reconsideration of Library Materials Procedure (CB/BP/MW)
- 5.2 [Patron] Confidentiality Policy (BP)
- 6.4 Suspected Theft of Library Materials (BP)

May 2023

- 4.1 Disclosure of Staff Schedules (CB)
- 5.1 Library Card Policy (BP)
- 6.3 Risk Management (CB)

June 2023

- 4.2 In-Charge Policy (CB)
- 6.1 Authority to Close the Library for Power Outages and Other Emergencies (CB)
- NEW Minimum Staffing Policy (CB)

July 2023

- 5.3 Community Room Policy (CB/SF)

August 2023

- 1.2 Display Policy (CB)
- NEW Art Donation and Display (CB)

September 2023

- 5.9 Policy on Unsupervised Children in the Library (MW)
- 5.10 Procedures for Unsupervised Children in the Library (MW)

October 2023

- 4.1 Disclosure of Staff Schedules (CB)
- 4.4 Volunteer Policy (CB)
- 4.5 Volunteer Background Checks (CB)
- 4.6 Security Clearance Policy for Volunteers (CB)

November 2023

- 5.11 Request for Review of Library Services (CB)
- NEW Customer Feedback Policy (BP/CB)

December 2023

ITEM 14

Library Board of Trustees

February 9, 2023

10th Annual Serving with a Purpose Conference

Tuesday, May 23, 2023

8:30 am – 4:00 pm

<https://www.servingwithapurposeca.org/>

www.serving2023.eventbrite.com

Location: Ontario Convention Center 2000 East Convention Center Way Ontario, CA 91764

Registration: \$60.00 per person (plus \$5.87 ticketing fee)

2023 CONFERENCE THEME

Built To Last

Libraries, Library Allies, and the Meaning of Life

The (mostly) women who started Friends of Libraries in 1922 weren't thinking about what their groups would be doing more than 100 years later. But Friends -- and now Trustees/Commissions and Foundations -- of Libraries have proven to be built to last: durable, community-based, crucial for libraries, and warm communities in and of themselves. We will be exploring together how we can continue the building and leading of our organizations to last another 100 years. What are the best practices, the behind-the-scenes moves and how to's of sustaining enthusiasm and on point work?

SPEAKERS

Jan Masaoka is CEO of the California Association of Nonprofits (CalNonprofits), a statewide policy alliance of more than 10,000 nonprofits speaking to government, philanthropy, and the public at large. During her tenure, CalNonprofits has been a leader for nonprofits in government-nonprofit contract reform, in philanthropic reform, in regulation of online fundraising platforms, and in research.

Jan is a leading writer and thinker on nonprofit organizations with particular emphasis on boards of directors, business planning, and the role of nonprofits in society. Her books include *Best of the Board Café* (Fieldstone), *Nonprofit Sustainability: Making Strategic Decisions for Financial Viability*, co-author (Jossey Bass) and *The Nonprofit's Guide to HR* (Nolo Press). Jan founded and wrote Blue Avocado magazine, growing it to 64,000 subscribers, before leaving in late 2015.

Prior to CalNonprofits, she served 14 years as executive director of CompassPoint Nonprofit Services in which position she was named Nonprofit Executive of the Year by Nonprofit Times. She is an eight-time designee as one of the "Fifty Most Influential" people in the nonprofit sector nationwide and was named California Community Leader of the Year by Leadership California. Her volunteer work includes having served as chair of Asian Pacific Islander Wellness Center and founding chair of Community Initiatives; she currently serves on the National Public Policy Committee of Independent Sector.

Kate Quinn is the New York Times and USA Today bestselling author of historical fiction. A native of southern California, she attended Boston University where she earned a Bachelor's and Master's degree in Classical Voice. She has written four novels in the Empress of Rome Saga, and two books in the Italian Renaissance, before turning to the 20th century with *The Alice Network*, *The Huntress*, *The Rose Code*, and *The Diamond Eye*. All have been translated into multiple languages. Kate and her husband now live in San Diego with three rescue dogs.