



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

**REGULAR MEETING AGENDA
THURSDAY, SEPTEMBER 8, 2022 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 F.J. Pratt

COUNCIL LIAISON:

Councilmember Diana Mahmud

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., September 8, 2022

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**ACTION/DISCUSSION****2. Minutes of the Special Library Board of Trustees Meeting of August 11, 2022**Recommendation

It is recommended that the Board review and approve the August 11, 2022 Special Meeting Minutes.

3. Minutes of the Regular Library Board of Trustees Meeting of August 11, 2022Recommendation

It is recommended that the Board review and approve the August 11, 2022 Regular Meeting Minutes.

4. Library and Library Park Health and Safety**5. Public Comments Policy****6. Summer 2022 Outcomes Survey Results****7. Library Strategic Planning Update****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 **September 8, 2022**, 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.*

9/2/2022

/S/

Date

Sean Faye, Library Administrative Secretary



**South Pasadena Public Library
SPECIAL MEETING OF THE
LIBRARY BOARD OF TRUSTEES
MINUTES
August 11, 2022**

CONVENE:

President Dean Serwin called the special meeting of the Library Board of Trustees of the South Pasadena Public Library to order in the Library Conference Room on August 11, 2022 at 7:00 p.m. Members of the public attended virtually, via Zoom, and in person, as part of the City's in-person/hybrid resumption of in-person meetings.

IN ATTENDANCE:

Trustees Present

Kenneth Gross
Annie Chang Long
F.J. Pratt
Bianca Richards
Dean Serwin

Also Present

Michael A. Cacciotti, Mayor
Cathy Billings, Library Director
Andrew Jared, City Attorney
Sally Kilby, Friends Board Representative
Sean Faye, Administrative Secretary

EXCUSED: Councilmember Diana Mahmud

PUBLIC COMMENTS:

1. South Pasadena resident David Maling made a public comment regarding his concerns about health and safety in the Library Park and Library building. Mr. Maling distributed an eleven page document to Board members, which included photographs showing instances of trash and personal property accumulation and unhoused persons, and a list of 13 recommendations for addressing Library and Library Park health and safety. Maling expressed support for the upcoming Library Special Tax measure but posited that the public may have reservations about supporting the measure in light of the perceived health and safety issues described in his comment.

ACTION/DISCUSSION ITEMS:

2. Authorize closure of the Library for four hours, Wednesday, September 7, 2022, to enable staff to participate in strategic planning

Motion by Library Board Secretary Annie Chang Long, seconded by Library Board Trustee F.J. Pratt, to authorize the closure of the Library for four hours on Wednesday, September 7, 2022, to enable staff to participate in strategic planning.

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

ABSTAIN: None

ADJOURNMENT: President Dean Serwin adjourned the special meeting of the Library Board of Trustees on August 11, 2022 at 7:21 p.m.

Minutes approved _____ as written.

Minutes approved _____ as corrected.

President

Date



**South Pasadena Public Library
REGULAR MEETING OF THE
LIBRARY BOARD OF TRUSTEES
MINUTES
August 11, 2022**

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 August 11, 2022 at 7:22 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

Kenneth Gross
Annie Chang Long
F.J. Pratt
Bianca Richards
Dean Serwin

Also Present

Michael A. Cacciotti, Mayor
Cathy Billings, Library Director
Andrew Jared, City Attorney
Sally Kilby, Friends Board Representative
Sean Faye, Administrative Secretary

EXCUSED: Councilmember Diana Mahmud

PUBLIC COMMENTS:

1. None

ACTION/DISCUSSION ITEMS:

2. Minutes of the Special Library Board of Trustees Meeting of July 21, 2022

Motion by Library Board President Vice President Bianca Richards, seconded by Library Board Trustee President Dean Serwin, to approve the minutes as written for the special meeting of the Library Board of Trustees held July 21, 2022.

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

3. Administrative Policy Review: Rescind Policy on Harassing and Stalking Behavior

This policy was enacted in 1995. It hasn't been reviewed since 2002. Staff recommend rescinding the policy because it is an outlier in the Library Administrative Policy Manual (LAPM), which does not contain any other policies that address a single criminal behavior, and because it

is covered more appropriately in the Library Code of Conduct and in the South Pasadena Municipal Code.

Trustees discussed how the public might perceive the removal of the policy from the LAPM, given the public comment made about Library and Library Park health and safety at the August 11, 2022 Special Meeting. Staff explained that the Code of Conduct and Municipal Code together are the framework that is used by staff to enforce rules and regulations, and that the Code of Conduct states “verbal or physical abuse or sexual harassment of Library users or staff is prohibited” and “no illegal behavior of any type.” The Municipal Code indicates the suspension of Library privileges for various behaviors that include “engaging in any behavior that may pose a written, oral, or physical threat to other patrons, volunteers, or library staff” and “seriously harassed verbally or physically, or aggressively or annoyingly stared at or followed other patrons, volunteers, or library staff about the library premises.” Trustees concurred that the issue of stalking and harassment are clearly addressed in these two locations and that including a policy on stalking and harassment in the LAPM is superfluous and potentially confusing.

Library Director Billings noted that Library staff are trained on how to deal with behaviors that are illegal or that are prohibited by the Code of Conduct and South Pasadena Municipal Code and involve law enforcement whenever circumstances require it.

Motion by Library Board President Vice President Bianca Richards, seconded by Library Board Trustee Secretary Annie Chang Long, to rescind the obsolete policy on harassment and stalking behavior in the Library Administrative Policy Manual.

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

4. Library Educational Outreach Plan

The Library Special Tax will be on the November election ballot. Library staff will conduct educational outreach about services and programs. Staff will use social media to highlight different fun facts about the Library. A new and more compelling brochure will be produced. A Frequently Asked Questions flyer about the Special Tax will be developed to provide factual information about the Tax to the public.

5. Programming Survey Results

Results were shared from the survey Library Board Secretary Long helped create for Library programs. The survey will resume in the fall for One City One Story and other adult programming, so as not to be confused with the Library Strategic Plan survey. Gathering program feedback was one of the goals from the 2016 Library Operations Study and the 2017-2022 Library Strategic Plan.

Nearly all responses were from parents at Storytime programs. 74% of respondents found the content valuable and would recommend to friends and family. Not as many people were likely to use other Libraries resources and services, but that may be due to demographics. No one indicated they heard of Library programs through emails or flyers. It should be noted that parents

do request printed calendars of events and the printed bookmarks for Press Reader clearly boosted usage stats for that resource, so staff believe that printed information is still in demand and utilized. Most became aware of programming from the Library website, a staff member, or from a friend or family member. Most comments had positive feedback. Respondents would like to see more hands-on activities such as arts and crafts or cultural activities in the future. Saturday Storytimes do typically have a craft element.

President Serwin was grateful for the responses and is eager to see what feedback the fall survey provides. An ongoing, open survey for general feedback about Library operations and services could be created.

6. Library Strategic Plan Update

Over 300 responses have been received for the Library Strategic Plan survey. Survey invitations were sent to every community group. Friends Board representative Sally Kilby has been extremely helpful in getting the word out. A poster board and comment cards were made available at the Senior Center to capture the suggestions of those who may not be as likely to take the online survey. The survey has been sent out to parents and faculty in the school district. The survey closes on 8/18/22.

The Strategic Plan consultants will conduct additional one-on-one stakeholder interviews next week. The consultants will return on site between 9/6/22-9/8/22. They will hold a public meeting the evening of 9/6/22 where they will share the analysis of the data and seek further input from the community. The Board was encouraged to attend that meeting. There will be an all-staff session during the day on 9/7/22 and the Community Advisory Committee will meet that afternoon. Senior Library staff will review the findings with the consultants the morning of 9/8/22.

7. Library Operations Update

The Summer Reading Program has wrapped up. 1,400 people, including 300 adults, signed up and read twice as much as last year. The 46 teen volunteers worked a total of 1,384 hours. 3,000 books were given away. 45 programs were held. Story Times had a total of 2,235 attendees.

The next session of Story Time will be 9/13/22-11/19/22.

The Teen Advisory Board received 22 applications for its fall cohort.

There will be a Ray Bradbury program in the Community Room on 8/20/22. Tim Carey will speak about the Ray Bradbury fused glass windows created for the Library Conference Room. Filmmaker John Sasser will show his documentary, *Father Electrico: Ray Bradbury Lives Forever!* about Ray Bradbury's collaboration with the sculptor Christopher Slatoff. There will be a Q&A after.

The One City One Story selection committee is working their way through the short list of books. Two finalists will be chosen for the public to vote for during the period of 9/1/22-9/10/22. The winning title will be announced later in September, to allow time for the Library to purchase and catalog copies.

Public events related to One City One Story have been scheduled. An Author Talk will be held on 10/4/22 with Jana Ireland for her book, *Regarding Paul R. Williams: A Photographer's View*. The Library will partner with the Community Garden to hold a hands-on natural indigo dying event on 10/16/22. The virtual book discussion will be 10/26/22.

The Library will partner with the South Pasadena Arts Council (SPARC) for a series of Author Talks. The first Author Talk is scheduled for 10/12/22 with the musician Leland Sklar.

The City Open House, which will include all City departments, will be on 10/2/22. It will take place on Mission Street in front of City Hall. The Library has fun activities, crafts, and some giveaways planned.

The first round of Digital Services Librarian interviews will be held 8/15/22. A second round of recruitment may be necessary. Three new Substitute Librarians have been on-boarded in the last week.

Meetings have been held with the City Attorney, Public Works, the Police Department, and the Community Development Department regarding the health and safety of the Library Park.

President Serwin asked to add a Discussion Item to the 9/8/22 Library Board agenda about the Library Board's policy for public comments.

COMMUNICATIONS:

8. Board President Communications

President Serwin thinks good work is being accomplished. He thanked Library Director Cathy Billings for updating the Library's policies in line with the updates to the Strategic Plan.

9. Board Member Communications

Vice President Bianca Richards had nothing to add.

Secretary Annie Chang was very pleased with the responses from the Strategic Plan survey.

Trustee F.J. Platt was happy to hear a Public Comment for the first time.

Motion by Library Board President Dean Serwin, seconded by Library Board Trustee Secretary Annie Chang Long, to add a Discussion Item to the 9/8/22 Library Board Agenda regarding the Health and Safety Concerns of the Library and Library Park.

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

Trustee Kenneth Gross had nothing to add.

10. Council Liaison Communications

Councilmember Diana Mahmud was not present.

Mayor Michael A. Cacciotti announced a Mobile Crisis Unit will begin next week to address the mental health crisis needs of the City. The Mobile Crisis Unit will include trained professionals to respond quickly to individuals experiencing mental health crises.

11. Friends of the Library Representative

Friends Board Representative Sally Kilby reported the Friends provide funding for the Summer Reading Program and was glad to see it such a success.

The Friends newsletter comes out once a month.

Sally Kilby attended the Woman of Distinction event that honored Library Director Billings.

Sally Kilby was part of the Community Advisory Committee that met with the Library Strategic Plan consultants.

The Friends Bookstore celebrated its 40th anniversary in July. The memorial fund established in honor of the founders of the Friends Bookstore has raised \$1,300 so far.

The coupons offered for the Last Chance books was quite popular.

The Friends partnered with the South Pasadena Chinese-American Club and the Library to screen the documentary *Far East, Deep South* that played to a capacity crowd in the Community Room on 7/29/22.

The Friends Retreat will take place on 8/18/22.

12. Trustee Liaison to the Friends

Vice President Richards had nothing to add.

13. Library Director

Library Director Billings has nothing further to add.

[Friends Board Representative Sally Kilby left the Library Board of Trustees meeting at 8:18 p.m.]

14. Real Property Negotiations

(Government Code Section 54956.8)
Number of Potential Cases: 1

City Attorney Jared reported that the Library Board recessed to the Closed Session with all members present to discuss the items on the agenda. Direction was provided to the City

Attorney's Office regarding those items, but no final action was taken. No reportable action was taken.

The Library Board of Trustees adjourned from closed session at 9:07 p.m.

NEXT MEETING: The next regular meeting of the Library Board of Trustees will be on Thursday, September 8, 2022 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 August 11, 2022 at 9:09 p.m.

Minutes approved _____ as written.
Minutes approved _____ as corrected.

President _____ Date _____



Library Board of Trustees Agenda Report

ITEM NO. 4

DATE: September 8, 2022

PREPARED BY: Cathy Billings, Library Director

SUBJECT: Library and Library Park Health and Safety Discussion

SPPL Vision Statement

The South Pasadena Public Library is a welcoming gathering place in our community to build connections, support creativity and encourage learning.

SPPL Values Statement

We are passionate and dedicated to improving lives. We are open to all and honor the diverse nature of those we serve. We demonstrate character and integrity to our customers, fellow staff members and the community.

Background

As per its Vision Statement, the South Pasadena Public Library strives to be a welcoming gathering place. It is staff's opinion, based on experience, interaction with customers, results of surveys, and usage statistics, that the vast majority of the time it is a welcoming place that people use in comfort and security. The Library has rules and regulations that customers must follow. Staff are tasked with enforcing these rules. The South Pasadena Municipal Code gives the Library the authority to suspend any person's use of the Library for periods of up to one year, depending on the nature of the rule violation. As with any public facility, there are customers who violate the rules; this can be disruptive to library operations and to other customers' use and enjoyment of the Library. The presence of persons suffering from mental illness, who are unable to manage their behavior, has increased over the past decade, and the pandemic seems to have exacerbated societal problems like homelessness and lack of access to medical care. Staff are employed everyday in serving the public and providing exceptional library services while also managing behavioral problems that could interfere with library operations.

The following information provides context for a discussion of Library and Library Park health and safety.

Library Code of Conduct/South Pasadena Municipal Code

The Library Board of trustees has the ability to enact bylaws, rules, and regulations "as may be necessary for the administration of the library" (SPMC 2.78(b)). Staff are responsible for enforcing rules. All policies adopted by the Trustees are contained in the

[Library Administrative Policy Manual](#). Rules relating to customer behavior in the library are documented in the [Library Code of Conduct](#). The South Pasadena Municipal Code provides a framework for suspending a person's library privileges when the rules are not followed. When a customer's privileges are suspended, they may not enter the Library or Library Park, except for the entry way to the Senior Center and the area within the Senior Center, for a set period of time. If they do come on the premises during their suspension, they are guilty of a misdemeanor.

Park Rules and Regulations and Enforcement

Following are portions of the South Pasadena Municipal Code that relate to park use. Enforcement is the responsibility of the Police Department or City Code Enforcement Officer.

- No persons permitted in the park between the hours of 10 P.M. and 5 A.M. (SPMC 21.2)
- Campfires and barbeques must remain in existing pits and fixtures provided for such purpose. (SPMC 21.6)
- Dogs must be kept on a leash of not more than six feet in length. (SPMC 21.23)
- Dog leash must be held by person capable of controlling the dog. (SPMC 21.23)
- Dog excrement must be removed promptly. (SPMC 21.23)
- No littering. (SPMC 21.17)
- No alcohol and smoking. (SPMC 21.18 & 17.54)
- No graffiti and vandalism. (SPMC 20.41 & 21.21)
- No unauthorized livestock. (SPMC 21.3)
- No horses or other ridden animals. (SPMC 21.11)
- No unauthorized motorized vehicles. (SPMC 21.11)
- No mechanical toys and model airplanes. (SPMC 21.19)
- No unauthorized firearms and fireworks. (SPMC 21.5)
- No unauthorized sales or offer to sell any article, merchandise, or thing whatsoever. (SPMC 21.16)
- No unauthorized carnival devices, including inflatable structures, such as bouncers and jumpers. (SPMC 21.25).

Park Signage

There is currently only one sign, on the El Centro side of Library Park, that provides a comprehensive list of rules and regulations. Library staff is working with Public Works to get 6 new signs made, for placement on balconies, Oxley and El Centro entrances, and Senior Center side door. They will highlight the regulations that are most relevant to the common behavioral problems:

NO PERSONS PERMITTED IN THE PARK BETWEEN 10 P.M. AND 5 A.M. (SPMC 21.2)
NO LITTERING (SMPC 21.17)
NO POSSESSION OR CONSUMPTION OF ALCOHOL (SPMC 21.18)
NO SMOKING (SPMC 17.54)

NO GRAFFITI (SPMC 20.41)
NO VANDALISM (SPMC 21.21)

Wi-Fi

The Library's Wi-Fi signal transmits beyond the walls of the building. During the pandemic, many libraries invested in equipment and technology to boost their signals so they would be available in an even wider area beyond the footprint of the library building. South Pasadena did not do this. A password is not required to access the South Pasadena Public Library's public Wi-Fi network. Best practice in public libraries is to not require a password for access. Many years of experience have proven passwords are an inconvenience to customers and libraries have moved away from requiring them. A recent survey of Southern California library directors found that out of 16 libraries who responded only 2 were requiring passwords, and those passwords were readily available through signage, or were provided in the Wi-Fi network name.

SPPL Wi-Fi is available between 8:00 a.m. and 10:00 p.m. daily. 10:00 p.m. is when the Park closes. Library staff occasionally use Wi-Fi between 8:00-10:00 p.m. for evening events in the Community Room.

Exterior Outlets

To staff's knowledge, there is only one outlet that used to be used by the public and it has been permanently blocked off for some time. It is located on the Diamond Street balcony. There is one other outlet near the Oxley Street entrance but it is in the bushes so not visible or easily accessible. If necessary, it can also be blocked.

Los Angeles Homeless Services Authority (LAHSA) Requests

Staff regularly make LAHSA outreach requests for people that we observe to be in need of assistance. Our internal log shows that since July 2019 we have made 34 requests. We received confirmation from LAHSA that 14 of these requests were followed up on by a team member.

Resources Brochure

The Library has modified and updated a brochure that provides information about resources for people experiencing homelessness and other issues. This is given to people who we perceive may be in need or who make a request for assistance or information from staff.

Mobile Crisis Team

The City launched its' Mobile Crisis Pilot Program on Thursday, August 18th. A mental health clinician and paramedic from Los Angeles Centers for Alcohol and Drug Abuse (L.A. CADA) will be onsite for 10 hours each Thursday to assist law enforcement with crisis calls. Staff will provide regular updates to Council, and is scheduling for the L.A. CADA team to meet the local faith-based community, social services providers, and City

Staff. Library staff met with the team on Thursday, September 1, 2022. In the near future it is expected that a homeless outreach component will be added to this program.

Security Guard

A properly trained security guard could be a benefit to library operations. The Library does have a history of using security guards. In the early 2000s, the Library was experiencing large numbers of disruptive students in the afternoons. An outside agency was contracted to provide security guards. This was ultimately not successful due to the rapid turnover of guards assigned and the inability to train them to provide security appropriate to a public library setting, which is more nuanced and less heavy-handed than what the assigned guards were accustomed to in other settings. The Library then created a "monitor" position to manage the afterschool crowd. Since that time the dynamic has changed. While we do still have behavioral problems with youth, the greater concern is behavioral problems with adults.

Facility Maintenance

Interior: The Library has seven days per week nightly custodial service and daytime service three days per week. Any issues of cleanliness are typically reported to staff immediately and the necessary measures are taken to address the issues. For security reasons, the restrooms on the second floor near the Community Room are only made available to the public when there is an event taking place in the Community Room or when the restrooms on the first floor are out of service. The first-floor restrooms are open and accessible whenever the Library is open. With anywhere from 400 to 700 visitors a day, it would be impracticable to have the restrooms locked and access controlled with keys or a code system. The size of the existing public restrooms is completely inadequate to meet the demand. In spring of 2023, staff plan to seek funding from the California State Library for critical infrastructure improvements that would include a complete remodel of the public restrooms.

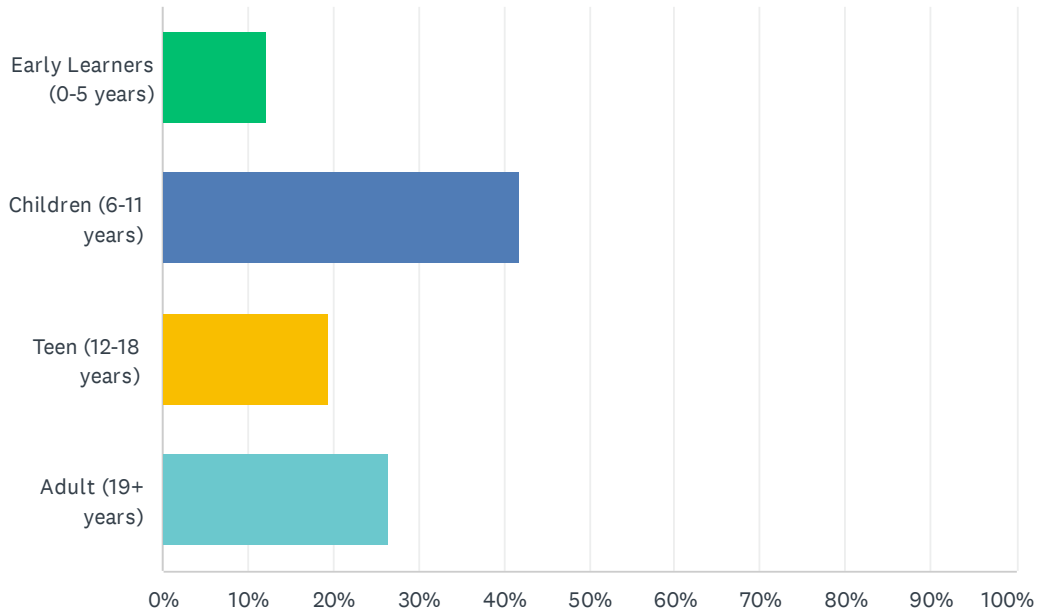
Exterior: The Public Works Department is responsible for the maintenance of City parks and the exterior of City facilities. The Library does contract with an outside vendor occasionally for special cleaning of balconies and entryways. Concerns about the accumulation of litter and the need for more frequent cleaning have been discussed with Public Works.

Security cameras

Library staff is working with the Public Works and Police departments to move this project forward. It is important that the system put in place be compatible with other systems already in use by the City. \$20,000 was appropriated last fiscal year for this project.

Q1 1. Which age group are you in?

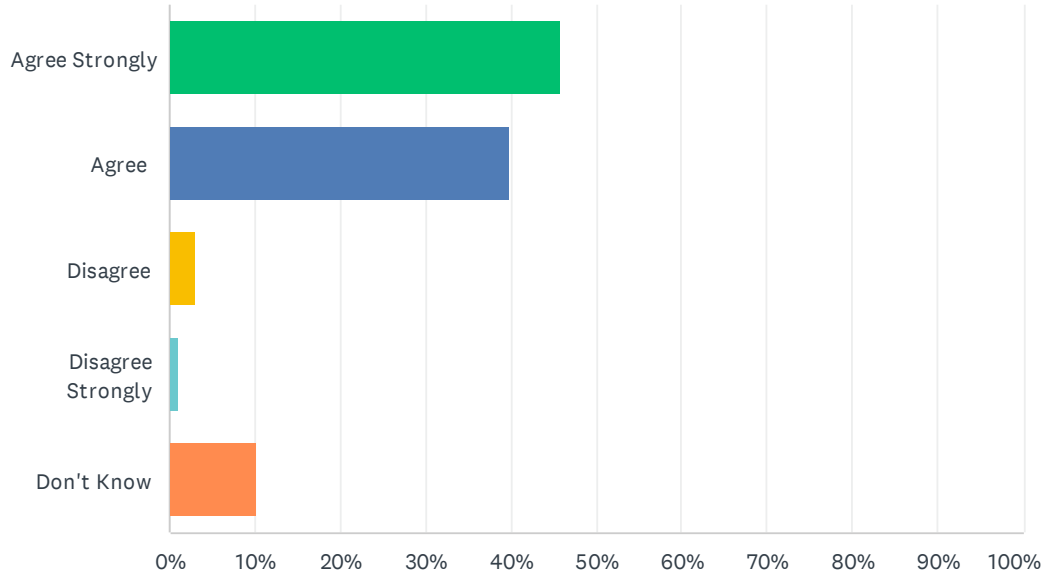
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES	
Early Learners (0-5 years)	12.24%	12
Children (6-11 years)	41.84%	41
Teen (12-18 years)	19.39%	19
Adult (19+ years)	26.53%	26
TOTAL		98

Q2 2. Please tell us how much you agree or disagree with these statements:a. I enjoyed taking part in activities offered by the library this summer.

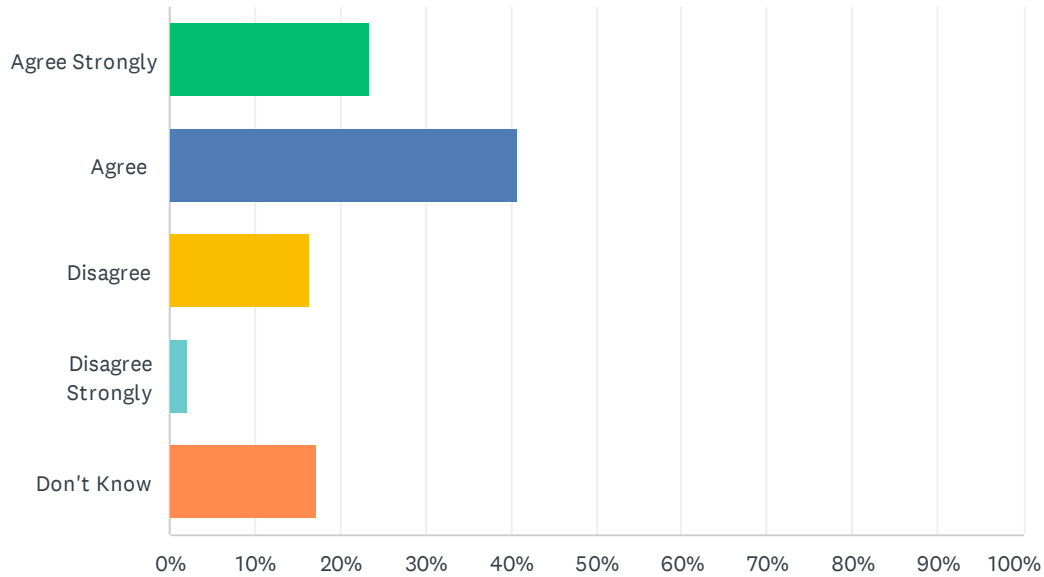
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree Strongly	45.92%	45
Agree	39.80%	39
Disagree	3.06%	3
Disagree Strongly	1.02%	1
Don't Know	10.20%	10
TOTAL		98

Q3 b. I learned something because of activities offered by the library this summer.

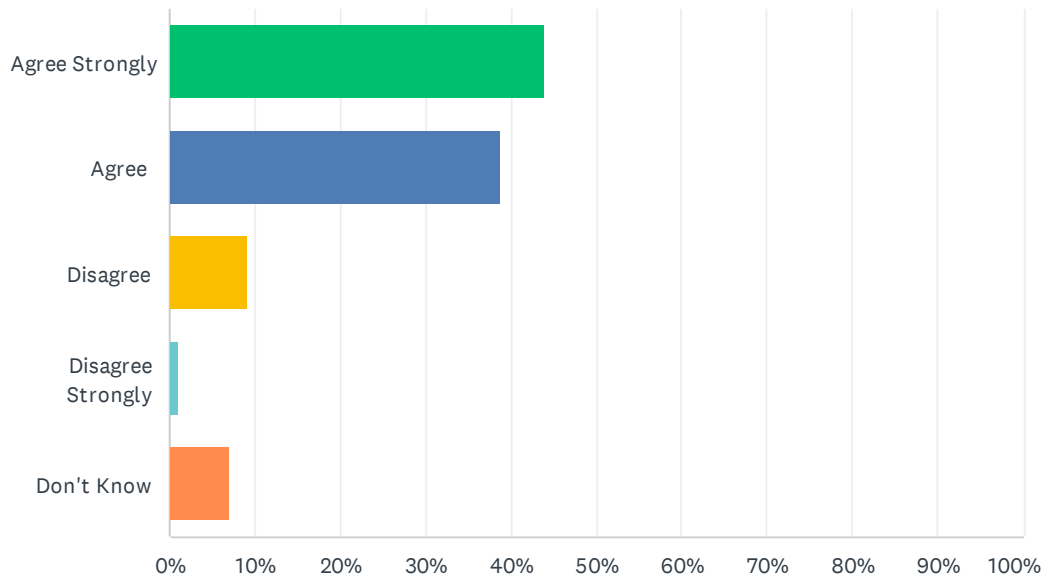
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree Strongly	23.47%	23
Agree	40.82%	40
Disagree	16.33%	16
Disagree Strongly	2.04%	2
Don't Know	17.35%	17
TOTAL		98

Q4 c. I got help from the library this summer.

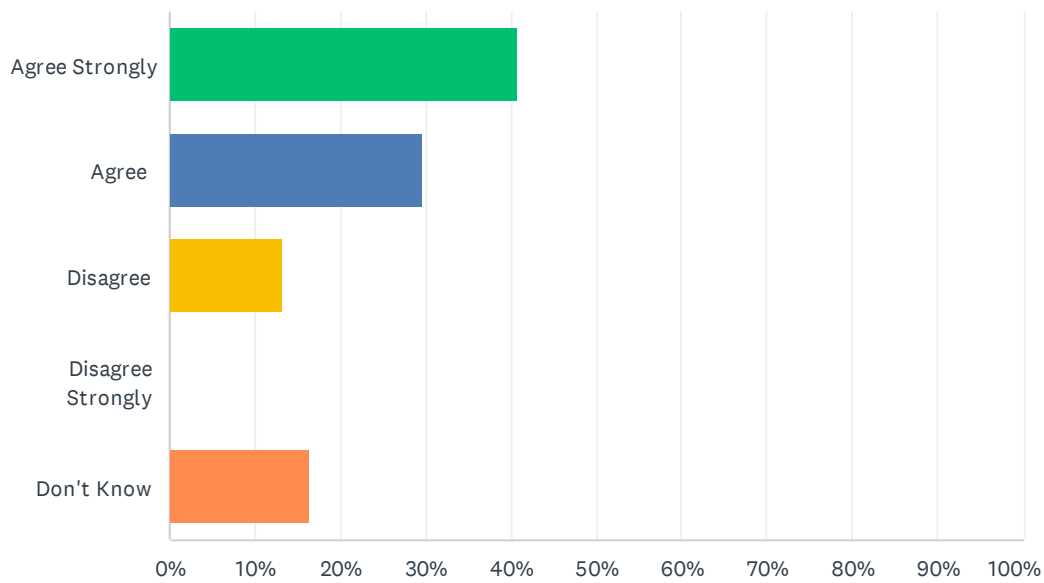
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree Strongly	43.88%	43
Agree	38.78%	38
Disagree	9.18%	9
Disagree Strongly	1.02%	1
Don't Know	7.14%	7
TOTAL		98

Q5 d. I plan to take part in library activities after the summer.

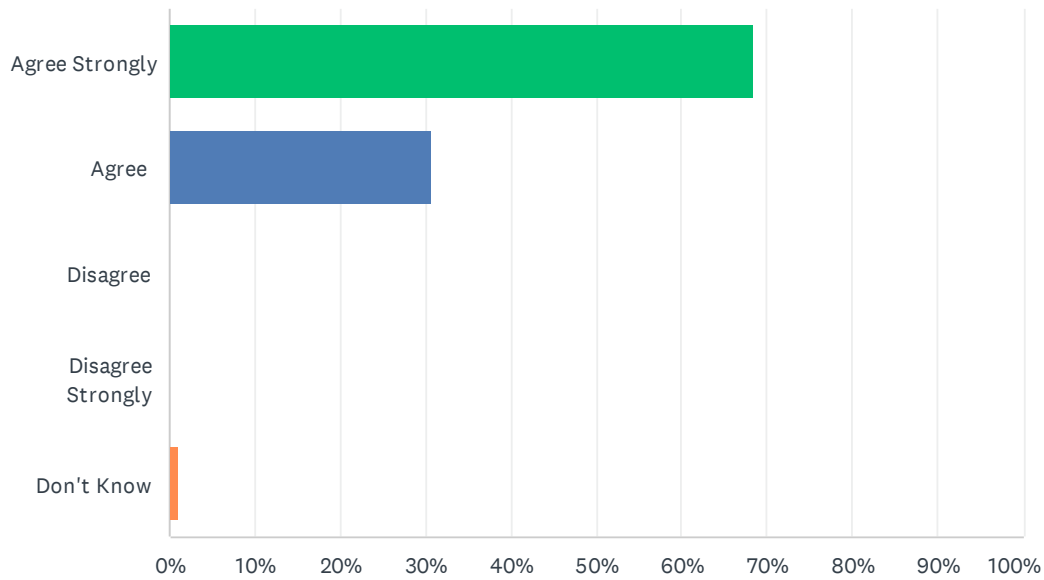
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree Strongly	40.82%	40
Agree	29.59%	29
Disagree	13.27%	13
Disagree Strongly	0.00%	0
Don't Know	16.33%	16
TOTAL		98

Q6 e. I look forward to visiting the library again.

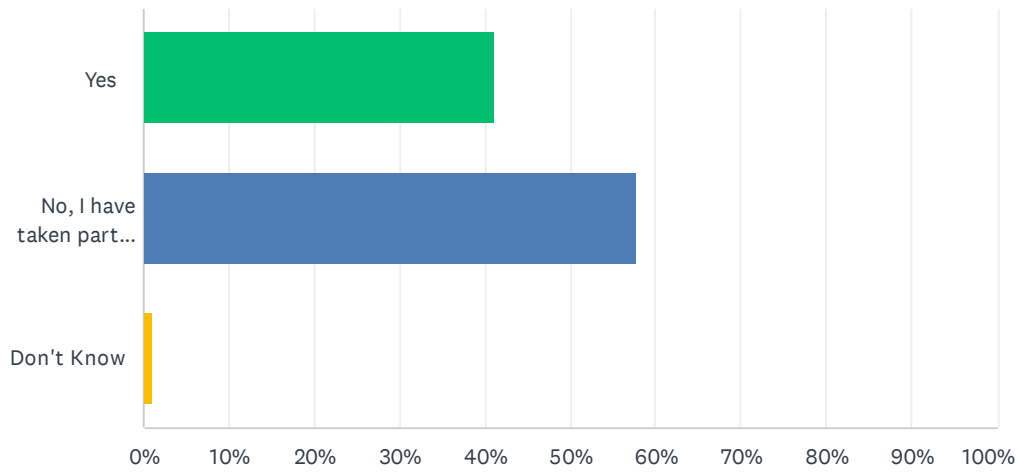
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree Strongly	68.37%	67
Agree	30.61%	30
Disagree	0.00%	0
Disagree Strongly	0.00%	0
Don't Know	1.02%	1
TOTAL		98

Q7 3. Is this the first time you took part in a summer library activity?

Answered: 97 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	41.24%	40
No, I have taken part before	57.73%	56
Don't Know	1.03%	1
TOTAL		97

Q8 4. What, if anything, do you like most about your library?

Answered: 71 Skipped: 27

#	RESPONSES	DATE
1	Staff, community events	8/15/2022 11:06 PM
2	Clean and friendly.	8/14/2022 11:12 AM
3	We went out of town for a few weeks. We did read, but didn't list the books read over the summer.	8/13/2022 7:21 AM
4	I specifically like the family storytime on Saturday and handcraft activities following the storytime.	8/12/2022 2:21 PM
5	South Pasadena is a special place with a special library that clearly serves the community. I've been coming to the South Pasadena library since I first arrived in LA 8 years ago. I've enjoyed seeing a variety of screenings and presentations in the big common room, including the whimsical tribute to Ray Bradbury, LOVED the taiko drummers who were mostly women from USC. And the giant fig out on the western side of the library, what an amazing beauty! South Pasadena rocks! So does this special little library!	8/11/2022 7:20 PM
6	book selection	8/9/2022 10:34 PM
7	that the staff is always patient and friendly, my son has special needs and everyone is lovely and helpful.	8/9/2022 7:10 PM
8	I love the evening/weekend programming as I'm unable to make it during the work week. I really enjoy the storytime and arts/craft activities.	8/9/2022 12:24 PM
9	In the past, I loved having the paper calendar that my kids filled out before. Filling out online information for my kids, who don't really use screens, took away their ability to do it themselves immediately after they read each day, and see their own progress. I stopped filling out the minutes after about a week.	8/8/2022 7:48 PM
10	Help picking out books.	8/8/2022 9:54 AM
11	I love how caring and friendly the staff are and how much they seem to love the library.	8/8/2022 9:04 AM
12	It has a lot of books.	8/7/2022 9:38 PM
13	I usually read during the whole year and can apply my reading habit during the summer reading program.	8/7/2022 9:14 PM
14	Having new books available.y	8/7/2022 4:51 PM
15	The children's librarians are awesome! They are so personable and always offer excellent advice and recommendations.	8/7/2022 1:14 PM
16	I love the librarians and all the books.	8/7/2022 10:58 AM
17	Kids liked prize possibilities.	8/7/2022 7:37 AM
18	The prizes	8/7/2022 7:17 AM
19	A dedicated children's wing with large selection of fictional and non-fictional works	8/6/2022 9:21 PM
20	Books	8/6/2022 9:11 PM
21	the vibe	8/6/2022 8:08 PM
22	The fact that it has books :)	8/6/2022 7:49 PM
23	friendly staff and organized	8/6/2022 7:31 PM
24	It's an inviting place to visit and I like that the children's area is for kids and their caregivers only.	8/6/2022 4:19 PM

South Pasadena Public Library | Summer 2022 Outcomes Survey

25	Good selection of books and helpful staff	8/6/2022 12:08 PM
26	Separate childrens room and helpful staff	8/6/2022 9:30 AM
27	Variety of books and children programs	8/6/2022 5:47 AM
28	I like the tranquil atmosphere in the library that allows you to relax.	8/6/2022 5:43 AM
29	Judy gets so personal with the kids- picks out books for them that she thinks they'll enjoy. It's nice to see a familiar face and someone invested in their joy of reading!	8/6/2022 12:05 AM
30	encouraging us to read many different kinds of books in the summer and getting prizes	8/6/2022 12:04 AM
31	It's close to home	8/5/2022 11:03 PM
32	I love the wide variety of genres and the friendly and helpful staff. I also love the Summer Reading Program because it encourages kids to read.	8/5/2022 9:45 PM
33	location.....collection of books and magazines and newspapers	8/5/2022 7:53 PM
34	It's my first time at the south Pasadena public library. The staff was kind, knowledgeable, and helpful.	8/5/2022 6:23 PM
35	Separate childrens room and helpful staff	8/5/2022 6:20 PM
36	Cozy community feel, nearby	8/5/2022 6:04 PM
37	The super friendly children's librarian	8/5/2022 5:35 PM
38	The people at the library are very nice! And I think the 4th of July parade is very special. Along with this, the atmosphere is relaxed but excited at the same time!	8/5/2022 5:26 PM
39	Neighborhood gathering place and friendly staff	8/5/2022 4:34 PM
40	I really like the workers who work there.	8/5/2022 4:21 PM
41	I don't know there's so much.	8/5/2022 3:57 PM
42	Helpfulness of the staff	8/5/2022 3:56 PM
43	I like the books and study space the most. I wish there was more space to study and some isolated spaces for just one person. There could be a bit more towards targeting older kids rather than children.	8/5/2022 3:53 PM
44	Selection of books, rewards/incentives for participation in summer reading program.	8/5/2022 3:50 PM
45	The books!	8/5/2022 3:07 PM
46	The staff is incredibly friendly and helpful.	8/5/2022 3:01 PM
47	Staff, collection, events	8/5/2022 2:54 PM
48	The librarians are great. I like that it feels more open and bright now. It used to be so dark which was not welcoming.	8/5/2022 2:45 PM
49	I like the quiet work environment	8/5/2022 2:36 PM
50	The librarian	8/5/2022 2:33 PM
51	The children's librarians are so welcoming and create a sense of community, which allows my children to feel at ease in the library and inclined to explore on their own.	8/5/2022 2:22 PM
52	quieter than other libraries;	8/5/2022 2:17 PM
53	Events, activities	8/5/2022 2:02 PM
54	It's cozy and has a good selection and it's quiet	8/5/2022 2:00 PM
55	Borrowing books to take home and learn about my favorite things.	8/5/2022 1:50 PM
56	The fact that the library caters to adults equally as children. We want programs and fun events or activities too.	8/5/2022 1:39 PM
57	It's nice and clean (on the inside). Also, it's fairly quiet (for the most part). I live the location of	8/5/2022 1:39 PM

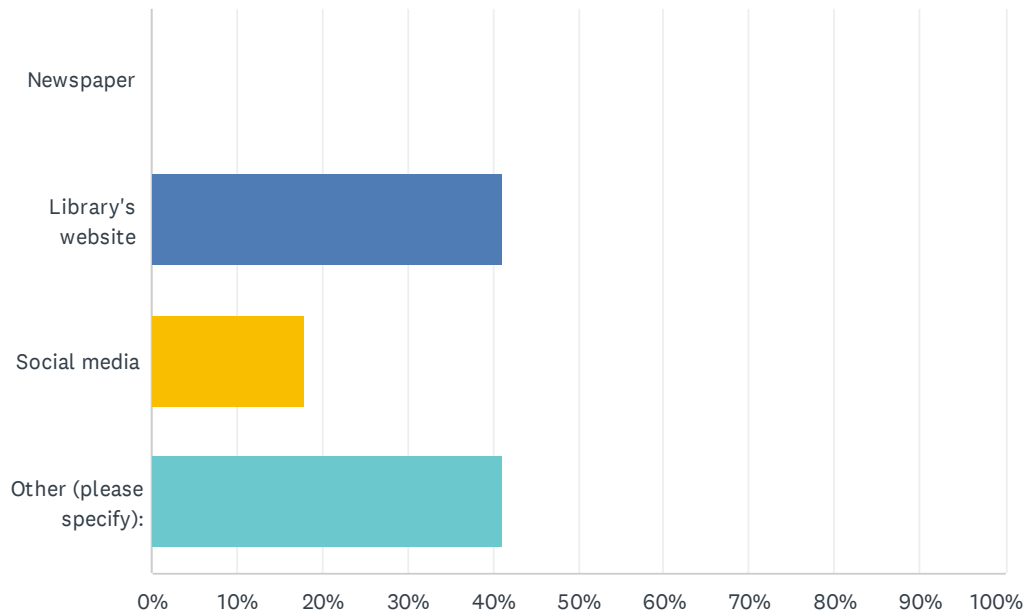
South Pasadena Public Library | Summer 2022 Outcomes Survey

the library as well! The summer program was a GREAT way to encourage students to read this summer!

58	My kids loved the contest and the prizes . It definitely motivates them . The library staff is very friendly and always helpful. Thank you.	8/5/2022 1:33 PM
59	I like the large selection of well-kept and organized books that can be enjoyed by everyone in the public.	8/5/2022 1:27 PM
60	Borrowing the books that I love.	8/5/2022 1:24 PM
61	I take my 4 and 6 year old grandchildren to the library weekly. They love browsing in the children's room.	8/5/2022 1:23 PM
62	Kind librarians, great children's section, location.	8/5/2022 1:22 PM
63	The collections have what I need and am looking for. Plus the bookstore and Last Chance book sales are phenomenal.	8/5/2022 1:21 PM
64	I like the library's welcoming atmosphere, and the opportunities it provides.	8/5/2022 1:19 PM
65	It's a friendly place with a wide variety of items to check out.	8/5/2022 1:10 PM
66	My daughter loved the story time activities when she was little. Now she loves reading and discovering new books.	8/5/2022 1:00 PM
67	Books! Access to books and place to read and learn	8/5/2022 1:00 PM
68	I love our library - the children's library is awesome and we enjoy the programs.	8/5/2022 12:59 PM
69	I live so close, so I love the convenience of being able to drop by at any time.	8/5/2022 12:58 PM
70	Everything .	8/5/2022 12:56 PM
71	Nice location & charming architecture, friendly staff	8/5/2022 12:50 PM

Q9 5. Where did you learn about the Library's programs?

Answered: 95 Skipped: 3



ANSWER CHOICES	RESPONSES
Newspaper	0.00% 0
Library's website	41.05% 39
Social media	17.89% 17
Other (please specify):	41.05% 39
TOTAL	95

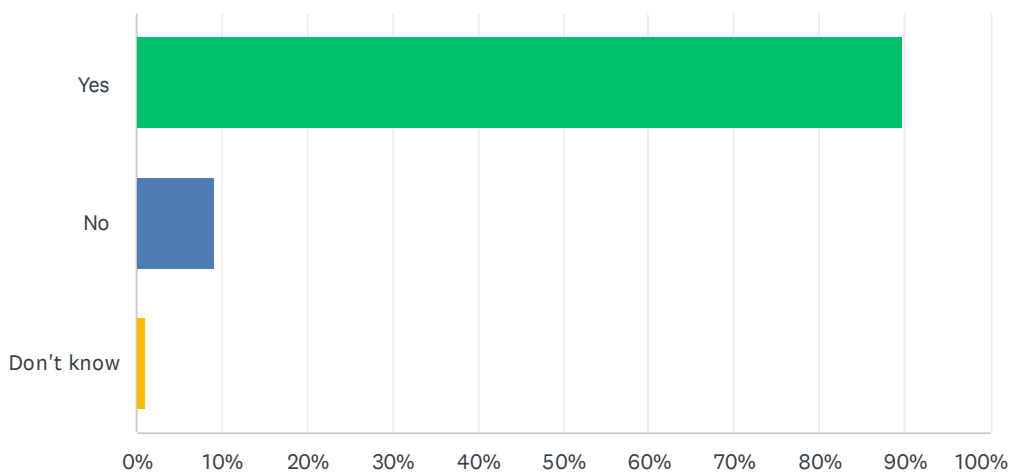
#	OTHER (PLEASE SPECIFY):	DATE
1	by way of an employee of the library	8/15/2022 11:12 AM
2	My mom	8/11/2022 7:42 PM
3	Usually by the postings at the library display	8/11/2022 7:20 PM
4	school	8/8/2022 7:48 PM
5	From my child's school	8/7/2022 9:38 PM
6	I glance through library programs usually through library's website and a couple of time through social media.	8/7/2022 9:14 PM
7	Librarian visiting son's class	8/7/2022 7:37 AM
8	Library emails	8/6/2022 9:21 PM
9	Family	8/6/2022 9:11 PM
10	walk-in	8/6/2022 4:19 PM
11	School	8/6/2022 12:08 PM

South Pasadena Public Library | Summer 2022 Outcomes Survey

12	All of the above	8/6/2022 9:48 AM
13	At PTA Council meeting	8/6/2022 5:47 AM
14	School announcements and friends.	8/6/2022 5:43 AM
15	In the library	8/5/2022 11:03 PM
16	visiting library	8/5/2022 7:53 PM
17	I searched the web	8/5/2022 6:23 PM
18	In the library	8/5/2022 5:48 PM
19	School advertising	8/5/2022 4:33 PM
20	parents	8/5/2022 4:21 PM
21	At the library	8/5/2022 3:57 PM
22	Going to the library and from participating in them.	8/5/2022 3:53 PM
23	SPUSD school announcements	8/5/2022 3:50 PM
24	I've gone to the library with my children regularly since we moved to South Pasadena.	8/5/2022 2:45 PM
25	through librarian	8/5/2022 2:33 PM
26	When I went to the library the information was offered.	8/5/2022 2:22 PM
27	Friends	8/5/2022 2:00 PM
28	PTA newsletter	8/5/2022 1:50 PM
29	in person	8/5/2022 1:49 PM
30	Librarian	8/5/2022 1:39 PM
31	In the Library	8/5/2022 1:27 PM
32	At the library	8/5/2022 1:23 PM
33	during my in-person visit	8/5/2022 1:21 PM
34	Word of mouth.	8/5/2022 1:19 PM
35	Just know about it from previous years	8/5/2022 1:17 PM
36	At the library.	8/5/2022 1:10 PM
37	From visiting the library	8/5/2022 1:00 PM
38	Through friends and family	8/5/2022 12:51 PM
39	Visit	8/5/2022 12:50 PM

Q10 6. Do you have a South Pasadena Library card?

Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	89.80%	88
No	9.18%	9
Don't know	1.02%	1
TOTAL		98

Q11 7. Is there anything you would like to tell us?

Answered: 50 Skipped: 48

#	RESPONSES	DATE
1	please have more opportunities to earn prizes next year. More programming on weekends please	8/25/2022 10:40 AM
2	Did not realize the summer reading program ended before August. We didn't claim our prizes or submit our raffle tickets in time.	8/14/2022 11:12 AM
3	You all do a wonderful job. Thanks!	8/13/2022 7:21 AM
4	Long live the South Pasadena library! And I look forward to when this wretched pandemic finally dies out and hope that there may be art events, and even the possibility of teaching skills in the arts to other library patrons.	8/11/2022 7:20 PM
5	Love the woman in the children's library. (Taller, Blonde, loves books). I should know her name ugh!! She has been energetic and knowledgeable with helping spark an interest in books for my kids	8/9/2022 10:34 PM
6	keep up the excellent work	8/9/2022 7:10 PM
7	I totally understand that making things online can be easier in many cases, saves paper, etc. But something that's geared in large part towards small children should still be tangible, and not app- or internet-based. My kids had no part in logging their own hours and we just stopped doing the library program after a few days. They weren't even aware I was logging the hours. I liked the old days where we brought in our paper every week and turned it in for a little prize, and the kids would check out books, etc. It brought us physically in to the library and the kids thoroughly enjoyed it. I wish it were still done this way, or possible both this option and an app-based option could be available.	8/8/2022 7:48 PM
8	I think we should go back to a non-digital version of the summer reading program. Trying to minimize screen time for everybody! the app was on my phone and a bit of a pain to log into, so we didn't track his minutes. Giving the child a piece of paper works better, I think.	8/8/2022 3:24 PM
9	The summer reading program online app was very difficult to use so we gave up. Would love to return to just the paper version from prior years! We try to keep our kids off the phones and it's better for them to record the minutes on paper. And none of us could figure out how to use the app anyway!	8/8/2022 9:54 AM
10	None	8/8/2022 9:04 AM
11	I would like to see more opportunity for adult summer program and events.	8/7/2022 9:14 PM
12	I was not able to record my minutes that I had read on my computer.	8/7/2022 4:51 PM
13	Love Ms. Judy McNeeb! She makes my kids laugh and they know they can always ask her for help.	8/7/2022 1:14 PM
14	Can you get more manga?	8/7/2022 10:58 AM
15	The app was confusing. We did not know what the min reading time was to earn prizes. My son was highly motivated by the prizes so it would be nice to have an easy way to track how many more minutes of reading time he needed for the next prize.	8/7/2022 7:17 AM
16	I appreciate that the summer reading prizes this year are books in new or near new condition, and the selection was good. I wish more of the Chinese books were in traditional characters though - there was a good selection of Chinese books for prizes, but they were all in simplified characters.	8/6/2022 9:21 PM
17	No	8/6/2022 9:11 PM
18	can't wait to participate again next year	8/6/2022 7:31 PM

South Pasadena Public Library | Summer 2022 Outcomes Survey

19	thank you for what you do!	8/6/2022 4:19 PM
20	I wish there was a paper option to track reading since that would be much easier to do on the fly when reading with my child. If there was that option, then please advertise it. Would love to have more weekend programming options so those of us who work more traditional hours during the week. Thanks!	8/6/2022 9:30 AM
21	Fantastic job! The library is one of our favorite places to be. The kids love books because we have been visiting the library ever since they were little.	8/6/2022 12:05 AM
22	Thank you for the summer reading program! It was fun participating and reading many books. Thank you for the free book! :)	8/6/2022 12:04 AM
23	You're doing an amazing job at the library. Thank you so much for providing such a safe, creative, and kind space to work, browse, and read!	8/5/2022 9:45 PM
24	great library	8/5/2022 7:53 PM
25	I wish there was a paper option to track reading since that would be much easier to do on the fly when reading with my child. If there was that option, then please advertise it. Would love to have more weekend programming options so those of us who work more traditional hours during the week. Thanks!	8/5/2022 6:20 PM
26	I didn't like recoding it on an app. Children don't have phones or tablets so it all fell on the parent.	8/5/2022 5:35 PM
27	I just want to say that the volunteer program was very fun!	8/5/2022 5:26 PM
28	Please increase quality of books given as rewards for summer reading program. Please consider putting shades up on windows by computers in children's department and updating games.	8/5/2022 4:34 PM
29	no	8/5/2022 4:21 PM
30	Thank you for appreciating my participation!	8/5/2022 3:07 PM
31	The children's room has such a great variety of books! I love that my kids and I can go to the library after school and work on homework. And parking around the library is free!!	8/5/2022 3:01 PM
32	It would have been helpful for the kids to know what activity will earn them a prize so they could work towards those goals	8/5/2022 2:33 PM
33	More kids activities, study spaces	8/5/2022 2:02 PM
34	We love your library	8/5/2022 2:00 PM
35	It was a challenge to engage in the new online set up. The interface is not user friendly and doesn't log entered information properly. There were less visual incentives than previous years i.e. prize case, raffle bins, etc. It would be nice to have in person minute logging for residents and a more inviting library for all could help.	8/5/2022 1:49 PM
36	N/A	8/5/2022 1:39 PM
37	We would love to see more library events in the future .	8/5/2022 1:33 PM
38	The library nurtures the spectacular South Pasadena community, and our whole family is grateful to have its services.	8/5/2022 1:27 PM
39	The grandchildren were sad that they will no longer get "prizes" for their reading.	8/5/2022 1:23 PM
40	Thank you for all you do!	8/5/2022 1:22 PM
41	The young students manning the table were very knowledgeable and helpful. I appreciate each interaction I had with them.	8/5/2022 1:21 PM
42	The library is doing a wonderful job getting feedback from the community.	8/5/2022 1:19 PM
43	It would have been nice to have more activities for older kids during summer, hopefully there will be some after school activities if they want to go somewhere to do homework or an activity.	8/5/2022 1:17 PM
44	I didn't receive any emails or anything after signing up for the summer library program which	8/5/2022 1:10 PM

South Pasadena Public Library | Summer 2022 Outcomes Survey

was disappointing. It was all done on the Beanstalk app which all libraries use so it didn't feel personal to my library/community.

45	Fantastic program! Inspiring young kids to read is so important. Thank you!	8/5/2022 1:00 PM
46	It would be great to increase selection of books or offer a place for us to suggest book purchases	8/5/2022 1:00 PM
47	I wish the summer reading program for little kids was on paper and involved paper tickets instead of digital through beanstalk. It's hard to motivate 2 and 4-year-olds when they can't log their own books/minutes and see the progress or incentives. I gave up a couple of weeks into the program and forgot about it until I received the survey email today.	8/5/2022 12:59 PM
48	I disliked the system for logging our information in the tracker for the summer program. My child is primarily reading picture books. Is there any way that you could automatically log the books checked out under a child's account? This would have vastly helped our participation. We are avid readers (at least one new picture book a day, read several chapters aloud in the evening) but I barely participated in the reading logging because I found it to be time-consuming/frustrating. We enjoyed the outdoor evening programming. But, for younger children it would be great to start 1/2 hour earlier to accommodate bedtimes (we usually start bedtime routine at 6:30pm) Thank you for the wonderful programming!	8/5/2022 12:58 PM
49	Those kids that sat in the lobby this summer, reading and answering questions & signing people up, were some of the nicest kids ever. You should throw them a party or something for a job well done .	8/5/2022 12:56 PM
50	Enjoy it all	8/5/2022 12:50 PM