



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

**A G E N D A
REGULAR MEETING
THURSDAY, DECEMBER 14, AT 7:00 P.M.**

**SOUTH PASADENA PUBLIC LIBRARY
RAY BRADBURY CONFERENCE ROOM, 2ND FLOOR
1100 OXLEY STREET, SOUTH PASADENA, CA 91030**

South Pasadena Commission 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.

Public participation may be made as follows:

- In Person – Ray Bradbury Conference Room, 1100 Oxley Street
- Via Zoom – **Webinar ID: 892 5352 3747/ Passcode: 073797**
- Written Public Comment – written comment must be submitted by 12:00 p.m. the day of the meeting by emailing to lbt@southpasadenaca.gov
- Via Phone – +1-669-900-6833 and entering the Zoom Meeting ID listed above.

Meeting may be viewed at:

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>.

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

PUBLIC COMMENT GUIDELINES (*Public Comments are limited to 3 minutes*)

The City welcomes public input. Members of the public can comment on a non-agenda subject under the jurisdiction of the City Council or on an agenda item, you may participate **by one of the following options:**

Option 1:

Participate in-person at the Library Conference Room.

Option 2:

Participate via Zoom.

Public Comment speakers have three minutes to address the Library Board, however, the Chair can adjust time allotted as needed. 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 to speak.

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. There is no word limit on emailed Public Comment(s). Please make sure to indicate:

- 1) Name (optional), and
- 2) Agenda item you are submitting public comment on.
- 3) Submit by no later than **12:00 p.m.**, on the day of the meeting.

PLEASE NOTE: The Chair may exercise the Chair's discretion, subject to the approval of the majority of the Commission to adjust public comment(s) to less than three minutes.

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.

PUBLIC COMMENT**1. PUBLIC COMMENT – GENERAL (NON-AGENDA ITEMS)**

General Public Comment will be limited to 30 minutes at the beginning of the agenda. If there are speakers remaining in the queue, they will be heard at the end of the meeting. Only Speakers who sign up in the first 30 minutes of public comment will be queued up to speak.

PRESENTATIONS**2. CALIFORNIA LIBRARY SERVICES ACT AND COOPERATIVE LIBRARY SYSTEMS****ACTION/DISCUSSION**

3. **REORDERING OF, ADDITIONS, OR DELETIONS TO THE AGENDA**
4. **APPROVAL OF MINUTES OF NOVEMBER 9, 2023 LIBRARY BOARD OF TRUSTEES MEETING**

Recommendation

It is recommended that the Board review and consider approval of the November 9, 2023, Meeting Minutes.

5. **APPROVAL OF 2024 MEETING DATES**

Recommendation

It is recommended that the Board review and approve the Meeting Dates for 2024.

6. **APPROVAL OF 2024 LIBRARY CLOSURES IN ADDITION TO CITY HOLIDAYS**

Recommendation

It is recommended that the Board review and approve 2024 Library closures that are in addition to the holiday closures recognized by the City.

7. **DATE FOR VOLUNTEER RECOGNITION EVENT**

Recommendation

It is recommended that the Board select a date for the Volunteer Recognition Event.

8. **LIBRARY POLICY REVIEW PROJECT STATUS UPDATE**

9. **LIBRARY OPERATIONS UPDATE**

COMMUNICATIONS

10. **BOARD PRESIDENT COMMUNICATIONS**
11. **BOARD MEMBER COMMUNICATIONS**
12. **CITY COUNCIL LIAISON COMMUNICATIONS**
13. **FRIENDS OF THE LIBRARY COMMUNICATIONS**
14. **TRUSTEE LIAISON TO THE FRIENDS COMMUNICATIONS**
15. **LIBRARY DIRECTOR COMMUNICATIONS**

PUBLIC COMMENT – CONTINUED

16. **CONTINUED PUBLIC COMMENT – GENERAL**

This time is reserved for speakers in the public comment queue not heard during the first 30 minutes of Item 1. No new speakers will be accepted at this time.

ADJOURNMENT

FOR YOUR INFORMATION

FUTURE LIBRARY BOARD MEETINGS

January 11, 2024 Regular Board Meeting 7:00 p.m.

(Pending approval of the 2024 meeting schedule by the Library Board of Trustees.)

PUBLIC ACCESS TO AGENDA DOCUMENTS AND BROADCASTING OF MEETINGS

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

AGENDA NOTIFICATION SUBSCRIPTION

If you wish to receive an agenda email notification please contact Library Administration via email at lbt@southpasadenaca.gov or call (626) 403-7330.

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 **December 14, 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.*

12/11/2023

/S/

Date

Sean Faye, Library Administrative Secretary



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

**MINUTES
REGULAR MEETING
THURSDAY, NOVEMBER 9, 2023, AT 7:00 P.M.**

CALL TO ORDER:

The Meeting of the South Pasadena Library Board of Trustees was called to order by Vice President Bianca Richards on Thursday, November 9, 2023, at 7:03 P.M. in the Library Conference Room, 1100 Oxley Street, South Pasadena, California.

ROLL CALL:

PRESENT

Vice President Bianca Richards
Trustee Kenneth Gross
Trustee Edward Pearson

ABSENT

President Dean Serwin
Secretary Annie Chang Long

Sean Faye, Library Administrative Secretary, announced a quorum.

CITY STAFF PRESENT:

Cathy Billings, Library Director; Janet Braun, Council Liaison; Sean Faye, Library Administrative Secretary; were present at Roll Call. The Friends of the Library Board representative presented reports or responded to questions as indicated in the minutes.

PUBLIC COMMENT

1. PUBLIC COMMENT – GENERAL (NON-AGENDA ITEMS)

In Person Comments:

South Pasadena resident Sally Kilby made a public comment to share that the Historic Performance Venue bill, authored by Senator Anthony Portantino, could be applied to the Community Room. She also spoke about possible changes for the Library’s Special Tax in 2024.

PRESENTATIONS

2. LIBRARY JOURNAL DESIGN INSTITUTE

Library Director Cathy Billings discussed her experience attending the *Library Journal* Design Institute conference in Hayward, CA.

ACTION/DISCUSSION

3. REORDERING OF, ADDITIONS, OR DELETIONS TO THE AGENDA

None.

4. APPROVAL OF MINUTES OF OCTOBER 12, 2023 LIBRARY BOARD OF TRUSTEES MEETING

Recommendation

It is recommended that the Board review and consider approval of the October 12, 2023, Meeting Minutes.

COMMISSION ACTION AND MOTION

A motion was made by Trustee Pearson, seconded by Trustee Gross, and approved by roll call vote to approve Item No. 4 as presented by staff. The motion carried 3-0-2 by the following vote:

AYES: Gross, Pearson, Richards

NOES: None.

ABSENT: Long, Serwin.

ABSTAINED: None.

5. PRESIDENT TO APPOINT NOMINATING COMMITTEE FOR 2024 BOARD OFFICERS

Recommendation

It is recommended that the Library Board of Trustees President appoint two Trustees to a nominating committee which will be responsible for presenting a proposed slate of officers at the January 2024 Board of Trustees meeting.

Vice President Richards and Trustee Gross will serve on the nominating committee for 2024 Board officers.

6. LIBRARY OPERATIONS UPDATE

Information was shared about library staffing and recruitments, past and upcoming library programs, the status of the Library's California State Library Building Forward grant application, and community outreach conducted by staff.

COMMUNICATIONS

7. BOARD PRESIDENT COMMUNICATIONS

None.

8. BOARD MEMBER COMMUNICATIONS

Trustee Gross enjoyed Library Director Billings' presentation.

Trustee Pearson shared a famous Andrew Carnegie quote about libraries.

Vice President Richards attended Council Liaison Braun's Open House on 11/5/23 and appreciated her comments about the Library.

9. COUNCIL LIAISON COMMUNICATIONS

City Council Liaison Braun has been in contact with the City Manager and Public Works Department regarding the installation of new patio furniture. She was informed that a bid was received, but was more expensive than anticipated.

Following up on a discussion from a previous Trustee meeting, Councilmember Braun reported that she spoke with the Finance Director who confirmed that the Carlyle bequest funds have a separate account, and would earn interest at the same rate as the rest of the City's portfolio.

10. FRIENDS OF THE LIBRARY REPRESENTATIVE COMMUNICATIONS

Friends Board President Ellen Torres provided updates about the Friends' nominating committee and the upcoming review of their bylaws to possibly restructure Board positions. The budget was proposed, and will be voted on in December, and adopted at their annual meeting. The Friends Holiday Luncheon is scheduled for 12/7/23. The membership drive is not as strong as last year. Friends member Kevin O'Neill will conduct outreach outside the Community Room during the Farmers Market today and 11/30/23 to promote Friends membership, the Friends Bookstore, and Restoration Concert Series. The Friends Holiday Book Sale will be 12/1/23-12/3/23. She shared details about the lucrative sale of books on eBay, the next Restoration Concert on 11/19/23, the newsletter, social media growth, and the potential sale of the Steinway piano.

10. TRUSTEE LIAISON TO THE FRIENDS COMMUNICATIONS

Vice President Richards expressed support for the Restoration Concert Committee's rental of a Steinway piano and for Kevin O'Neill's outreach efforts.

12. LIBRARY DIRECTOR COMMUNICATIONS

None.

PUBLIC COMMENT - CONTINUED

13. CONTINUED PUBLIC COMMENT - GENERAL

None.

ADJOURNMENT

There being no further matters, Vice President Richards adjourned the meeting of the Library Board of Trustees at 7:55 P.M. to the next Regular Library Board of Trustees meeting scheduled for December 14, 2023.

Respectfully submitted:

Sean Faye
Staff Liaison, Library Administrative Secretary

APPROVED:

Dean Serwin
President

ATTEST:

Sean Faye
Staff Liaison, Library Administrative Secretary

Approved at Commission Meeting: January 11, 2024



Member Orientation

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE

FY 2023/24



Agenda

Establishment of Library Cooperatives

About Southern California Library Cooperative (SCLC)

Responsibilities of SCLC

Benefits of Cooperative Membership

SCLC Funding

Staff

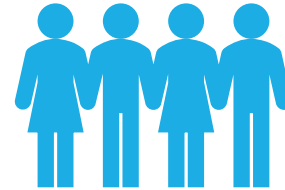
California Library Services Act



Enacted 1963

State of California Education Code [18700 - 18767]

“The Legislature finds and declares that it is in the interest of the people of the state to ensure that all people have free and convenient access to all library resources and services that might enrich their lives, regardless of where they live or of the tax base of their local government.”













Establishes cooperative system

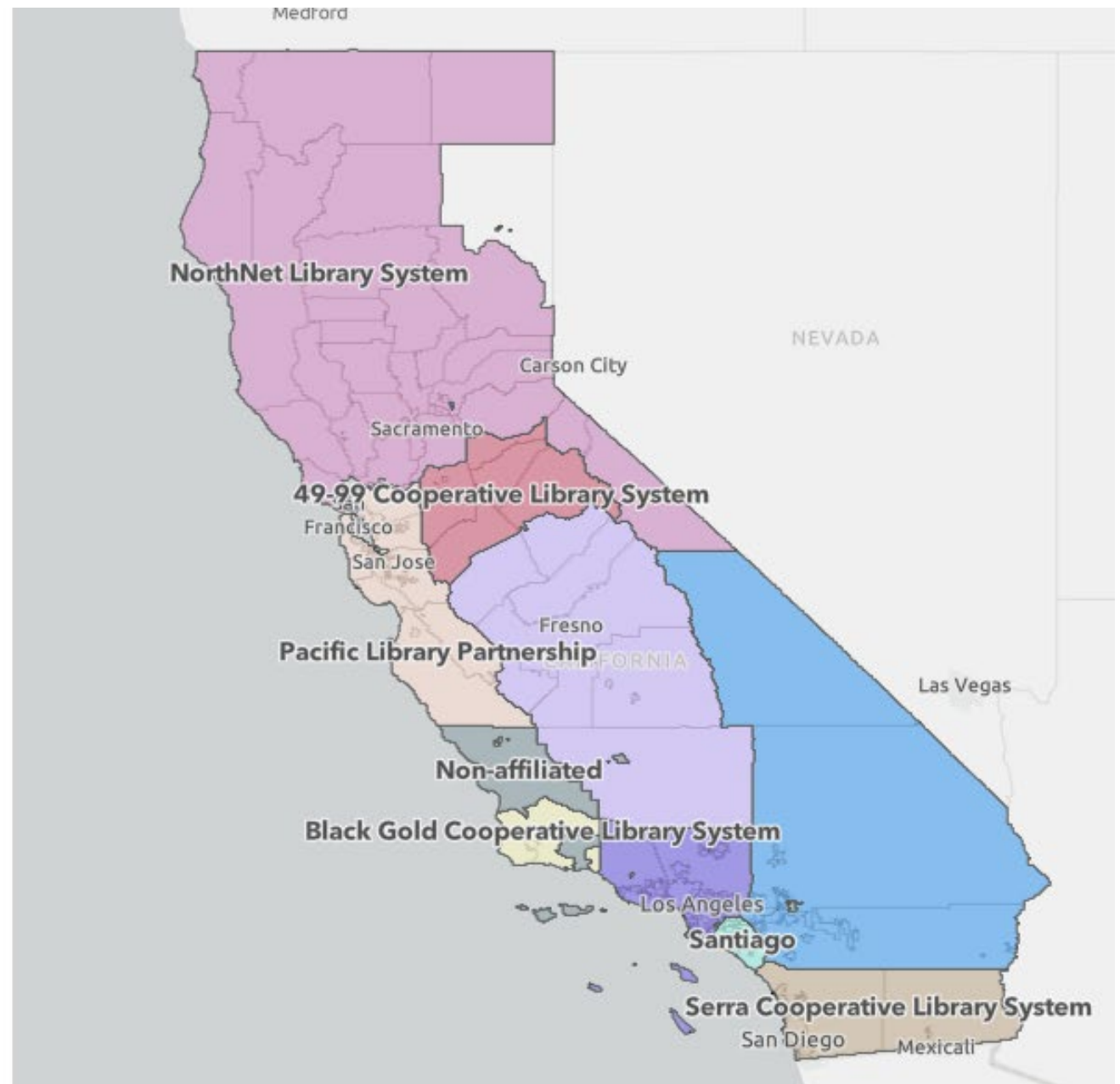
All public libraries in California are eligible for membership in a cooperative, and through the cooperatives, the California State Library (CSL) and California Library Services Board (CLSB) distribute funding for resource sharing and cooperative activities.

- Communication and delivery
- Reference to supplement local capacity
- Resource sharing across jurisdictions
- Emphasis on service to under resourced populations

CLSA Systems

-  49-99 Cooperative Library System
-  Black Gold Cooperative Library System
-  Inland Library System
-  Non-affiliated
-  NorthNet Library System
-  Pacific Library Partnership
-  San Joaquin Valley Library System
-  Santiago
-  Serra Cooperative Library System
-  Southern California Library Cooperative
- others

(Nine Cooperatives)





Southern California Library Cooperative

About

A Joint Powers Authority (JPA) - Subject to the Brown Act

Made up of 40 independent city, county, and special district public libraries members located in Los Angeles and Ventura counties

Provides a resource-sharing network

Mission

SCLC enhances the resources of independent libraries through cooperative services to better serve their local library users.

Vision

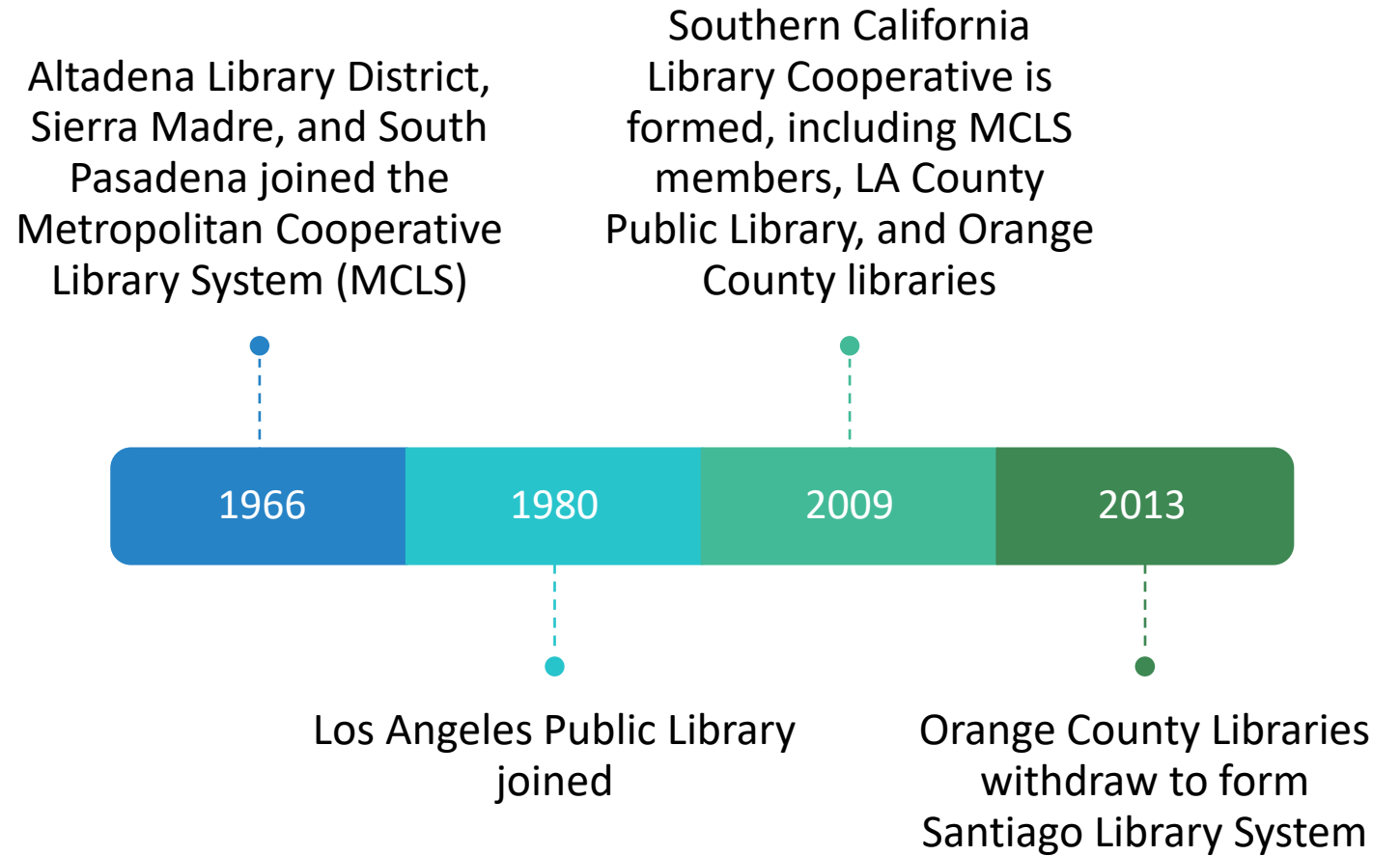
SCLC is a dynamic and expanding consortium of information and service providers with a shared mission and resources which benefit members' clientele.

Strategic Plan

Adopted by the Administrative Council in 2022. Strategic priorities for next 3-5 years:

- Resource nexus
- Transparency, advocacy, and engagement
- Organizational health and sustainability

History



Primary Responsibilities of SCLC



Provide for the needs of the member libraries and the public they serve



Oversee CLSA fund requirements received annually



Ensure all state reports are filed accurately and on time



Facilitate quarterly meetings, subject to the Brown Act

Benefits of Cooperative Membership



CLSA FUNDS



ADVOCACY
SUPPORT



GRANTS



BEST
PRACTICES



CALIFA
MEMBERSHIP



CLSA Funds

California State Library distributes funds to each cooperative using a population-based formula

Funding is split into two categories:

- Communication & Delivery (80% of funds)
- System Administration (20% of funds)

System	Baseline Budget	System Administration	Total
Black Gold	\$ 111,082	\$ 27,770	\$ 138,852
49-99	\$ 120,101	\$ 30,025	\$ 150,126
Inland	\$ 299,065	\$ 74,767	\$ 373,832
NorthNet	\$ 663,910	\$ 165,977	\$ 829,887
PLP	\$ 569,046	\$ 142,261	\$ 711,307
SJVLS	\$ 191,525	\$ 47,881	\$ 239,407
Santiago	\$ 177,074	\$ 44,268	\$ 221,342
Serra	\$ 212,595	\$ 53,149	\$ 265,743
SCLC	\$ 559,604	\$ 139,900	\$ 699,504
Total funding	\$ 2,904,000	\$ 726,000	\$ 3,630,000

CLSA Funds

CLSA Funds: Communication & Delivery

Delivery between member libraries

Shared E-Resources

- Subscription to PressReader
- Subscription to Gale Archive of Gender and Sexuality

Advocacy Support



Advocate for changes in CLSA regulatory language



Expand the definition of CLSA acceptable use of funds for resource sharing



Identify and support regional priorities related to CLSA and non-CLSA work



ED serves on CLA Legislative Committee

Grant Oversight & Management



Grant oversight and management in collaboration with the State Library



Former and current grants

Public Library Staff Education Program (PLSEP)

Home Connectivity Kits

California Library Collection Initiatives

Digital Navigators Program

Backpack Program

Shared Best Practices



Members engage at quarterly meetings and offline (listserv) to share best practices and provide resources

Standing committees, ad hoc committees, and interest groups allow staff from member libraries to collaborate and learn from one another, and provide resources to the community

Standing committees:

- Executive Committee
- Nominating Committee
- Audit and Finance Committee
- Leadership and Professional Development Committee (newly-formed)

Califa Cooperative Membership



Califa is a nonprofit library membership consortium



Services

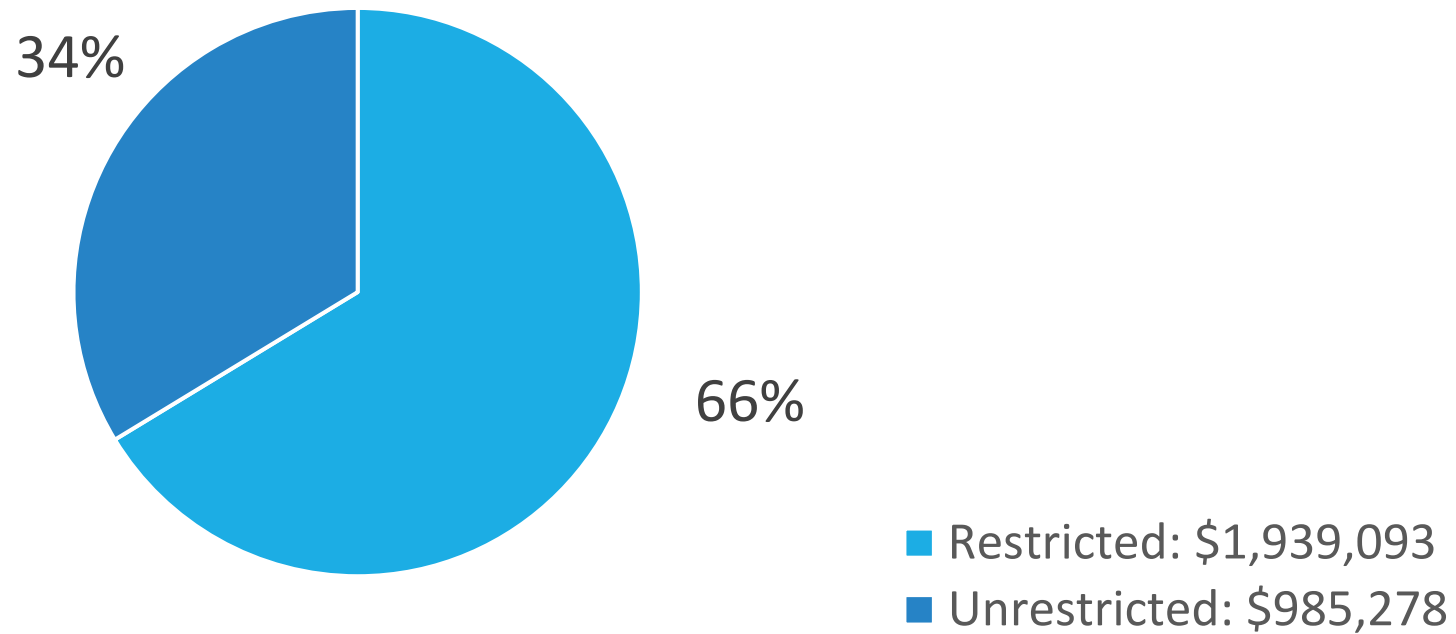
Digital resources broker
Library procurement
Vendor prototyping



Libraries receive a 10% discount on Califa membership when they join as a cooperative

SCLC Revenue Sources

FY 2023/24 Revenues: \$2,924,371



Controller

Executive
Director

Deputy
Director

Project
Manager

Administrative
Assistant

SCLC Staff



Prepared By

Christine Powers
Executive Director, SCLC

With additional edits by Cathy Billings
Director, South Pasadena Public Library



Library Board of Trustees Agenda Report

ITEM NO. 5

DATE: December 14, 2023
FROM: Cathy Billings, Library Director
SUBJECT: Library Board of Trustees 2024 Meeting Schedule

Recommendation

It is recommended that the Board review and approve the 2024 schedule of regular meetings and approve a start time of 7:00 p.m. for regular meetings.

Background

Per its Bylaws, regular meetings of the Library Board of Trustees shall be held on the second Thursday of each calendar month. The Board may combine the July and August meetings into one meeting.

Discussion/Analysis

Staff have determined the proposed meeting dates do not conflict with any holidays.

The proposed meeting dates are:

Thursday, January 11, 2024
Thursday, February 8, 2024
Thursday, March 14, 2024
Thursday, April 11, 2024
Thursday, May 9, 2024
Thursday, June 13, 2024
Thursday, July 11, 2024
Thursday, August 8, 2024
Thursday, September 12, 2024
Thursday, October 10, 2024
Thursday, November 14, 2024
Thursday, December 12, 2024



Library Board of Trustees Agenda Report

ITEM NO. 6

DATE: December 14, 2023

FROM: Cathy Billings, Library Director

SUBJECT: Approval of Special 2024 Library Closures

Recommendation

It is recommended that the Board review and approve 2024 Library closures that are in addition to the holiday closures recognized by the City, as follows:

Sunday, March 31	Closed	Easter
Thursday, October 31	Close at 6:00 p.m.	Halloween
Wednesday, November 27	Close at 5:00 p.m.	Thanksgiving Eve
Tuesday, December 24	Close at 5:00 p.m.	Christmas Eve

Background

Because of the Library's seven days per week operating schedule, it is necessary to close the Library on certain dates that are not holidays recognized by the City. In the past, staff has brought these proposed closures to the Trustees for review and approval at different times throughout the year.

Discussion/Analysis

Library staff are asking the Trustees to review proposed closures for the entire 2024 calendar year at the beginning of the year, to gain efficiency and to make it easier to communicate Library closures to the public.

The City grants the following days off to employees:

January 1	New Year's Day
3 rd Monday in January	Martin Luther King, Jr. Birthday
3 rd Monday in February	President's Day
Last Monday in May	Memorial Day
June 19	Juneteenth
July 4	Independence Day
1 st Monday in September	Labor Day
November 11	Veterans Day
4 th Thursday in November	Thanksgiving Day
Friday After Thanksgiving	Substitute for Admission's Day
December 25	Christmas Day

Approval of Special 2024 Library Closures

December 14, 2023

Page 2 of 2

Winter Holiday Closure 2024

December 26 (Thursday).....Paid Leave Day 1

December 30 (Monday).....Paid Leave Day 2

December 31 (Friday).....Paid Leave Day 3

The City’s “Winter Holiday Closure” gives employees three specified days of paid leave between Christmas Day and New Year’s Day. For the City Departments that are on a four-day per week Monday through Thursday schedule, these three days mean that those employees do not have to work at all between Christmas Day and New Year’s Day. Because the Library is open to the public seven days per week, and Library staff work a five-day per week schedule, the Library is necessarily open, and staff are scheduled to work between Christmas Day and New Year’s Day. The days/dates that the Library is open vary each year based on the calendar and when the City granted holidays and Winter Closure paid leave days fall.

If the Trustees approve the proposed closures, the Library’s 2024 Winter Closure schedule will be as follows:

2023						
Monday 23-Dec	Tuesday 24-Dec	Wednesday 25-Dec	Thursday 26-Dec	Friday 27-Dec	Saturday 28-Dec	Sunday 29-Dec
LIBRARY OPEN	LIBRARY OPEN CLOSE EARLY 5PM	LIBRARY CLOSED CITY HOLIDAY	LIBRARY CLOSED PAID LEAVE DAY 1	LIBRARY OPEN	LIBRARY OPEN	LIBRARY OPEN
2023			2024			
Monday 30-Dec	Tuesday 31-Dec	Wednesday 1-Jan	Thursday 2-Jan	Friday 3-Jan	Saturday 4-Jan	Sunday 5-Jan
LIBRARY CLOSED PAID LEAVE DAY 2	LIBRARY CLOSED PAID LEAVE DAY 3	LIBRARY CLOSED CITY HOLIDAY	LIBRARY OPEN	LIBRARY OPEN	LIBRARY OPEN	LIBRARY OPEN



Library Board of Trustees Agenda Report

ITEM NO. 7

DATE: December 14, 2023
FROM: Cathy Billings, Library Director
SUBJECT: **Proposed Dates for 2024 Volunteer Recognition Event**

Recommendation

It is recommended that the Trustees select a date for the annual Library Volunteer Recognition Event.

Background

It is traditional that each year the Library Board of Trustees plan and host an event in the spring to recognize Library volunteers for their service. In recent years the format for the event has been a mid-morning “tea”.

Discussion/Analysis

Staff have reviewed the schedule of Library, City, and community events in March, April, and May, and are recommending one of the following dates be selected for the 2024 event.

- Tuesday, April 9th
- Wednesday, April 10th
- Wednesday, May 8th

A second, less desirable option is Tuesday, April 23rd.



Library Board of Trustees Agenda Report

ITEM NO. 8

DATE: December 14, 2023
FROM: Cathy Billings, Library Director
SUBJECT: Library Policy Review Project Status Update

Recommendation

It is recommended that the Board of Trustees receive and file this report.

Background

Per the City of South Pasadena Municipal Code, one of the powers and duties of the Library Board of Trustees is to prepare rules and regulations as may be necessary for the administration of the city library. Over the past several years the Trustees work plans have included the goal of comprehensively reviewing and updating the Library's administrative policies. Since 2020, slow but steady progress has been made in reviewing policies, which on average, have not been reviewed or updated in more than 15 years.

Since 2020 the following policies have been reviewed, and updated or rescinded as necessary, by the Trustees:

- Giveaway Publications
- Collections Selection and Maintenance Policy
- Local History Collection Policy
- Ray Bradbury Conference Room Policy
- City Council Recordings Policy
- Community Service Volunteer Policy
- Internship Policy
- Policy on Monitoring of Examinations
- Policy for Reproduction of Historic Photographs
- Policy on Harassing and Stalking Behavior
- Collection Maintenance Policy
- Graphic Novel Selection Policy
- Video Materials Policy

Reviewing policies requires staff expertise and a significant amount of staff time. At the regular meeting of the Trustees in February 2023, staff presented a policy review schedule that has proved to be overly optimistic.

Discussion/Analysis

The Library's senior staff intend to revisit the policy review schedule and the priorities previously established, and return to the Trustees in January with a new and more realistic review schedule for discussion.



Library Board of Trustees Agenda Report

ITEM NO. 9

DATE: December 14, 2023
FROM: Cathy Billings, Library Director
SUBJECT: Library Operations Update

Recommendation

It is recommended that the Board receive and file a Library Operations Update for December 2024.

Background

This Staff Report provides short summaries of selected highlights from the previous month's Library operations.

Updates

Library Staffing

New Children's Librarian Bre Taylor started on Monday, December 4. Bre graduated with a master's degree in library and information science from the University of Washington in 2022 and worked as the Children's Librarian at the Bertschi School in Seattle during the 2022-2023 school year. In their free time, they enjoy playing Minecraft and Animal Crossing, making playlists for their friends and family, and watching scary movies with the lights on.

The recruitment for part-time Aides was posted on December 1. Applications are due December 17.

The part-time Children's Librarian recruitment is expected to post the week of December 18, with an application deadline early in the new year.

Adult and Local History Librarian Olivia Radbill will be on leave from December 11th through mid-March. Her duties and inquiries related to local history and the Local History Collection will be handled by the other members of the Public Services team.

Library App Unavailable

The Library launched its mobile app on March 1, 2021. Since then, the app has been downloaded more than 3,000 times. The app has proved popular with library users, who appreciate features like the ability to store multiple library cards and to access their account details. The app is a product we license through our ILS vendor SirsiDynix. SirsiDynix in turn contracted with a third-party to provide the technology. On November 26, 2023, SirsiDynix notified customers that due to an issue with the third-party vendor the app would not be functional for the foreseeable future. Hundreds of SirsiDynix

customers across the country are impacted. Staff immediately began to publicize this outage to our customers, through social media, email, the website, notices on the catalog homepage and on check-out receipts and email due date reminders, and the app was removed from the iTunes App Store and Google Play shortly thereafter. On December 5th, Adult and Digital Services Librarian Alexis Mendoza and Library Director Cathy Billings met with our SirsiDynix relationship manager and Bill Davison, Chief Executive Officer of SirsiDynix to discuss the situation and the path forward. The key points from this conversation were: 1) that SirsiDynix has proprietary technology in development and expects to provide customers with a new app in March. Pilot testing will take place in January/February; 2) customers will receive a credit for the period that customers are without a functioning app. While some libraries have been able to pivot quickly to provide alternative app technology, South Pasadena does not have the staff capacity to research, contract for, and implement new technology before the new SirsiDynix app will be launched, therefore, at this time our intent is to direct customers to the user-friendly view of the Library catalog that is optimized for mobile device browsers. The catalog on mobile devices provides many of the key functions that were available in the app. Staff will participate in weekly meetings with SirsiDynix and continue to monitor and assess the situation.

New Phone System

The City has converted its phone system to Voice Over Internet Protocol (VoIP). As part of this conversion, departments were able to rethink their call flows and make changes. The significant change that Library customers will notice is that we now have a single main number that presents callers with a menu of options to reach different divisions within the library, or to hear recorded information about the Library or the Friends of the Library. Direct numbers to specific divisions remain the same, so people are still able to call Adult Reference, Borrowers' Services, Children's Reference, and Library Administration directly. The new system also offers some benefits to employees. Calls can be received and answered via computer, and all voicemail messages that are left are transcribed and sent (along with an audio file) via email to the designated recipients. In addition, employees can log on to their phone dashboard from any internet connected device to make and answer calls and view missed calls and voicemail. As part of this conversion, new cabling will be installed that will allow a phone to be installed in the Friends of the Library Bookstore.

All-Staff Holiday Gathering

On Friday evening, December 8th, staff and their plus-ones and plus-twos celebrated coming to the close of a busy and productive year with a party in the Community Room. As has become tradition, senior staff provided the main courses and others brought a variety of wonderful deserts. Our white elephant gift exchange was lively and substitute librarian Lewis Chen's library and literature-themed brain teasers and puzzles kept us on our toes. It is wonderful when the team has the opportunity to spend time together off the clock, and meeting the family members or other plus-ones is also special.

