



**Additional Documents  
Distributed for the  
Library Board of Trustees Meeting of  
February 8, 2024**

<b>Item No.</b>	<b>Agenda Item Description</b>	<b>Distributor</b>	<b>Document</b>
5.	NOMINATING COMMITTEE PRESENTATION OF NOMINEES FOR OFFICES IN 2024	Cathy Billings	Staff Report
8.	APPROVAL OF MINUTES OF JANUARY 11, 2024 LIBRARY BOARD OF TRUSTEES MEETING	Cathy Billings	Minutes
9.	VOLUNTEER RECOGNITION EVENT	Cathy Billings	Staff Report
10.	NEW LIBRARY APP DEVELOPMENT STATUS UPDATE	Cathy Billings	Staff Report
12.	LIBRARY OPERATIONS UPDATE	Cathy Billings	Staff Report



# Library Board of Trustees Agenda Report

ITEM NO. 5

**DATE:** February 8, 2024

**FROM:** Cathy Billings, Library Director

**SUBJECT:** **Nominating Committee Presentation of Nominees for Offices in 2024**

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## **Recommendation**

It is recommended that Trustees review the slate of nominees presented by the Nominating Committee to serve as officers of the Board of Trustees in 2024.

## **Background**

Per Article II, Section I of the Library Board of Trustees Bylaws, the officers of the Board shall be a President, Vice President, and Secretary to be chosen by the Board at the January meeting.

Per Section 6, the President of the Library Board shall serve no more than two consecutive one-year terms. After a year this member could be elected and serve two more consecutive one-year terms.

The Bylaws state that a nominating committee of two shall be appointed by the President two months prior to the January meeting which will present a proposed slate of officers at that meeting.

At the November 9, 2023 Library Board of Trustees meeting Trustees Bianca Richards and Kenny Gross were appointed as the members of a nominating committee tasked with identifying a proposed slate of officers for 2024.

## **Analysis**

The Nominating Committee proposes the following slate of Officers for 2024:

President - Annie Chang Long  
Vice President - Kenneth Gross  
Secretary - Edward Pearson

## **Alternatives**

Per the Bylaws, additional nominations may be made from the floor with the consent of the nominee.



# Library Board of Trustees Agenda Report

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ITEM NO. 8

**DATE:** February 8, 2024

**FROM:** Cathy Billings, Library Director

**SUBJECT:** **Approval of Minutes of January 11, 2024 Library Board of Trustees Meeting**

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## **Recommendation**

It is recommended that the Board review and approve the January 11, 2024 Regular Meeting minutes.

## Attachment:

1. City of South Pasadena Library Board of Trustees Regular Meeting Minutes, Thursday, January 11, 2024.



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

**MINUTES  
REGULAR MEETING  
THURSDAY, JANUARY 11, 2024, AT 7:00 P.M.**

**CALL TO ORDER:**

The Meeting of the South Pasadena Library Board of Trustees was called to order by President Dean Serwin on Thursday, January 11, 2024, at 7:00 P.M. in the Library Conference Room, 1100 Oxley Street, South Pasadena, California.

**ROLL CALL:**

**PRESENT**

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

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:

None.

**PRESENTATIONS**

**2. NEW STAFF INTRODUCTION – BRE TAYLOR**

This has been tabled to the 2/8/24 Library Board of Trustees meeting.

**ACTION/DISCUSSION****3. REORDERING OF, ADDITIONS, OR DELETIONS TO THE AGENDA**

None.

**4. APPROVAL OF MINUTES OF DECEMBER 14, 2023 LIBRARY BOARD OF TRUSTEES MEETING****Recommendation**

It is recommended that the Board review and consider approval of the December 14, 2023, Meeting Minutes.

**COMMISSION ACTION AND MOTION**

A motion was made by Vice President Richards, seconded by President Serwin, and approved by roll call vote to approve Item No. 4 as presented by staff. The motion carried 5-0 by the following vote:

**AYES:** Gross, Long, Pearson, Richards, Serwin

**NOES:** None.

**ABSENT:** None.

**ABSTAINED:** None.

**5. QUARTERLY BUDGET UPDATE****6. COMPREHENSIVE SITE PLANNING PROJECT****In Person Comments:**

Sally Kilby spoke about the necessity for the Community Services Department to be included in discussions about the comprehensive site planning project.

**7. VOLUNTEER RECOGNITION EVENT****8. LIBRARY BOARD OF TRUSTEES 2024 AGENDA FORECAST****9. LIBRARY OPERATIONS UPDATE****COMMUNICATIONS****10. BOARD PRESIDENT COMMUNICATIONS**

Library Board President Serwin is very excited for the opportunity to devise a better and more robust way to honor all the Library volunteers in conjunction with the Friends.

**11. BOARD MEMBER COMMUNICATIONS**

Vice President Richards expressed appreciation for the creativity and stimulating ideas articulated during Board discussions. She noticed the Quiet Zone, Study Area, and Teen Room were very crowded today with younger people.

Trustee Pearson noted the Library Board of Trustees are the only City commission not to meet in Council Chambers. He shared a T.S. Eliot quote about libraries. He asked when the next Brown Act Training will take place.

Secretary Long thanked Library Director Billings for her flexibility and perspective in helping the Board accomplish their goals.

Trustee Gross complimented the Library event flyers.

## **12. COUNCIL LIAISON COMMUNICATIONS**

City Council Liaison Braun thanked the Board and the Library Director for the interesting discussions. She said South Pasadena is very community-oriented and the Library is where people come together.

## **13. FRIENDS OF THE LIBRARY REPRESENTATIVE COMMUNICATIONS**

Friends Board President Ellen Torres said the Friends Bookstore committee held a get-together for their volunteers. The Friends Annual Meeting will be in the Community Room on 1/18/24, where they will vote on the 2024 Board officers, updated bylaws, and budget. Friends Bookkeeper Rose Baron has retired after 11 years and Ellen Torres will assume that role. The membership drive has raised \$27,041 in dues, with 238 members. The new campaign letter was recently mailed out and has already yielded \$1,733. The Friends Bookstore brought in \$7,500 at the Holiday Book Sale, \$5,000 from sales on eBay, and \$42,752 from Last Chance book sales, for a grand total of \$55,252, which is a record. The next Restoration Concert will be on 1/28/24. This will be Ellen's final Library Board of Trustees meeting as Friends Board President.

## **14. TRUSTEE LIAISON TO THE FRIENDS COMMUNICATIONS**

Vice President Richards said she learned a lot from Ellen Torres in working with the Friends.

## **15. LIBRARY DIRECTOR COMMUNICATIONS**

Director Billings had her annual evaluation with the City Manager. Goals for the coming year include work on the site planning project, technology improvements, including RFID, ensuring department is making the best use of new productivity work management tools like Microsoft Teams, and exploring opportunities for improvements to file storage, scheduling software and a Microsoft wiki app. Other goals include developing new communication materials for the Library, such as a new brochure and welcome packet, and improving emergency preparedness for the Library and Library staff. Director Billings was also asked to take the lead on a City-wide Diversity, Equity, and Inclusion committee.

## **PUBLIC COMMENT - CONTINUED**

## **16. CONTINUED PUBLIC COMMENT - GENERAL**

None.

## **ADJOURNMENT**

There being no further matters, President Serwin adjourned the meeting of the Library Board of Trustees at 8:45 P.M. to the next Regular Library Board of Trustees meeting scheduled for February 8, 2024.

Respectfully submitted:

\_\_\_\_\_  
Sean Faye  
Staff Liaison, Library Administrative Secretary

APPROVED:

\_\_\_\_\_  
President

ATTEST:

\_\_\_\_\_  
Sean Faye  
Staff Liaison, Library Administrative Secretary

*Approved at Commission Meeting: February 8, 2024*



# Library Board of Trustees Agenda Report

ITEM NO. 9

**DATE:** February 8, 2024  
**FROM:** Cathy Billings, Library Director  
**SUBJECT:** Volunteer Recognition Event

## Recommendation

This is a discussion item. Staff are recommending that the Volunteer Recognition Event be held as usual in April this year, that the program format, workload, and roles and responsibilities be considered, and that the idea of moving the annual in-person recognition event to January to in some way join with or complement the Friends Annual Meeting be explored. Staff are seeking direction from the Board of Trustees.

## Background

The Library Board of Trustees has been hosting an event to recognize the service of library volunteers since at least 1999. The Volunteer Recognition Event (VRE) event has taken various forms over the years, but has most often been a morning or lunchtime event with refreshments, with a program that included a reading of the City Council's Library Volunteer Recognition Day Proclamation, bestowing volunteer awards, and a featured speaker. Historically, the event has been held in April, which coincides with National Library Week.

## Roles and Responsibilities

Much work goes into putting on an event of this nature. The responsibilities and roles undertaken by Library staff and Trustees have varied over the years. The table below shows the distribution of duties from for the VRE ca. 2009. It shows that at that time the Trustees were very involved in many of the duties that in more recent years have been taken on by staff.

## Distribution of Responsibilities

Contact Speaker	Trustee
Decorations	Trustee
Coordinate invitations and program covers	Trustee
Develop program inserts and finalize copy	Trustee
Coordinate catering	Trustee
Contact Friends leadership for volunteer award recommendations	Trustee
Develop VIP / invite list	Staff
Prepare Proclamation and place on Council agenda	Staff
Compile volunteer hours	Staff

Printed Program



Another element of the recognition event over the years has been the production of a printed program. These programs have increased in complexity, length, and quality of production over the years. Staff have been responsible for gathering and creating the content and designing the program. When the VRE started, the Library had a full-time position dedicated to graphics, and that person was responsible for producing the program. When that position was eliminated over a decade ago, responsibility for producing the program shifted to the Library’s administrative staff, which includes the Library Director, the Administrative Secretary, and one part-time Clerk. Special skill sets are required to produce a brochure that Trustees and staff can be proud of, and administrative staff may not have, or may not necessarily be expected to have them.

Costs

For many years, the cost of the VRE had been borne by the Friends of the Library, which was odd, given that the volunteers being honored are by and large associated with the Friends. The Friends were essentially footing the bill to recognize themselves, and it was decided that they would no longer contribute financially toward the VRE. All expenses related to the VRE now come out of the Library’s budget. The funds in the “Boards & Commissions” budget line item are used toward the VRE, and any expenses beyond what was allocated to Boards & Commissions are paid out of other Library budget accounts. Below is the cost breakdown for the 2023 VRE.

Budget 1,500.00

Accounts	Boards & Commissions	Printing	Conference & Meeting Exp.	Professional Services	
	413.44				Brochure Printing (Cantu Graphics)
		71.55			Save the Date Cards (Gotprint)
	312.39				Rentals (Manny's)
			310.82		Refreshments (Heirloom)
			62.20		Flowers (Trader Joes)
			86.44		Refreshments (Pavillions)
			11.55		Refreshments (Ice)
				300.00	Music (Greg Porée)
				110.25	Photos (Henk Friezer)
	200.00				Speaker Honorarium (Josie Huang)
	140.58				Paper Goods (Eco Products)
<b>Totals</b>	<b>1,066.41</b>	<b>71.55</b>	<b>471.01</b>	<b>410.25</b>	
<b>Event Total: \$2,019.22</b>					

Volunteer Awards

Since 1998, awards have been given to “Volunteers of the Year”. Library staff have not been able to locate documentation or guidelines that describe how the awards process works. Based on recent experience, nominees are typically solicited from the Friends of the Library leadership, and there is no formal selection process, rather there are

informal discussions among between staff and Friends leadership to identify the worthiest recipients. In almost all years multiple awardees have been selected. Furthermore, in recent years there have been “special acknowledgements” for individuals that are included in the printed and recognized from the stage. A list of past awardees is attached to this Staff Report.

### **Analysis**

The VRE is a special event, and recognizing volunteers is very important to Library staff and to the Trustees. Observations indicate that volunteers enjoy the event and the opportunity to spend time together. Attendance is not as robust as it was in the past. In 2023, 60 people RSVP'd their attendance and 50-60 were estimated to have attended. Planning, preparing, and presenting the VRE has been taking greater amounts of staff time, which is difficult and impacts the ability of staff to perform their other duties.

In recent years there have been discussions about whether changes should be made to the way the event has been presented for years, and the question of what type of event the volunteers would most enjoy has been raised. Small experiments with change have taken place in recent years. Tables were added so that people could eat comfortably. Instead of a luncheon, for the past two years the event has been a mid-morning “tea”. But the typical program that features a speaker and volunteer awards has not changed.

Staff are recommending a deeper discussion be had about volunteer recognition in general and the tradition of the VRE. At the January 11, 2024 Trustee meeting this discussion was started, and many ideas for further discussion were shared (below). The President of the Friends of the Library was tasked with discussion these ideas with the Friends Board at their next meeting.

- Need to find out what do the volunteers want.
- Consider recognizing volunteers with a small gift/thank you note in April and combine the in-person VRE event with Friends Annual meeting in January.
- Combined event could reduce the amount of work/money involved.
- Combined event would celebrate Friends calendar year accomplishments and volunteers at the same time.
- Keep what we've always done?
- Modified what we've always done? No speaker, just mix and mingle?
- Can be hard to identify a volunteer for annual award that stands out so far above their peers.
- So many volunteers cannot attend the event; how do we show appreciation for them? Token of appreciation?

At a virtual Friends of the Library Board meeting on January 31, 2024, a lively but inconclusive discussion about these ideas took place. Library staff noted the following:

- Some of the board just was not sure what the “Volunteer Luncheon” was.
- Some felt it should be every year and that an April event this year should not be skipped to do a combined event next January.

## Volunteer Recognition Event

February 8, 2024

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- Could be a win-win for both of our boards to host our events together.
- Some excitement about the possibilities.
- Some questions/confusion about the roles of the two boards and combining events.
- Wondering “why would we put on our own party”?
- Is Friends annual meeting private (members only)? If so, how to combine with an event with a larger audience?

### Attachment:

1. Volunteers of the Year List
2. Board of Trustees' Annual Volunteer Recognition Event Guidelines (Rev. 5/02; Updated 11/14/08)
3. Annual Volunteer Recognition Event Timeline (last updated 2003)

**ATTACHMENT 1**  
Volunteers of the Year List

**Library Board of Trustees  
Volunteer Recognition Event  
Volunteers of the Year**

1998

Janet Bell  
Yvonne Voisin  
Barbara Parker  
Beth Parker  
Frank Chrostowski  
Ellen Rennick  
Kayla Dougherty  
Amy Gin  
Katie Reynolds

1999

Mary Lou Wigley  
Sally Swan

2000

Anne Snyder  
Cindy Line

2001

Marcy Kingman

2002

Jane Cavanaugh  
Kay Rosser

2003

Jean Jones  
Ed Schroeder  
Bob Stauffer

2004

Mae Smith

2005

Poppy Seastrom  
Bill Suter

2006

Robert Kwan  
Jane Rosen  
Sieg Lindstrom

2007

Patricia & Donald  
Schmeideberg

2008

Leann Davis  
Jessica Magnusson

2009

Kathy Folsom

2010

Diana McGrail  
Andy Lippman

2011

Marcy & Jim Kingman  
Jane & Tom Apostol

2012

Scott Van Sant  
Michael Burr  
Linda Long

2013

Kristen Dubé  
Donna Potts

2014

Ann Messana  
Genevieve Wong  
Sharon Cockroft

2015

Ann Jilg  
Mary Bart  
Sue Hitchcock

2016

Jane Rosen  
Marcia Sainer  
Ed Pearson

2017

Cecelia Schwarz  
Patty Lyons

2018

Lydia McDonald

2019

Nancy Sanchez

2020

Ellen Torres

2021

Karen Bell  
Karen Weinstock

2022

Sally Kilby  
Karen Sima  
Pamela Kemp

## **ATTACHMENT 2**

Board of Trustees' Annual Volunteer  
Recognition Event Guidelines (Rev. 5/02;  
Updated 11/14/08)

**SOUTH PASADENA PUBLIC LIBRARY**  
**Board of Trustees'**  
**Annual Volunteer Recognition Event Guidelines**

**Purpose:** To honor the contributions made by our library volunteers; to express the appreciation of the Board of Trustees; to provide a social opportunity where volunteers may become better acquainted.

**Budget:** Funds for the Volunteer Event have traditionally been included in the annual budget of the Friends of the South Pasadena Public Library. Requests for funding should be submitted to the Friends as a part of their budget preparation process in November and December.

**Calendar:** A detailed calendar/checklist is included in these guidelines.

**Helpful Hints:**

**Calendar**

\*The date should fall after the Friends annual meeting in January. Leave enough time to tally volunteer hours and to get the information ready for print.

**Invitations**

\*\*\*Design for invitations and programs should reflect the speaker and/or the speaker's topic.

Invitations/programs may be designed in-house but should be professionally printed. A file of designs from previous years is available.

A reservation date will be printed **in bold** on the invitation form, (i.e., R.S.V.P. by (date)."

Invitations may be made postcard-size to reduce postage costs.

**Author**

\*\*\*\*Be sure to remind author/speaker of time and place of event.

Request that speaker arrive at least 30 minutes before scheduled speaking time to allow for any traffic problems, etc.

**Guest List**

\*\*\*\*\*Special guests include speaker, City Council, City Manager, Community Services Director, members of Board of Trustees for past five years, new members of Friends' Board and others as designated by the Board.

\*Refers to Timeline

**ATTACHMENT 3**  
Annual Volunteer Recognition Event Timeline  
(last updated 2003)



**SOUTH PASADENA PUBLIC LIBRARY**  
**Board of Trustees=**  
**Annual Volunteer Recognition Event**  
**TIMELINE**

<b>Timeframe</b>	<b>Activity * - See “Guidelines”</b>	<b>Responsible Person</b>
Continuous	Be on the alert for potential speakers	Entire Board
<b>August</b>		
	Assign responsibilities for coming year <ul style="list-style-type: none"> <li>• Speaker</li> <li>• Décor</li> <li>• Programs/Invitations (design)</li> <li>• Name tags</li> <li>• Budget</li> <li>• Special invitations</li> <li>• Tally Hours</li> </ul>	Board President
	Gather ideas for speakers	Entire Board/City Librarian
<b>September</b>		
	*Choose tentative dates/check Community Room availability.	
	**Decide on starting time for event	
	Give suggestions for speaker to person responsible for program – prioritize choices	
	Make initial contact with potential speaker-offer choice of dates	
	Discuss budget and decide on honorarium (set at \$200 on 5/8/01)	
<b>October/November</b>		
	Set time and date	
	Reserve Community Room for day of event and day previous for setup	
	Confirm speaker and send letter confirming date and time. Request speaker’s topic	
	Select caterer and begin menu discussions.	
	Send budget request to Friends for inclusion in their budget preparation	
	***Begin work with Library Graphics Coordinator regarding style of invitations and programs – coordinate design <i>and colors</i> of these two items <i>(check with the décor person re: color)</i>	

Timeframe	Activity * - See “Guidelines”	Responsible Person
	Working with Graphics Coordinator, set deadline for submission of text for invitations/programs ( <i>i.e. program text due 3-4 weeks before event</i> )	
<b>January</b>		
	Choose volunteer(s) of the year	
	Write profile(s) of honored volunteer(s) for program.	
	Get list of volunteer names from Library Administrative Secretary	
	Check list carefully for spelling and complete addresses.	
	Add names of new members of Friends Board following annual meeting.	
	Add names of special guests to be invited	
	Tally volunteer Hours.	
	Complete text and design decisions regarding invitations/programs by deadlines set in November	
	Send <i>program cover and</i> invitations to printer ( <i>program text is done in-house</i> )	
	Finalize catering decisions	
	****Contact speaker to arrange details of what they need and what we are providing including parking	
<b>February</b>		
	Send wording for proclamation to City Clerk	City Librarian
	Submit “Agenda Placement Form” for City Council meeting prior to Volunteer Event	City Librarian
	Request that Mayor read proclamation at Council Meeting and at actual event or appoint someone else to do so.	
	Arrange to use parking lot at S.P.U.S.D.	Administrative Secretary
	Using official Friends form, request honorarium check	
	*****Prepare list of special guests – give one copy to person writing invitations and one to person making name tags.	
	Purchase stamps for mailing invitations	
	Give each Trustee a portion of the mailing list, stamps and blank invitations to address. <i>envelopes and invitations</i>	
	Set date 3 weeks prior to the event for actual mailing of invitations. Special guest invitations can be mailed the same day	
	Double check with caterer	
	Review supplies: plates, cups, napkins, etc.	

*Provide changes to invitation list to Administrative Secretary for R.S.V.P. List.*

<b>Timeframe</b>	<b>Activity * - See “Guidelines”</b>	<b>Responsible Person</b>
	Schedule Public Works crew to move furniture before and after event.	Administrative Secretary
	Assign tasks for day of event: <ul style="list-style-type: none"> <li>• Greeters</li> <li>• Name Tag distribution</li> <li>• Floater(s)</li> </ul>	Board President
	Hand out Friends “Check Disbursement Request Forms” <i>We need to discuss this. Last Year I handed them out early and they all forgot about them!</i>	Should this happen earlier?
	Develop concept for decorations.	
	Ask Friends President to introduce members of Friends’ Board	
<b>March</b>		
3 weeks before event	Mail all invitations	
March Trustees’ meeting	“Thank you” list to secretary	
2 weeks before event	Send letter to speaker confirming date, time, parking arrangements, other details.	
	Give floor plan for setup to Library Administrative Secretary	
	Arrange for publicity – photographs on day of event and press release immediately after.	City Librarian
	Arrange for microphones, projectors, etc.	
	Request that Administrative Secretary place a list of invited guests at reference desk for R.S.V.P.s	
1 week before event	Make signs for reserved seating for speaker, Board President, Mayor, City Manager, <i>City Librarian</i>	Graphics Coordinator
	Make signs for name tag tables (A-L) (M-Z)	
	Honorarium should be in hand	
	Check R.S.V.P. list and call those who have not responded.	All or selected?
	Give list of attendees to person doing name tags (after follow-up calls are completed)	
	Post invitation for Library Staff in staff lounge and on Tech Services bulletin board downstairs	
	Produce name tags	
	Give total guest count to caterer	
Day before event	Supervise room setup by Public Works	
	Test sound system	
	Have reserved parking barrier and sign ready to put out for guest speaker.	
	Have money box and change ready if items are to be sold.	

<b>Timeframe</b>	<b>Activity * - See “Guidelines”</b>	<b>Responsible Person</b>
	Post special signs for recycling of plates/cups.	
	Wash large windows	
Day of event	All Trustees should arrive an hour early to help with last minute tasks.	
Before event	Put out reserved parking sign for speaker	
	Make coffee (label decaf.)	
	Place proclamation, “Volunteer of the Year” pin(s), and a glass of water for the speaker on the shelf in the lectern.	
	Have programs ready to distribute	
	Place name tags on tables for distribution. (A-L) (M-Z)	
	Check sound system again	
	Reserve seats for speaker, Board president, Mayor, City Manager, <i>City Librarian</i>	
	Label special bin for recycling for plates/cups.	
	Complete last minute set-up	
During event	Assist with name tags	
	Greet guests and watch for problems (spilled drinks, etc.)	
	Greet speaker and present honorarium	
	Read proclamation	Mayor or designee
	Present volunteer awards	Board President
	Introduce speaker	
	Sell books	
	Watch for things that could be done better next time	Entire Board
After event	Clean-up, check for spots/spills on carpet	Entire Board
	Deposit all trash in dumpster	
	Wash plates and cups and return to storage cabinet	
	Turn in bills on Friends “Disbursement Request Form” to <i>Friends’ Chief Financial Officer</i> as soon as possible.	
	Give list of expenditure titles and amounts to person in charge of budget.	
	Individuals to write appropriate “thank you’s”	
	Prepare list of all expenditures for presentation at next Board meeting.	
	Evaluate event and suggest changes/improvements for inclusion in this procedure.	

Updated 9/01 - Admin  
Updated 5/02 –Admin  
Updated 3/03 - Admin

**Cc:** *City Librarian*  
*Administrative Secretary*  
*Graphics Section*



# Library Board of Trustees Agenda Report

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ITEM NO. 10

**DATE:** February 8, 2024  
**FROM:** Cathy Billings, Library Director  
**SUBJECT:** **New Library App Development Status Update**

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## **Recommendation**

This is an informational discussion item; there are no recommendations from staff.

## **Background**

The Library launched its app—BlueCloud Mobile—in March 2021. The app was a SirsiDynix product included in the 5-year agreement that was entered into with SirsiDynix in December 2018. (SirsiDynix is the Library's Integrated Library System vendor.) The underlying app technology was provided by a third-party vendor called Solus.

Costs associated with the app included minimal fees for configuration and implementation (<\$1,000) and an annual cost of approximately \$6,300. Charges related to the app did not go into effect until the product was launched in 2021.

More than 3,000 people have downloaded the app since it was launched. More detailed statistics about usage are not available, but we know anecdotally that it has been popular with library users.

We were notified by SirsiDynix on Sunday, November 26, 2023 that there was a BlueCloud Mobile outage and that they were working to restore access. Several days later SirsiDynix customers were informed that due to contractual issues with the third-party vendor, the app would not be restored. On December 5, 2023, staff met with our assigned relationship manager and SirsiDynix CEO Bill Davison. At this meeting SirsiDynix provided further information about the situation and what remedies were planned. We learned that any charges related to the app ceased as of November 26, 2023, and that SirsiDynix was in the process of developing a new proprietary app, BlueCloud Mobile 2, with beta testing to take place in January-February 2024 and a target launch to all customers in March 2024.

This meeting provided staff with adequate information to move forward with an action plan in response to the situation. Actions were taken by staff to communicate internally and externally about the outage and to mitigate the situation to the extent possible included:

- Announcements made via social media, website, and Constant Contact (Library e-mail list).

## New Library App Development Status Update

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- Notify City Manager and others for situational awareness.
- Design and print paper handouts.
- Remove links from Catalog homepage.
- Update language on paper checkout receipts; hold notices; due date notices; auto-renewal notices.
- Website: replace or remove app advertisements, app download links throughout, including calendar listings and news items.
- Pull app bookmarks.
- Pull Library account access bookmarks; redesign and set to printer.
- Remove app link/info from Constant Contact email footer.
- De-list app from Apple store.
- De-list app from Google Play.
- Provide talking points for staff.
- Ensure configuration of mobile view of regular online catalog is optimized.

Utilization of the mobile view of the catalog is the interim solution being recommended to users. While not as convenient as the app, it is relatively user friendly and provides most critical functionality (searching the catalog, placing holds, viewing account information).

### **Analysis**

The app outage impacted hundreds of libraries around the country. Some larger library systems that have adequate technical staff were able to identify an alternative app and fast track licensing and implementation. For most libraries, the only feasible option was to wait for BlueCloud2 to launch in March 2024.

SirsiDynix has held weekly webinars to report on the development of the new app. Adult and Digital Services Librarian Alexis Mendoza has been attending these meetings and reports these highlights about the new app:

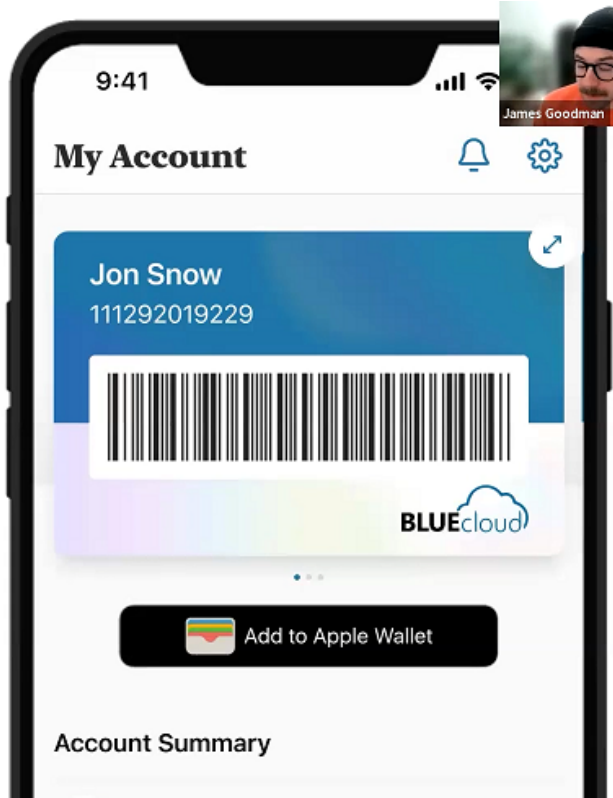
- Notable improvements to backend management that will increase efficiency for staff, including a more intuitive interface that facilitates seamless content management and app configuration and customization.
- Enhanced security features, including biometric login and authentication options, as well as integration with digital wallets on iOS and Android platforms.
- Improved user experience, in particular as it relates to customization. Users will have the flexibility to personalize and customize the user interface and to manage many account settings.
- Seamless integration with SirsiDynix's Integrated Library System products.

The SirsiDynix development team has published the following Product Roadmap that identifies the core features they expect to be operational by the targeted launch in March 2024. Development of additional features will continue, but the team's current objective is to get a working app with core functionality to customers as early as possible.

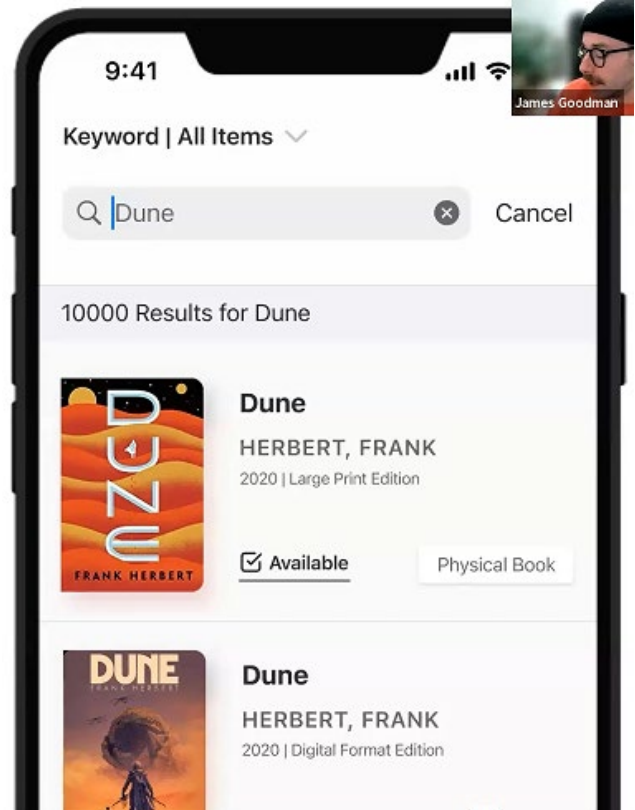
- Patron login and biometrics
- Search integration including search field selections and search filters
- Library information and locations
- Placing holds
- Patron checkout and holds management
- Digital library card

The screenshots below are from the weekly BlueCloud Mobile2 virtual meetings and are included only to provide an idea of what the app will look like. Because there is such a heavy emphasis on customization, Library staff expect the new South Pasadena Public Library app to have a more customized look when it launches.

#### Digital Library Card



#### Search Results



#### Fiscal Impact

As previously stated, SirsiDynix customers will receive a credit on our next renewal invoice for a period of time starting November 29, 2023 until a fully functional app is available to customers. For South Pasadena Public Library the credit would be reflected in Fiscal Year 2024-2025 on the invoice that would be paid in July 2024.



# Library Board of Trustees Agenda Report

ITEM NO. 12

**DATE:** February 8, 2024  
**FROM:** Cathy Billings, Library Director  
**SUBJECT:** Library Operations Update

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## **Recommendation**

This is an informational discussion item; there are no recommendations from staff.

## **Background**

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

## **Updates**

### **Library Staffing**

The recruitment for part-time Aides was posted in December. 144 applications were received (this large number was due to an automatic cap not being correctly set in the recruitment system) and they still being reviewed. With the recent resignation of one of our Aides, we now have two vacancies to fill.

Interviews for the part-time Children's Librarian position were conducted on February 7, 2024.

### **Wage Adjustments for Part-time Employees**

On January 17, 2024, the City Council approved a new Memorandum of Understanding (MOU) between the City of South Pasadena and the Part-time Public Services Employees' Association (PT-PSEA). The MOU includes new hourly rates for part-time employees. These rates are effective January 17, 2024 and retroactive to October 9, 2023. All of the Library's part-time classifications will see hourly rate increases.

### **Sowing South Pasadena and Seed Library Launch Party**

The grand opening of the Library's new Seed Library was held on January 20, 2024, from 12:00 PM to 2:00 PM in the Community Room. In addition to a fun all-ages hands-on craft activity and giveaways, the Kickoff Party featured a Seed Swap, hosted by the South Pasadena Community Garden, and a Plant Swap, hosted by South Pasadena Beautiful. This program is the kickoff event of the Library's SOWING SOUTH PASADENA initiative, which will present a series of programs and activities from January through May that celebrate sustainability. Sowing South Pasadena is supported in whole or in part by the U.S. Institute of Museum and Library Services under the

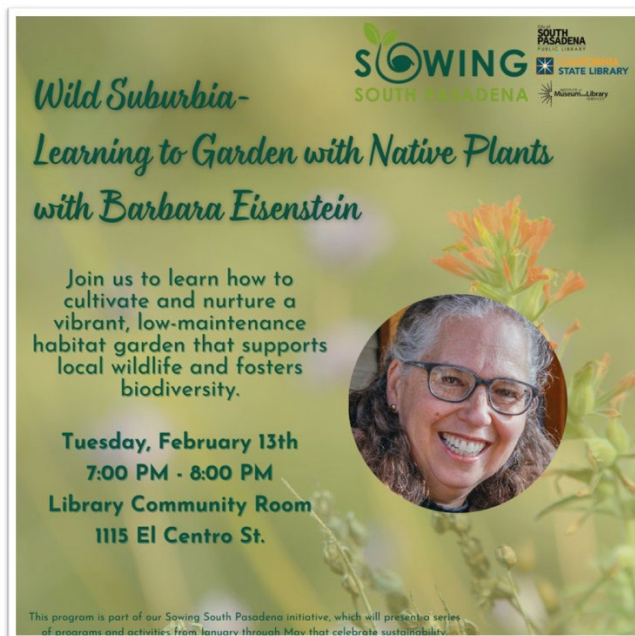


provisions of the Library Services and Technology Act, administered in California by the State Librarian.



### Sowing South Pasadena: Barbara Eisenstein on Gardening with Native Plants

After a successful Seed Library launch party, the South Pasadena Public Library's Sowing South Pasadena initiative is in full-swing, with sustainability-themed programs lined up from now through May 2024. On Tuesday, February 13, 2024, at 7:00 PM in the Library Community Room, local author and expert Barbara Eisenstein will share her enthusiasm for the beauty and benefits of gardening with native plants. Appropriate for seasoned gardeners and novices alike, the talk will provide attendees an opportunity to learn about how to cultivate and nurture a vibrant, low-maintenance habitat garden that supports local wildlife and fosters biodiversity.



### **All Abilities Club Resumes**

After a holiday hiatus, the South Pasadena Public Library's All Abilities Club will resume on February 9th. The All Abilities Club began as a partnership with the Institute for the Redesign of Learning, and is now open to all adults with developmental disabilities. The Club meets the second Friday of most months at 10:00 AM in the Library Community Room. Each All Abilities Club meeting includes an audiovisual component and a hands-on activity that are tied together by a theme. Upcoming meeting themes are: Valentines Day (February 9), Spring/Earth Day (April 12), and Outer space (May 10). The Club is free and open to adult members of the public; adult family members, aides, caretakers, and teachers are welcome. Registration is not required.

### **Teen-led Tech Help Sessions – Pilot Program**

Starting February 2, 2024, the South Pasadena Public Library will launch basic Tech Help sessions for adults on Fridays from 4:00 pm – 6:00 pm. Adults who need assistance using their phones, tablets, or laptops may drop-in to meet with one of the Library's teen volunteers, who will provide one-on-one assistance. All questions are welcome, from basic device operation to how to checkout library e-books to read on a device, and everything in between. No pre-registration is required at this time, participants just need to check-in at the Reference Desk. In addition to bringing their fully charged device, participants should bring the information they need to log into the device/accounts/apps they are seeking assistance with.

### **Patio Tables Installation**



The Public Works Department coordinated with a contractor to install the new patio furniture. The furniture was funded in part by the Friends of the South Pasadena Public Library in memory of Bookstore volunteer Dennis Potts and Bookstore co-founder Dorothy Cohen, and also by South Pasadena Beautiful. A new plaque will be made that

recognizes these donations as well as the original donation from South Pasadena Beautiful that funded the former tables and benches in honor of Eddie and Linda Setzler.

### **Local History Collection Usage Report**

The unique resources in the Library's Local History Collection are heavily used by researchers and residents, as well as by librarians who rely on the collection to answer questions from the public. In Fiscal Year 2022-2023, 26 in-depth local history inquiries were answered, which entailed about 19 ½ hours of research by staff. We are on track to exceed these numbers this year—at mid-year, staff have already devoted 18 hours to answering 18 in-depth questions. The local history inquiries we receive are most commonly related to house research, genealogical research, and historical information about local government, businesses, and landmarks. One of the Library's most popular Local History Collection resources is its collection of digitized photographs and ephemera. The Library currently has more than 2,000 items available online, and so far, this Fiscal Year, items have been viewed more than 95,000 times. Staff continue to grow the collection, often through donations of physical materials by residents, and by ongoing efforts to digitize material to be added to our online collections.