



CITY OF EL SEGUNDO LIBRARY BOARD OF TRUSTEES REGULAR MEETING AGENDA

MEETING DATE: May 14, 2019
MEETING TIME: 7:00 p.m.
MEETING PLACE: El Segundo Public Library
Rose Garden Room
111 W. Mariposa Avenue
El Segundo, CA 90245

The Board of Trustees, with certain statutory exceptions, can only take action upon properly posted and listed agenda items.

Unless otherwise noted in the Agenda, the public can only comment on City-related business that is within the Board of Trustees' subject-matter jurisdiction and items listed on the Agenda during the **Public Communications** portion of the meeting. The time limit for comments is generally limited to five minutes per person.

Before speaking to the Board of Trustees, please come to the podium and state: Your name and residence and the organization you represent, if desired. Please respect the time limits. While all comments are welcome, the Board of Trustees may not take action on any matter not on this Agenda. Board of Trustees members may respond to comments after Public Communications is closed.

In compliance with the Americans with Disabilities Act, if you need assistance to participate in this meeting, please contact the City Clerk (310) 524-2305. Notification 48 hours before the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting.

A. CALL TO ORDER

B. ROLL CALL

- | | |
|--|---|
| <input type="checkbox"/> Carol Ericson | <input type="checkbox"/> Kristie Sherrill |
| <input type="checkbox"/> David Jonta | <input type="checkbox"/> Sara Whelan |
| <input type="checkbox"/> Janice Merva | |

C. PRESENTATIONS

1. Cultural Development Fund

City of El Segundo Arts and Culture Advisory Committee Member Michael Kreski shares a Cultural Development Fund proposal.

D. PUBLIC COMMUNICATIONS (Related to City Business only and for which the Advisory Committee is responsible – 5 minutes per person; 30 minutes total).

E. APPROVAL OF MINUTES for March 12, 2019

F. SPECIAL ORDERS OF BUSINESS — NONE

G. NEW BUSINESS

1. Strategic Planning

Library Director Melissa McCollum presents a Library Department progress report on FY 2018-2019 City and Department goals and related work plans. Additional preliminary discussion of FY 2019-2020 goals, requests, and priorities in anticipation of upcoming City Council Strategic Planning and Budget Sessions.

Recommendation:

1. Discussion and possible action.

H. UNFINISHED BUSINESS

1. Book to Action

Chair Sara Whelan and Library Director Melissa McCollum provide fundraising and programming updates related to Book to Action plans for May 2019, including the Nanibah Chacon mural envisioned for the interior of the El Segundo Public Library.

Recommendation:

1. Discussion and possible action.

2. Fine Forgiveness Month

Library Director Melissa McCollum provides updates regarding Fine Forgiveness Month and presents possible next steps for the Library Board of Trustees.

Recommendation:

1. Discussion and possible action.

I. REPORTS — LIBRARY DIRECTOR (No Board Action Required)

1. Discussion of Library Programs, Services, Budget, Material Collections, Facility Maintenance, Personnel Changes, and Other Items Related to the Administration of the El Segundo Public Library.

J. REPORTS — SCHOOL DISTRICT (No Board Action Required)

1. Report on the School Libraries, including those at El Segundo High School, Center Street School, Richmond Street School, and El Segundo Middle School.
 - a. Library Director's Report
 - b. School District Librarian's Report

K. REPORTS — PRESIDENT, FRIENDS OF THE LIBRARY (No Board Action Required)

1. Report on Book Sales, Donations, Historical Committee Activities, Special Events and Other Items Related to Friends of the Library Business.
 - b. President's Report
 - c. History Committee Report

L. BOARD MEMBER COMMENTS —

M. ADJOURNMENT —

POSTED BY: J. TODD
DATE: 5/9/19
TIME: 8:15 Am

ATTACHMENTS

- **2nd Quarter FY 2018-19 Strategic Work Plan Update**
- **City of El Segundo Library Services Department Profile FY 2018-2019**

City of El Segundo Strategic Plan 2019 to 2021 Status Report as of March 31, 2019

This document contains all of the goals, objectives and activities in the current strategic plan. The status of each activity is shown. The items highlighted in green are the Priority Activities as determined by the Council in 2018.

Goals and Activities	Responsible Department	Activity Completed/ Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Activity Unachievable in 2019 or 2020 may need to be modified	Status and Comments
GOAL 1: Enhance Customer Service and Engagement					
Tier 1 Priority Activities					
a. Develop an effective strategy for improving communications with the public	City Manager	X			Communications Program formed under Deputy City Manager. Plan to be presented to Council May.
b. Clarify roles and expectations of the Council, committees, boards, subcommittees and task forces	City Manager	X			Staff working with Committees to clarify bylaws.
c. Strengthen relationships between Council, executives and staff	City Manager	X			Teambuilding held with School Board Executives to discuss during retreat
Other Activities					
d. Streamline the contract policy for greater efficiency and effectiveness	Finance/City Clerk	X			Streamlined portions of the contract processing within the City Clerk's Office. In the process of completing IS Charter to implement possible technology solutions related to inter departmental processes. Conducted a review workshop for City Staff with the City Attorney's Office.
e. Develop and implement an operations and management plan for the new aquatics center	Rec/Parks	X			Aquatics Center opened in January 2019; user groups have been selected and full programming will be implemented in Spring/Summer 2019

Goals and Activities	Responsible Department	Activity Completed/ Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Activity Implemented in 2019 or 2020 may need to modify	Status and Comments
f. Implement the business center for increased customer service and efficiency	Planning/BS		X		For FY 2019 – 20, focusing on implementing the new citywide permit system. Necessary technology for the city's business center.
g. Develop options for expanding Library services	Library	X			Updated technology for better customer service, including improving Wi-Fi access and implementing self-checkout, wireless printing, public scanning, and online booking of the library's meeting rooms. Introduced new library partnerships and programs and facilitated a series of Community Conversations with teens and older adults to learn about residents' aspirations for El Segundo. Additional options for expanding Library services will be presented for City Council consideration during Strategic Planning.
h. Provide GIS software access to basic property information and relevant documents	IS	X			The City's GIS services continues to fulfill requests that come in from all departments, such as routine address changes, quarterly parcel updates, aerial imagery re-prints, and maintenance of our mailing list generator website amongst other things. Recently, we have participated in the selection process for the city's new permitting systems by offering technical expertise and recommendations. We have also performed a major upgrade to our GIS server to better equip our department's ability to fulfill needs and requests. We are looking to bring more Web GIS to the City and its many departments as we make the transition to our GIS Enterprise system with eye on empowering people's geographic mind set.

Goals and Activities	Responsible Department	Activity Completely Underway in FY 2019-20	Activity delayed & to be completed in 2019-20	Activity completed in 2019 or 2020, may need to modify	Status and Comments
<p>Goal 1B: El Segundo's engagement with the community ensures excellence.</p> <p>Other Activities</p>					
<p>a. Obtain customer feedback, assess customer satisfaction and use it to improve services through surveys and other methods (e.g., annual resident and business survey, transactional and event questionnaires, and personal outreach throughout the year)</p>	<p>Finance/City Manager</p>	<p>X</p>			<p>NPS based surveys conducted, results analyzed and action plans being developed; transactional surveys underway; annual surveys to be implemented for residential and businesses</p>
<p>b. Proactively identify City successes and highlight them to the public</p>	<p>City Manager</p>	<p>X</p>			<p>Part of City e-newsletter. To be expanded with communications program/website replacement.</p>
<p>c. Update the website and create a mobile app for full interface with the website</p>	<p>IS</p>	<p>X</p>			<p>Discovery Phase - A city-wide survey requesting feedback and input about the new city website was sent to residents/community with a target number of 375 desired respondents. As of 2/22/19, there were 209 responses. With an additional push via city newsletter database, as of 2/26/19 at noon, there were 550 responses, exceeding survey response goal. Survey was covered in the El Segundo Herald and shared via city social channels, as well as distributed via city chamber and various locations around the city. Survey close date is 2/28/19. An internal city staff/department survey sent and currently has received 15 responses and closes on 2/27/19. Survey feedback and analysis be shared 3/8/19 by Granicus.</p>

Goals and Activities	Responsible Department	Activity Complete/ Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Activity delayed in 2019 or 2020 may need to modify	Status and Comments
<p>c. Cont'd – Update the website and create a mobile app for full interface with the website.</p>	<p>IS</p>	<p>X</p>			<p>Granicus will be conducting topline current site usability for input and UX considerations with a sample group of non-El Segundo community members. Sample task questions were shared with Website Sub Committee on 2/19/19.</p> <p>One-on-one new site internal consensus building/briefing meetings were conducted with Fire, PD, City Clerk, and Treasury departments. Additional one-on-one department meetings to be scheduled throughout March.</p> <p>All-hands website committee and core team weekly meetings are held on Mondays at 9am with all departments. Two meetings have been held - 2/11/19 and 2/25/19.</p> <p>On March 8, a committee and core team meeting will be held with Granicus to discuss UX and creative discussion. Feedback and recommendations will be presented at Tech Sub-Committee, Tech Committee, and Council.</p> <p>An ongoing regular bi-weekly meeting is scheduled with the website sub-committee.</p>
<p>d. Expand use of social media as communication tool</p>	<p>CM</p>	<p>X</p>			<p>Use of social media increased with communications program to be expanded with website replacement.</p>

Goals and Activities	Responsible Department	Activity Completed/Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Status and Comments
Goal 2: Support Community Safety and Preparedness				
<i>Goal 2A: El Segundo is a safe and prepared city.</i>				
Tier 1 Priority Activities				
a. Implement strategies for recruitment and training of police officers	PD	X		HR Director and Chief of Police, along with Police Command Staff, are currently reviewing and analyzing current efforts, and developing strategy for recruitment of Lateral officers, along with Academy Graduates, and Police Officer Trainees. Implement strategy with open Academies for in-person recruitment of pre-service candidates. Review issues and concerns regarding Lateral transfers by "classic" safety members compared to PEPR Laterals
b. Increase community awareness of the need for preparedness; increase the number of people who are prepared for disaster and involved in CERT services we offer	PD/Fire	X		The second hybrid Community Emergency Response Training (CERT) class is scheduled for delivery on May 1, 2019 with 24 members enrolled. This new hybrid class includes on-line training at the CERT member's discretion with a hands-on 8 hour manipulative training session scheduled for June 1, 2019 to complete the program.
Tier 2 Priority Activities				
c. Enhance the public safety in the City's streets and sidewalks	PW	X		Completed each and every year as part of the CIP Plan and through Traffic Committee actions. Pedestrian Safety study underway.
Other Priorities				
d. Initiate the fire accreditation process, to include a response coverage study	Fire		X	Fire department exploring costs and work requirements with potential for mid-year budget request or FY 19-20 budget allocation

Goals and Activities	Responsible Department	Activity Completed/ Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Activity planned to be completed in 2019 & 2020 if any needed to comply	Status and Comments
e. Meet and where feasible exceed national standards for in-service training and employee development	Fire	X			All El Segundo Firefighters continue to receive at minimum two (2) hours of mandatory training each day to meet and when possible exceed the national standards.
f. Establish and maintain a local all-hazard Incident Management Team (IMT)	Emergency Management	X			<p>The Incident Management Team has been established. Maintenance and exercising will be ongoing. Specifically, maintenance has occurred by entering all members of the incident management team into OneResponder, a software program that tracks team member training and performance. One of our finance section chiefs attended the All-Hazards Incident Management Teams Association annual conference in December. A group within EverBridge has been created that assists with the activation of the incident management team. The Incident Command Post (formally known as the EOC) has been cleaned out, TV's have been remounted on the walls, the indoor Satellite phone has been checked for operation, inoperable phones have been fixed/replaced/ and old surplus equipment has been turned in.</p> <p>Future maintenance includes a Table Top Exercise scheduled for May 22. An emergency operations plan review, three training courses will also be scheduled.</p>

Goals and Activities	Responsible Department	Activity Completed/Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Activity completed in 2019 or 2020 may need to modify	Status and Comments
<p>Goal 3: Develop as a Choice Employer and Workforce</p>					
<p>Goal 3A: <i>El Segundo is a City employer of choice and consistently hiring for the future, with a workforce that is inspired, world-class and engaged, demonstrating increasing stability and innovation</i></p>					
<p>Tier 1 Priority Activities</p>					
<p>a. Develop a new approach to human resources that will position the City for being a choice employer and meeting future workforce needs</p>	HR	X			<p>This is an on-going continual process improvement strategy. Develop and implement "Learning Based" organization principles: held inaugural Leadership Development Academy. Develop and implement Mid-Mgr retreat, as well as town hall and strategy meetings with Managers & Executive Mgmt. Strengthen overall recruitment efforts by collecting and managing data related to recruitment and hiring timelines; Develop and implement computer based training opportunities for all City staff; coordinate and implement an Employee Wellness program.</p>
<p>Tier 2 Priority Activities</p>					<p>Efforts to be completed in 2019-20 include: Lunch and Learn program – for ongoing learning opportunities; Wellness Program update and improvements based upon employee feedback/use patterns; align training programs and tailor training programs for employee development and growth</p>
<p>b. Complete current labor negotiations</p>	HR	X			<p>Completed the following labor negotiations in FY 18-19: POA, FFA, PSSEA and CEA. Expectation to resolve PMA, SPEA, Mgmt. Confidential; and Exec Mgmt.</p>

Goals and Activities	Responsible Department	Activity Completed/Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Status and Comments
<p>c. Improve our employees' experience in our organization and enhance employee/management relations</p> <p>d. Conduct a review of part-time classifications and wages to ensure the City can attract and retain needed staff</p> <p>e. Fill vacant positions in order to provide needed services to the community</p>	<p>HR</p> <p>HR</p> <p>HR</p>	<p>X</p> <p></p> <p>X</p>	<p></p> <p>X</p> <p></p>	<p>Implementation of multi-year provisions of each MOU in timely and coordinated effort with Labor and with internal operating departments.</p> <p>Ongoing, continual process improvement strategy. Current HR Department outreach to all Labor Associations, for ongoing communication and staff development opportunities.</p> <p>Review of PT classifications (non-covered), for attraction and retention following completion of all labor negotiations.</p> <p>Ongoing, continual process improvement strategy; Developed and implemented a monthly vacancy report continue to review vacancy reporting and recruitment data mining for process improvement; and in conjunction with Goal #2 above (police recruitment and training).</p>
<p>Other Activities</p> <p>f. Engage a third-party to conduct a Human Resources audit to identify best practices that will enable the City to become a choice employer</p>	<p>Finance/HR</p>	<p>X</p>	<p></p>	<p>Independent assessment of HR complete. Implementation on projects/focus areas is underway.</p>
<p>g. Improve our attention on employee development and engagement (e.g., develop leadership bench-strength professional development plans, meaningful employee evaluations, succession planning)</p>	<p>HR</p>	<p>X</p>	<p></p>	<p>Ongoing, continual process improvement strategy, currently reviewing the organization and HR will develop a vision for employee development and engagements. Implemented Leadership Development Academy; and will coordinate future staff development and training with Executive Team, and City workforce. Working with City Management, and labor associations to develop additional staff development and engagement strategies.</p>

Goals and Activities	Responsible Department	Activity Completed/Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Activity anticipated to be completed in 2020 or later that may need to be modified	Status and Comments
h. Enhance employee safety and reduce accidents and costs	HR		X		Ongoing continual process improvement strategy, including focus training on loss leaders. Currently working with our third party administrator to review and analyze employee injury trends. Develop and implement City-wide employee safety training program, with focus on WC loss leaders.
i. Implement formal and informal methods of recognizing employees which are valued by the City	HR	X			Employee softball game held in October 2018; Employee Appreciation luncheon held in December 2018; Employee Service Awards recognition was held in March 2019; Working with labor associations and through other work committees, to develop other informal methods for employee recognition and efforts.
Goal 4: Develop and Maintain Quality Infrastructure and Technology					
Goal 4A: El Segundo's physical infrastructure supports an appealing, safe and effective community.					
Tier 1 Priority Activities					
a. Focus on improving City facilities through completing a conditions assessment and making improvements	PW	X			Underway. All draft reports completed and under staff review. Anticipated to be brought to Council in June 2019.
Tier 2 Priority Activities					
b. Develop and deliver a multi-year capital improvement plan (CIP)	PW	X			Completed each and every year.
Other Activities					
c. Develop a plan to utilize increased transportation funding	PW	X			In process as part of the development of the multi-year CIP
d. Regularly assess Citywide facility conditions meet safety standards and best practices	PW	X			Done by staff each day to ensure a safe user environment. FCA will highlight deficiencies that need to be corrected.
e. Identify funding and commitment to future infrastructure needs.	PW		X		New Multi-year CIP will assist with this process.

Goals and Activities	Responsible Department	Activity Completely Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Status and Comments
f. Monitor the desalination plant project of the water district	CM	X		Comments provided on draft EIR – waiting for release of FEIR.
Goal 4B: El Segundo's technology supports effective, efficient and proactive operations				
Tier 1 Priority Activities				
a. Successfully implement new technology as prioritized in the Technology Master Plan	IS	X		ISD staff is implementing 11 high priority projects from the Technology Master Project list. 6 projects are pending initiation, and 10 projects have been successfully completed. As a mid-year check, the department will meet with Directors and the Tech subcommittee to review, validate and reprioritize projects where appropriate.
Tier 2 Priority Activities				
b. Digitize document imaging of historical plans and records to aid in public accessibility	IS	X		Interdepartmental meetings underway to discuss implementation.
c. Implement emergency operations center (EOC) software	CM	X		Have received preliminary approval for a grant from LA County in order to acquire the software.
Other Activities				
d. Use the full potential of software	IS		X	<p>Analysis of a number of preexisting business applications is in process to increase usage and efficiency where applicable.</p> <p>Eden HR Module – a gap analysis is schedule to kick-off in March 2019</p> <p>Eden Requisition Module – use of the electronic automated requisition module</p> <p>Expanded usage of the conference call capability within the existing phone system.</p> <p>ISD continues to work with Departments to promote efficiency and process improvement.</p>

Goals and Activities	Responsible Department	Activity Completed/ Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Activity Unavailable in 2019 or 2020, may need to modify	Status and Comments
<p>e. Implement paperless goals.</p>	<p>IS/All City Departments</p>		<p>X</p>		<p>ISD staff is continuing to work with Departments to identify stretch goals to reduce paper use and automate processes. Examples: Expanded use of the Eden requisition modules which allows City staff to submit purchase requisitions to the purchasing agent in an automated/paperless fashion. Three Departments are currently utilizing the software, while training is still in process for the remainder of the Departments. Additionally, in the upcoming months ISD will be replacing the City's Multifunction Printers (MFP) fleet with newer models. Software will be installed to monitor and manage the City's print volumes to promote conservative printing practices and reduce the City's print volumes.</p>
<p>f. Install Wi-Fi in all critical facilities.</p>	<p>IS</p>	<p>X</p>			<p>Wi-Fi has been installed in the most critical facilities; this is an ongoing project and will take a number of years to fully optimize: -A wireless assessment of the City is in process to determine the City's current system capacity to offer additional Wi-Fi options. -Recently ISD optimized free Wi-Fi services by doing away with user login to access Wi-Fi services. -ISD worked with the Library to implement wireless printing and self-service check-out.</p>

Goals and Activities	Responsible Department	Activity Completed/ Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Activity anticipated to be completed in 2019 or 2020, may need to modify	Status and Comments
Goal 5: Champion Economic Development and Fiscal Sustainability					
<i>Goal 5A:</i>					
<i>El Segundo promotes economic growth and vitality for businesses and the community.</i>					
Tier 1 Priority Activities					
a. Advocate for the City's interests regarding the impacts of LAX.	CM	X			Ongoing
Tier 2 Priority Activities					
b. Complete the golf course request for proposals process and determine the future of the property.	Rec/Park	X			Council subcommittee entered exclusive negotiations with Centercal/Topgolf; negotiations are ongoing with anticipated Council discussion in <u>June 2019</u> for final approvals. Adopted ADU Ordinance.
c. Implement the accessory dwelling unit ordinance, reflecting amendments as necessary.	P&BS	X			Will revisit in FY 19/20 based on changes in state requirements. Ongoing
d. Refine our focus on economic development to define who we want to attract and why.	CM	X			
Other Activities					
e. Implement Downtown improvements and "re-imagine" the downtown, which includes downtown beautification, developing a vision for the downtown, promoting the downtown and creating a funding source for marketing the downtown.	CM & Downtown Sub-committee	X			Completed landscaping upgrades and ongoing maintenance, installed lighting over three downtown intersections, working on parklet design review and approval. The downtown area is highlighted on new websites (ElSegundoBusiness.com and DestinationElSegundo.com). Landscape lighting is underway and scheduled to be complete in 2018/19. Plan is complete; implementation is underway
f. Implement the economic development strategic plan in order to promote business attraction, retention of existing businesses, and industry diversification.	CM	X			

Goals and Activities	Responsible Department	Activity Completed/ Underway in FY 18-19	Activity delayed & to be completed in 2019-20	Activity Unavailable for 2019 or 2020 (may need to be re-evaluated)	Status and Comments
g. Conduct proactive outreach with existing businesses as part of the City's business retention program.	CM	X			Developing Mayor's CEO Roundtable Program. Working with EDAC Business Retention Committee to schedule visits.
h. Enhance new business attraction, marketing and branding efforts through public relations and advertising.	CM	X			Completed two new websites (ElSegundoBusiness.com, and DestinationElSegundo.com). Enhanced digital advertising campaign launched in January 2019. Ongoing social media posting.
i. Launch hospitality and tourism marketing program.	CM	X			Hospitality & Tourism, R&D, and communication strategy complete. Implementation of communications plan is underway.
j. Identify El Segundo's advantages for employers and use that to inform marketing campaigns to attract new employers.	CM	X			Information available on Elsegundobusiness.com and ongoing.
Goal 5B: El Segundo approaches its work in a financially strategic and responsible way.					
Tier 1 Priority Activities					
a. Continue to implement a strategy to shrink pension liabilities.	Finance	X			City Council has approved actions that have saved the City ~\$6.2million over the next 25-30 years. City Council approved \$2.5million with the FY 18-19 budget to address pension liabilities. This is a priority activity that will be continuously monitored. POA, FFA, PSSEA & CEA Employees picked up additional pension costs in their new MOUs.
b. Continue on a sustainable financial path, solve future structural deficits and maintain reserves.	Finance	X			Being done through labor negotiations, Pension Ad-Hoc committee, and through Strategic Plan & Budget

Goals and Activities	Responsible Department	Activity Completed/Underway in FY 2018-19	Activity delayed & to be completed in 2019-20	Activity	Status and Comments
Tier 2 Priority Activities					
c. Negotiate the trash contract, assess services, and determine how to pay for the services.	PW	X			RFP and Prop 218 process approved. New trash service to be implemented in May 2019.
d. Identify new revenue options for operations and infrastructure.	Finance	X			Measure C passed. City-wide fee study complete. Staff continues to research further options. Prop 218 process for Solid Waste completed. Annual update to the master fee schedule planned.
e. Explore developing a strategy in collaboration with other cities to get relief from low property tax with the potential of working toward a future statewide ballot measure.	Finance		X		In preliminary discussions with other cities.
f. Create a development fee for the arts to help with economic development.	Library	X			Received direction from City Council to develop a Percent for the Arts proposal in coordination with the Arts and Culture Advisory Committee for consideration in Spring 2019. In partnership with Economic Development, commissioned a Creative Economy Report from Beacon Economics for presentation to City Council in May 2019.
g. Review the business license tax to determine the appropriate level.	Finance	X			Will be discussed during Strategic Planning Meeting.
h. Evaluate creating a risk manager position to establish a coordinated program of management and reduction of costs associated with liability claims and workers' compensation.	HR		X		City currently evaluating Joint Powers Insurance program with Risk Management option, requirements and services.
Other Activities					
i. Conduct a water and sewer rate study to ensure adequacy of rates to support the water and sewer system.	Finance	X			Process underway
j. Annual review of the City's master fee schedule and cost recovery policy to support City programs and needs.	Finance	X			Will review all fees w/ Budget Process and apply an appropriate CPI factor.

**CITY OF EL SEGUNDO
LIBRARY SERVICES DEPARTMENT PROFILE**

MISSION STATEMENT: The El Segundo Public Library is a civic and cultural hub for information and innovation where big (and small) ideas take off. We maintain comfortable, safe, and welcoming public and school libraries and connect people of all ages to information, experiences, and ideas to help them learn and be successful.

ADMINISTRATION: Oversees the operations of the Main Library and four school libraries and provides direction and resources for continual improvements in library services, programs, and facilities based on community input and in collaboration with the Friends of the Library, Library Board of Trustees, Arts and Culture Advisory Committee, El Segundo Unified School District (ESUSD), and other partners.

SUPPORT SERVICES: Oversees the ordering, cataloging, processing and circulation of all print, audiovisual, and electronic resources for the Main Library and four school libraries. Coordinates the use of the library's meeting room and conference room for individuals and organizations. Helps maintain the library's facilities and technology.

YOUTH SERVICES: Supports children's educational development by providing a wide-ranging collection of books and other materials to meet varying needs and interests as well as staff assistance in locating and using resources in the Main Library and four school libraries in coordination with ESUSD. Provides ongoing and special library programs for youth throughout the year, including toddler and preschool storytime, a popular Summer Reading Program, library tours and class visits, and science and art activities for elementary and middle school students.

TEEN/ADULT SERVICES: Cultivates the library as a center for learning by providing effective delivery of materials and information through an established collection of reliable print resources and web-based technologies. Conducts enriching literary and cultural programs in the library and beyond, provides computer and Internet instruction, offers Literacy Volunteer Training, coordinates the use of library study rooms, and offers outreach services in the community. In coordination with the Friends of the Library, provides access to the History Room Archives and Photograph Collection.

ACCOMPLISHMENTS IN FISCAL YEAR 2017-2018:

- Over 165,000 books and other items were borrowed from the Main Library and four school libraries, (including 7222 eBooks – an 8% increase from last year), 5100 children, teens, and adults attended library programs, over 18,400 people utilized library meeting and study rooms, 14,723 users accessed the library's wireless network, and customers logged 13,503 hours on the library's public computers.
- Over 9700 items were added to the library's collection.
- Twenty public computers were replaced and upgraded to provide customers with improved functionality, speed, and Internet access. An upgrade to the online catalog also was completed allowing customers to search the catalog, eBooks collection, and databases at the same time.
- Produced a Centennial Author Fair with over 40 authors and 800 attendees as well as an interactive historic printing press demonstration by The International Printing Museum.
- Other programming highlights included over 700 children and 90 adults participating in the library's Summer Reading Programs, new computer classes and one-on-one troubleshooting for mobile device users, a six-month concert series featuring jazz, country, and cultural music, and a co-sponsored event with the El Segundo Museum of Modern Art entitled "The Ruins of Time: Lost Libraries of the Silk Road."
- A new partnership with local businesses - *Show Your Library Card and Save* - encourages library card holders to shop locally to receive discounts and other perks.

- A Capital Improvement Project was initiated and funded to increase seating and connectivity on the first floor of the Main Library. When completed, new tables with charging stations and up to 52 chairs will provide an additional area in the library for reading, studying, and group projects.

GOALS AND OBJECTIVES FOR FISCAL YEAR 2018-2019:

- Complete Capital Improvement Project to expand library seating and connectivity.
- Upgrade technology for better customer service – In addition to the Citywide projects to redesign the website and improve wireless network capabilities, implement self-checkout, wireless printing, public scanning, online booking of the library's meeting room and conference room, and expanded eBook and digital photography collections.
- Provide high quality library programming for all ages, including Summer Reading Programs for children, teens, and adults, Author Fair, Concerts in the Library, art activities and exhibits, cultural programs with community partners, computer classes, and more.
- Expand programming, outreach, and facilitation based on input provided during a series of community conversations planned by the library around town this year.
- Form a Teen Advisory Board and develop additional community service opportunities for teens and adults at the library.
- Participate in the Book to Action Program sponsored by the California Center for the Book.
- Investigate ways to remove barriers to library access for customers, including reviewing policies, fees, hours, services, staffing, collection, and facility. Update procedures as needed based on community needs.
- Submit a cost analysis for expansion of library hours for Library Board of Trustees and City Council consideration.
- Develop a multi-year Strategic Plan for the El Segundo Public Library in partnership with the Library Board of Trustees and Friends of the Library.
- Help develop a Public Art Work Plan in coordination with the Arts and Culture Advisory Committee.