

**LIBRARY BOARD OF TRUSTEES OF MONTEREY PARK  
AGENDA**

**REGULAR MEETING**

**Tuesday  
January 19, 2021  
6:00 p.m.**

**MISSION STATEMENT**

*The mission of the Monterey Park Bruggemeyer Library is to meet  
the cultural, educational and informational needs  
of the residents of the City of Monterey Park  
by providing free and open access to its resources and services*

**EXECUTIVE ORDER NO. N-29-20**

These meetings will be conducted pursuant to Section 3 of Executive Order No. N-29-20 issued by Governor Newsom on March 17, 2020.

Accordingly, Library Board Members will be provided with a meeting login number and conference call number; they will not be physically present at the Monterey Park Bruggemeyer Library, 318 S. Ramona Avenue, Monterey Park, CA 91754.

Pursuant to the Governor's order, the public may provide public comment utilizing the methods set forth below.

Please note that the Library is currently closed to the public. You will not be admitted to the Library.

**GENERAL INFORMATION**

Documents related to an Agenda item are available to the public at the Monterey Park Bruggemeyer Library, located at 318 S. Ramona Avenue, Monterey Park, CA 91754, during normal business hours, and the City's website at <http://www.montereypark.ca.gov/AgendaCenter>.

**PUBLIC PARTICIPATION**

In accordance with Executive Order No. N-29-20 and guidance from the California Department of Public Health on gatherings, remote public participation is allowed in the following ways:

**Via Email**

Public comment will be accepted up to 24 hours before the meeting via email to [LibraryBoardMeeting@montereypark.ca.gov](mailto:LibraryBoardMeeting@montereypark.ca.gov) and, when feasible, read into the record during public comment. Written communications are limited to not more than 50 words. Please note that this email address is for submitting public comment for meetings only and that the inbox is not otherwise being monitored or answered by the Library Board of Trustees.

### Via Telephone

Public comment may be submitted via telephone during the meeting, before the close of public comment, by calling (888) 788-0099 or (877) 853-5247 and entering Zoom Meeting ID: 840 9076 6486 then press pound (#). When prompted to enter participation ID number press pound (#) again. If participants would like to make a public comment they will enter “\*9” then the Library office will be notified, and you will be in the rotation to make a public comment. Participants are encouraged to join the meeting 15 minutes before the start of the meeting. You may speak up to 5 minutes on Agenda item. Speakers will not be allowed to combine time. The President and Library Board members may change the amount of time allowed for speakers. As part of the virtual meeting protocols, anonymous persons will not be allowed to provide public comment.

### Important Disclaimer

When a participant calls in to join the meeting, their name and/or phone number will be visible to all participants. Note that all public meetings will be recorded.

Per the Americans with Disabilities Act, if you need special assistance to participate in this meeting please call the Library at (626) 307-1269 for reasonable accommodation at least 24 hours before a meeting. The Library is wheelchair accessible.

### **CALL TO ORDER**

**Library Board of Trustees President**

### **FLAG SALUTE**

**Library Board of Trustees Vice President**

### **ROLL CALL**

**Larry Sullivan, Lisa Duong, Jason Dhing, Andrew Yam, Jennifer Tang**

### **AGENDA ADDITIONS, DELETIONS, CHANGES AND ADOPTIONS**

PUBLIC COMMUNICATIONS (Related to Items NOT on the Agenda). While all comments are welcome, the Brown Act does not allow the Library Board to take action on any item not on the agenda. The Library Board may briefly respond to comments after Public Communications is closed. Persons may, in addition to any other matter within the Library Board's subject-matter jurisdiction, comment on Agenda Items at this time. If you provide public comment on a specific Agenda item at this time, however, you cannot later provide comments at the time the Agenda Item is considered.

### **ORAL AND WRITTEN COMMUNICATIONS**

#### **1. PRESENTATIONS: None**

#### **2. CONSENT CALENDAR: 2-A – 2-B**

#### **2-A. MINUTES**

It is recommended that the Library Board of Trustees consider:

- (1) Approving the minutes from the meeting of December 15, 2020; and
- (2) Taking such additional, related, action that may be desirable.

## **2-B. FINANCIAL REPORTS AND EXPENDITURES**

- a. YEAR-TO-DATE BUDGET REPORT:  
Monthly Expenditure Summary Report by Object
- b. TRUST AND AGENCY ACCOUNT REPORT:  
Monthly report on Balances in Library Trust and Agency Accounts
- c. LIBRARY FINES REPORT:  
Monthly report on fines collected by the library

It is recommended that the Library Board of Trustees consider:

- (1) Approving the financial reports and expenditures; and
- (2) Taking such additional, related, action that may be desirable.

## **3. PRESIDENT'S REPORT**

## **4. CITY LIBRARIAN'S REPORT**

## **5. OLD BUSINESS**

### **5-A. RESTRUCTURING OF FINES AND FEES**

It is recommended that the Library Board of Trustees consider:

- (1) Recommending that the Monterey Park City Council amend the Monterey Park Bruggemeyer Library Fines and Fees schedule including waiving overdue fines and fees; eliminating audio-visual fees (with exceptions); increasing maximum renewals for eligible items; and implementing automatic renewals for eligible items; and
- (2) Requesting that the City Council direct the City Manager, or designee, not to take action to recover any outstanding fines owed before the date of this action; and
- (3) Taking such additional, related, action that may be desirable.

## **6. NEW BUSINESS**

### **6-A. DISTRIBUTION OF CITY'S CODE OF CONDUCT AND SOCIAL MEDIA POLICY**

It is recommended that the Library Board of Trustees consider:

- (1) Receiving and filing the Code of Conduct and Social Media Policy; and
- (2) Taking such additional, related, action that may be desirable.

## **7. BOARD COMMUNICATIONS**

## **ADJOURN**



# Library Board of Trustees Staff Report

DATE: January 19, 2021

AGENDA ITEM NO: 2-A

TO: Library Board of Trustees  
FROM: Diana Garcia, City Librarian  
SUBJECT: Approval of Minutes

**RECOMMENDATION:**

It is recommended that the Library Board of Trustees consider:

1. Approving the minutes from the meeting of December 15, 2020;
2. Taking such additional, related, action that may be desirable.

**EXECUTIVE SUMMARY:**

None

**BACKGROUND:**

None

**FISCAL IMPACT:**

None

Respectfully submitted by:

A blue ink signature of Diana Garcia, written over a horizontal line.

Diana Garcia  
City Librarian

Prepared by:

A blue ink signature of Gwen Kishida, written over a horizontal line.

Gwen Kishida  
Administrative Secretary

**ATTACHMENTS:**

1. December 15, 2020 meeting minutes

Approval of Minutes  
January 19, 2021

**ATTACHMENT 1**  
**Minutes of Library Board of Trustees Meeting**  
**December 15, 2020**

**MINUTES  
MONTEREY PARK BRUGGEMEYER LIBRARY  
LIBRARY BOARD OF TRUSTEES  
Regular Meeting**

**December 15, 2020**

The Library Board of Trustees of the Monterey Park Bruggemeyer Library of the City of Monterey Park held a virtual meeting on Tuesday, December 15, 2020 at 6:00 p.m.

**CALL TO ORDER:**

Trustee Sullivan called the meeting to order at 6:04 p.m.

**FLAG SALUTE:**

Trustee Duong led the Flag Salute.

**ROLL CALL:**

**BOARD MEMBERS PRESENT:**

Larry Sullivan, Lisa Duong, Jason Dhing, Andrew Yam and Jennifer Tang

**ALSO PRESENT:**

Diana Garcia, City Librarian; Gwen Kishida, Administrative Secretary; Deborah Niblick, Adult/Reference/Teen Services Senior Librarian; Children's Services Senior Librarian Kristin Olivarez

City Librarian Garcia stated that this meeting will be conducted pursuant to section 3 of Executive Order No. N-29-20 issued by Governor Newsom on March 17, 2020.

In accordance with Executive Order No. N-29-20 and guidance from the California Department of Public Health on gatherings, remote public participation is allowed in the following ways:

Participants are encouraged to join the meeting 30 minutes before the start of the meeting. Public comment will be accepted via email to [Library@MontereyPark.ca.gov](mailto:Library@MontereyPark.ca.gov) during the meeting, before the close of public comment, and read into the record during public comment, when feasible. It is requested that written communications be limited to not more than 50 words.

Public comment may be submitted via telephone during the meeting, before the close of public comment, by calling (888) 788-0099 or (877) 853-5247 and entering Zoom Meeting ID: **850 8747 3060** and then pressing pound (#). When prompted to enter participation ID number press pound (#) again. If participants would like to make a public comment they will enter “\*9” then the Library office will be notified and the participant will be in the rotation to make a public comment.

**AGENDA ADDITIONS, DELETIONS, CHANGES AND ADOPTION:**      None

## **PUBLIC COMMUNICATIONS:**

### **1. ORAL AND WRITTEN COMMUNICATIONS:**

None

### **2. PRESENTATION: LOCAL HISTORY COLLECTION AND ONLINE RESOURCES**

Adult/Reference/Teen Services Senior Librarian Niblick presented information on the Library's Local History Room, which collects and preserves materials to illustrate the history of Monterey Park. The collection includes hard copy issues of local newspapers including the *Monterey Park Progress*, *Monterey Park Cascades*, *Monterey Park Journal*, *Monterey Park Comet* and the *Citizen's Voice*; microfilm of newspaper articles, books written by authors from Monterey Park and newspaper clippings and photographs. The holding currently comprise 181 bound items, three file cabinets of microfilm, Monterey Park City Directories, City Council Minutes from 1916 – 2011, Mark Keppel High School yearbooks and scrapbooks with materials dating from the 1900s to present. Highlights of the collection include a portrait of Mrs. Roberta Pauline Bruggemeyer, in whose memory her husband Judge Mancha Bruggemeyer donated the land on which the first Library building was situated; the front page of the *Monterey Park Progress* from March 29, 1929 announcing the Library dedication; a plaque commemorating major donors throughout the years; a certificate of appreciation presented to the Monterey Park Library Foundation on June 5, 2002 for its efforts to raise funds for the Library expansion and renovation; a photograph of the old Library Bookmobile; and a photo from 1929 featuring the members of the first Library Board of Trustees.

Senior Librarian Niblick also detailed the various digital resources available including the Local History Digital Project, a collection of photographs, slides, postcards and clippings documenting the beginning of Monterey Park; the California of the Past Digital Storytelling Project, a collection of videos documenting the experiences of those coming to and living in Monterey Park and in California; California Revealed Oral History Project, a series of interviews with prominent local citizens led by Professor Timothy Fong as well as a collection of stories from past Mayors of the City of Monterey Park; and the SCLC DigiLab, for which staff plan to connect with the Monterey Park Historical Society to continue digitizing photographs and films that were not previously captured in the Local History Digital Project. Senior Librarian Niblick noted that the California Revealed Oral History Project includes a video of the late David Barron, former City Clerk and Library Board Trustee, speaking about his family's history, while the California of the Past Digital Storytelling Project includes a video of the late Gloria Guerrero, former Library Board Trustee, speaking about her experience as the first woman of color selected as the Grand Marshal of the City's Play Days Parade.

Trustee Duong asked who decides what is saved. Senior Librarian Niblick stated that past librarians have selected items which were considered relevant to the history of Monterey Park. Materials for the collection were provided by City Hall and local residents. Trustee Tang asked who uses the collection – researchers, students, community members? Senior Librarian Niblick stated that staff receive queries both locally as well as from out of state, often from former residents. An advantage of adding more items to the digital collection is that these items would then be more accessible to those who cannot physically visit the Library. The items would also not be vulnerable to potential damage or loss. Trustee Tang asked about utilizing the digital

presence of newspapers. Senior Librarian Niblick stated that the Library would prefer to subscribe to digital versions of newspapers when possible so these do not have to be archived by staff. Trustee Yam suggested that when the Library is able to reopen, the community could be invited to view the collection. Senior Librarian Niblick said that the Library hoped to partner with the Monterey Park Historical Society to present the collection once it is safe to do so. Trustee Dhing suggested that some materials can be shown, electronically if possible, at the Monterey Park Historical Museum. Trustee Sullivan, who also serves as a docent at the Historical Museum, suggested that staff work with Jim Iwaki and will provide his contact information.

### **3. LIBRARY BOARD OF TRUSTEES MINUTES:**

#### **Approve the minutes from the special meeting of November 17, 2020**

Trustee Duong requested revisions to page 8, asking that paragraph 1, sentence 2 be changed to "Trustee Duong ~~thought~~ believed that even this amount would mean a lot to City." and that paragraph 3, sentence 1 be changed to "Trustee Duong said that she felt that it is part of the job responsibilities of Library staff to follow up in collecting overdue fines and that this is part of providing excellent service and should not be considered ~~it is not~~ that much work."

**Action Taken:** The Library Board of Trustees approved the minutes from the meeting of November 17, 2020 as amended.

|          |                                                                                              |
|----------|----------------------------------------------------------------------------------------------|
| MOTION:  | Moved by Trustee Dhing and seconded by Trustee Yam.<br>Motion carried by the following vote: |
| AYE:     | Trustees Sullivan, Duong, Dhing, Yam and Tang                                                |
| NO:      | None                                                                                         |
| ABSTAIN: | None                                                                                         |
| ABSENT:  | None                                                                                         |

### **4. CONSENT AGENDA:**

- a. Receipt and Expenditure Report**
- b. Trust and Agency Accounts Report**
- c. Library Fines Report**

**Action Taken:** The Library Board of Trustees approved the Consent Agenda.

|          |                                                                                               |
|----------|-----------------------------------------------------------------------------------------------|
| MOTION:  | Moved by Trustee Tang and seconded by Trustee Duong.<br>Motion carried by the following vote: |
| AYE:     | Trustees Sullivan, Duong, Dhing, Yam and Tang                                                 |
| NO:      | None                                                                                          |
| ABSTAIN: | None                                                                                          |
| ABSENT:  | None                                                                                          |

## **5. PRESIDENT'S REPORT:**

Trustee Sullivan stated that he is thankful that a vaccine to combat COVID-19 has been approved and is being disseminated. Hopefully the economy will also improve.

Trustee Sullivan reported that he had a discussion with City Librarian Garcia on several topics.

Trustee Sullivan asked whether/how Library staff are being reimbursed for their time and work on CDBG projects. City Librarian Garcia stated that she and Senior Librarian Niblick are assisting the City to administer CDBG/HUD and CARES Act funding for the Emergency Rental Assistance Program, Utilities Assistance Program and Small Business Assistance Program. Senior Librarian Niblick is the lead on this work and her entire salary for this fiscal year is being paid out of CDBG funding. City Librarian Garcia is billing the hours that she works on these programs to the administrative portion of the grant.

There was a post on Next Door, the social networking service for neighborhoods, with a complaint about the Library's service. City Librarian Garcia stated that by the time Trustee Sullivan emailed her about the post, Children's Senior Librarian Olivarez, who is a resident of Monterey Park, had seen it and brought it to her attention. City Librarian Garcia reached out to Mr. Yue directly to respond. Trustee Tang had also forwarded the post and responded to Mr. Yue as a resident and a Trustee. City Librarian Garcia stated that if a similar situation reoccurs, she would again appreciate being notified. Trustee Tang noted that Mr. Yue was very satisfied with City Librarian Garcia's response. He had a misconception that the Library was limiting the number of items patrons could check out. The misunderstanding occurred because Mr. Yue had placed multiple items on hold. Since the Library had changed its procedure to allow pickups more than once per week, staff contacted him as soon as items became available. This meant that when he came by to pick up his items, some of his items were ready for pickup but others were not yet available. Mr. Yue was informed that he could notify staff that he preferred to make only one trip per week to pick up all of the items that were currently available. This preference would be noted in his patron record and followed in the future. City Librarian Garcia stated that the Library, instead of limiting checkouts, has actually increased the number of items that patrons can place on hold. The system will allow up to 50 items to be reserved. If patrons want to reserve more than 50 items, staff can override the system and fulfill these requests.

Trustee Sullivan had asked about the Boys & Girls Club using the Library's parking lot. City Librarian Garcia stated that the local club had been hosting the entire fleet of vehicles for all of the Boys & Girls Clubs in the San Gabriel Valley – as many as 13 vehicles at any given time. Monterey Park Police Chief Gordon reached out to the Boys & Girls Club. The City Council approved a temporary permit allowing the vehicles to park in the Library lot while the Library remains closed to the public. This agreement will expire on May 1, 2021.

City Librarian Garcia reported that the project to install solar panels in the Library parking lot by the end of January 2021 is on track. Cenergy has drilled, filled and installed the supports for the canopies on the north side and are starting to set up the electrical system. They will begin installing the supports on the east side next. The final step will be to install the solar panel canopies. Cenergy is concurrently working on Langley Center with City Hall next.

## **6. CITY LIBRARIAN'S REPORT:**

City Librarian Garcia noted that a proposal to restructure Library fines and fees had been introduced at the last Library Board meeting. This topic had been raised a number of times over the last few years. City Librarian Garcia stated that the discussion had been included as part of her report instead of as a separate item on the agenda to allow for full consideration without the expectation of immediate action.

City Librarian Garcia presented a comprehensive report delving deeper into ramifications of a restructuring, especially the economic impact to Library patrons and the Library itself.

More and more public libraries are eliminating overdue fines in order to increase access to library services in their communities. This movement has become more widespread during the last ten years but there are libraries that have been fine free since at least the 1970s, so this is not a new idea.

It is important to note that even if overdue fines are eliminated, the Library will still impose billed item fees for lost, damaged or unreturned materials so there will still be a financial incentive to return materials.

The Library has had a 53% decrease in overdue fines collected in the past five years. This can be attributed to declining circulation of physical items which is consistent with trends in public libraries nationwide. The Library has had a significant increase in e-book usage during that time. E-books do not generate overdue fines as they automatically are removed from a patron's account when due.

The percentage of Library patrons who owe fines or fees does not directly correlate with median household income in Monterey Park. Residents in area with higher median incomes are slightly more likely to owe fines or fees, suggesting that cardholders across Monterey Park – regardless of income – miss return deadlines at similar rates. Over 2/3 of Monterey Park residents earn below the median household income of Los Angeles County, making the financial impact of overdue fines more onerous. Eliminating overdue fines would be a benefit to many households.

Benefits to restructuring fines and fees include:

- Retaining Library Patrons – Surrounding library systems including Los Angeles Public Library and Los Angeles County Library have eliminated overdue fines. If Monterey Park does not follow suit, the Library will likely lose patrons to these libraries.
- Maintaining/Increasing Circulation – Although not all libraries which have restructured fines and fees have experienced increased circulation, the Salt Lake County Public Library saw its circulation rise 14% in the year following fine elimination.
- Return of Long Overdue Materials – Patrons often do not return long overdue materials to the Library because of the shame, anxiety and fear of overdue fines. Eliminating these could mean the return of both materials and patrons to the Library. The Chicago Public Library saw a 240% increase in returns within three weeks of implementing its fine free policy.
- Decreasing Late Returns – It seems counterintuitive but it is an interesting and documented effect that libraries that have gone fine free have not experience increases in late returns – in

fact, the Salt Lake City Public Library late returns rate actually dropped from 9% to 4% following fine elimination.

- Increasing Child Cardholders – Parents will be more likely to allow their children to get a library card or check out library materials if they will not accrue late fines that they will be unable to pay. This would benefit early literacy in the community.
- Eliminating the Hidden Cost of Late Fines – The revenue generated from collecting overdue fines averages \$15,000 per year. Library staff spend an average of over 800 hours per year handling fine transactions with patrons. The cost of this staff time averages \$39,000 per year. This does not take into account Library staff time reconciling the cash register or counting deposits or the City's Management Services staff costs. Therefore the Library is actually losing money in working to collect overdue fines.
- Reallocating Staff to Public Service – If Library staff do not have to spend time handling overdue fine transactions, they could perform tasks more impactful to the community. Circulation Library Clerks have been cross-trained and are now working across divisions to assist with public programs. This is especially important now with part-time staffing having been cut this year and the staffing budget for next fiscal year likely to be constrained as well.

At the last meeting, the Trustees raised several concerns, which City Librarian Garcia addressed:

- Lost Revenue – In FY 2019-20, the Library collected just over \$10,000 in fines, which was less than 1% of the Library's total operating costs. This is a very small percentage of revenue compared to the City's FY 2019-20 revenue of \$104,766,122. Additionally, the cost-benefit analysis of staff costs of collecting overdue fines shows that the Library would actually show a net increase in funds if it eliminated overdue fines.
- Materials Will Be Returned Late – As noted, no public library that has eliminated overdue fines has experienced increases in late returns, longer hold times or gaps in the collection.
- Overdue Fines Are Necessary to Teach Responsibility – Billed-item fees would remain in place so patrons would still have a monetary incentive as well as an ethical obligation to return their items.

City Librarian Garcia stated that it is the Library's duty to ensure as many residents as possible can benefit from its services. Eliminating overdue fines increases access, especially for those who need library resources the most.

Trustee Yam thanked City Librarian Garcia for an excellent presentation and stood by his previous position of supporting restructuring fines and fees.

Trustee Dhing also commended the presentation.

Trustee Tang stated that she felt strongly about need for restructuring fines and fees and pledged to work at encourage the City Council to pass the proposal.

Trustee Duong stated that City Librarian Garcia presented a very detailed report but she was concerned that the Library not make a radical decision, especially in this time of COVID-19. She believed that it is important that a public library has fines and fees to implement accountability and responsibility. Trustee Duong thought that comparisons to larger libraries, with different populations, do not hold.

Trustee Yam noted that at the last meeting, Trustee Duong had proposed waiving existing fines but keeping the current fines and fees structure. Trustee Yam said that he understood that library systems are different but the data shows that restructuring would work for this community.

Trustee Tang noted that the data shows that those with lower median incomes do not pay more fines or accrue more fines, but fines negatively impact households with lower incomes more seriously. Trustee Yam agreed that with over 2/3 of Monterey Park residents earning below the median household income of Los Angeles County, one could arguably say that eliminating overdue fines would be a benefit to the majority of residents. Trustee Tang pointed out that the maps showing patrons with fines by census tract likely reflect that lower income households live in areas with higher densities, i.e., apartment dwellings instead of single-family homes per lot.

Trustee Tang stated that she has seen posts on Next Door saying that residents will patronize other libraries that do not impose overdue fines. This library is at a disadvantage compared to the competition and runs the risk of an exodus of patrons to surrounding libraries.

As a teacher herself, Trustee Tang said that she understands the importance of teaching responsibility but the Library should not have to act in the role of parents to residents, either children or adults.

Trustee Tang said that it is crucial to support the proposal to restructure fines and fees. The impact of the COVID-19 pandemic only increases the need to address inequities.

Trustee Sullivan commended City Librarian Garcia and staff for a very well done report. He asked if staff will pursue the collection of billable fees. City Librarian Garcia said that staff will continue to do so as billed item fees will be retained even if the proposal is approved.

Trustee Sullivan asked what the time frame for implementing a restructuring, if approved, would be. City Librarian Garcia stated that the start of the new fiscal year on July 1, 2021 would be the goal. This would allow time to publicize the restructuring and reconfigure the ILS. Trustee Sullivan noted that once the Library reopens (if prior to July 1, 2021), patrons would still continue to accrue fines until the restructuring was implemented. City Librarian Garcia said that was correct. Currently patrons are not accruing fines because the Library is closed. If waiving existing overdue fines is approved, any fines accrued after the Library reopens can be cleared as of July 1, 2021. Trustee Sullivan asked if the overdue fines could be forgiven once the Library reopens instead of at the beginning of the fiscal year. City Librarian Garcia said that this would be up to the Library Board to recommend. Trustee Sullivan asked if the proposal would have to return to the Library Board if the City Council approves restructuring but wishes to implement earlier. City Librarian Garcia stated that the City Council has authority over fines and fees and the Library would implement its direction.

Trustee Tang asked for clarification regarding the Library reopening and what COVID-related measures would be put into place. City Librarian Garcia stated that the timing of the Library reopening is hard to predict, given rapidly changing conditions and the variety of local, regional and state public health orders which would have to be followed. City Librarian Garcia said that it should not be assumed that the Library will reopen before spring 2021. There will likely be a

limit of the number of people allowed in the Library at a given time. The Library will probably not be able to offer in-person programming because of rules against gathering. Trustee Tang asked who would make these decisions. City Librarian Garcia said that Library staff and the City will decide what is allowable and what would be best.

Trustee Duong said that the Library should not make a drastic decision, or follow the flock as other libraries make these changes. Trustee Yam said that if the Library does not change towards this model, a loss of patronage could be predicted. Trustee Duong asked if the Library could be assured of an increase in circulation. City Librarian Garcia agreed that it is difficult to compare numbers, especially with 2020 being so unprecedented. She said that losing patrons to other libraries is a definite risk. When Los Angeles County Library announced it was eliminating overdue fines, patrons brought the news up to staff and were disappointed that Monterey Park had not done so as well.

Trustee Yam stated that a public library exists as a resource. There seems to be no tangible or realistic harm to eliminating overdue fines and given that the cost of collecting these exceeds the revenue gained, there will be a cost savings if overdue fines are eliminated. With these aspects detailed and shown in data, Trustee Yam said that he is comfortable supporting the proposal.

Trustee Sullivan said that the Library must manage its risk. It must also manage reopening and create a plan to convince people to return to use the library. Patrons might be more willing to return if restructuring fines and fees is implemented earlier – if approved, it seems foolish to wait.

It was agreed to place the proposal to restructure fines and fees on the agenda for the meeting of January 19, 2021. Trustee Sullivan asked that the City Manager and City Attorney be consulted as to whether the Library could implement the proposal if approved earlier than the start of the new fiscal year and how that recommendation would be worded. City Librarian Garcia said that she would ask the City Manager about a possible accelerated timeline.

Trustee Duong said that she felt that the Library Board was moving forward with a recommendation to support the proposal but she felt that the Library should reconsider. She felt strongly about enforcing patron accountability. She was in favor of forgiving existing fines in 2021. Trustee Sullivan asked about billed item fees. Trustee Duong said that would be up for discussion. City Librarian Garcia said that the intention was not to pressure the Library Board members into making a decision, which was why the proposal was not an action item on this agenda. The proposal will be on the agenda of the January 2021 meeting and the Trustees can further discuss and take action then. Staff will determine how to implement any decision.

**ANNOUNCEMENTS/BOARD COMMUNICATIONS:** Aside from general holiday greetings and well wishes from the Trustees, there were no further Board communications.

**ADJOURNMENT:**

There being no further business for consideration, the meeting was adjourned at 8:04 p.m.

DRAFT



# Library Board of Trustees Staff Report

DATE: January 19, 2021

AGENDA ITEM NO: 2-B

TO: Library Board of Trustees  
FROM: Diana Garcia, City Librarian  
SUBJECT: Consent Agenda

**RECOMMENDATION:**

It is recommended that the Library Board of Trustees consider:

1. Approving the financial reports and expenditures; and
2. Taking such additional, related, action that may be desirable.

**EXECUTIVE SUMMARY:**

Attached is the Year-To-Date Budget Report (formerly the Receipt and Expenditures Report) for December 2020 and the Library Fines Report for December 2020.

Trust accounts are not yet active in the City's new ERP system, so the Trust and Agency Accounts Report cannot be fully updated. The attached report includes balances as of September 30, 2020, from the last known transactions. The exception is the Library Automation and Water Bill Donation trust account, which is current as of December 31, 2020, as these monthly deposits are reported directly to the Library and still can be tracked.

**BACKGROUND:**

None

**FISCAL IMPACT:**

None

Respectfully submitted by:

A blue ink signature of Diana Garcia, written in a cursive style.

Diana Garcia  
City Librarian

Prepared by:

A blue ink signature of Gwen Kishida, written in a cursive style.

Gwen Kishida  
Administrative Secretary

**ATTACHMENTS:**

1. Year-To-Date Budget Report for December 2020
2. Trust and Agency Account Report December 2020
3. Library Fines Report December 2020

Consent Agenda  
January 19, 2021

**ATTACHMENT 1**  
**Year-To-Date Budget Report**  
**December 2020**

01/07/2021 16:00  
GKishida

City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT

1  
glytdbud

FOR 2021 06

ACCOUNTS FOR:  
101 GENERAL FUND

|                                 | ORIGINAL<br>APPROP | TRANSFRS/<br>ADJUSTMTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|---------------------------------|--------------------|------------------------|-------------------|--------------|--------------|---------------------|-------------|
| 1016001 GENERAL FUND LIB ADMIN  |                    |                        |                   |              |              |                     |             |
| 1016001 5103 PERMANENT SALARIES | 180,708            | 0                      | 180,708           | 78,145.04    | .00          | 102,562.96          | 43.2%       |
| 1016001 5104 PART TIME SALARIES | 53,062             | 0                      | 53,062            | 11,454.80    | .00          | 41,607.20           | 21.6%       |
| 1016001 5121 MEDICARE INSURANCE | 3,416              | 0                      | 3,416             | 1,381.49     | .00          | 2,034.51            | 40.4%       |
| 1016001 5122 MEDICAL INSURANCE  | 19,204             | 0                      | 19,204            | 9,589.16     | .00          | 9,614.84            | 49.9%       |
| 1016001 5125 DENTAL INSURANCE   | 938                | 0                      | 938               | 465.00       | .00          | 473.00              | 49.6%       |
| 1016001 5126 ADMINISTRATION VLS | 436                | 0                      | 436               | 214.56       | .00          | 221.44              | 49.2%       |
| 1016001 5127 LONG TERM DISABILI | 1,152              | 0                      | 1,152             | 564.37       | .00          | 587.63              | 49.0%       |
| 1016001 5128 LIFE INSURANCE     | 780                | 0                      | 780               | 382.79       | .00          | 397.21              | 49.1%       |
| 1016001 5133 CITY 401 PLAN      | 650                | 0                      | 650               | 400.00       | .00          | 250.00              | 61.5%       |
| 1016001 5208 DUES MEMBERSHIPS   | 4,450              | 0                      | 4,450             | 4,341.00     | .00          | 109.00              | 97.6%       |
| 1016001 5213 ADMIN DATA PROCESS | 87,721             | 320                    | 88,041            | 36,544.00    | 320.00       | 51,177.00           | 41.9%       |
| 1016001 5251 REPAIR AND MAINT B | 15,000             | 2,730                  | 17,730            | 3,876.96     | 4,957.06     | 8,896.31            | 49.8%       |
| 1016001 5254 REPAIR AND MAINT M | 17,340             | 0                      | 17,340            | 435.00       | .00          | 16,905.00           | 2.5%        |
| 1016001 5265 MILEAGE            | 700                | 0                      | 700               | .00          | .00          | 700.00              | .0%         |
| 1016001 5266 CONFERENCES        | 5,000              | 0                      | 5,000             | 432.83       | .00          | 4,567.17            | 8.7%        |
| 1016001 5269 ELECTRICITY        | 121,100            | 0                      | 121,100           | 44,639.92    | .00          | 76,460.08           | 36.9%       |
| 1016001 5270 GAS                | 6,500              | 0                      | 6,500             | 113.98       | .00          | 6,386.02            | 1.8%        |
| 1016001 5272 TELEPHONE          | 4,000              | 0                      | 4,000             | 1,885.81     | .00          | 2,114.19            | 47.1%       |
| 1016001 5303 POSTAGE            | 800                | 0                      | 800               | 60.46        | .00          | 739.54              | 7.6%        |
| 1016001 5308 OTHER OFFICE SUPPL | 3,500              | 0                      | 3,500             | 935.83       | .00          | 2,564.17            | 26.7%       |
| 1016001 5310 CLEANING SUPPLIES  | 15,000             | 0                      | 15,000            | 871.20       | .00          | 14,128.80           | 5.8%        |
| 1016001 5342 PRINTING           | 500                | 0                      | 500               | 133.09       | .00          | 366.91              | 26.6%       |
| 1016001 5402 SEPARATION BENEFIT | 14,800             | 0                      | 14,800            | 4,625.00     | .00          | 10,175.00           | 31.3%       |
| 1016001 5408 WORKERS COMPENSATI | 5,200              | 0                      | 5,200             | 2,596.00     | .00          | 2,604.00            | 49.9%       |
| TOTAL GENERAL FUND LIB ADMIN    | 561,957            | 3,050                  | 565,007           | 204,088.29   | 5,277.06     | 355,641.98          | 37.1%       |
| TOTAL GENERAL FUND              | 561,957            | 3,050                  | 565,007           | 204,088.29   | 5,277.06     | 355,641.98          | 37.1%       |
| TOTAL EXPENSES                  | 561,957            | 3,050                  | 565,007           | 204,088.29   | 5,277.06     | 355,641.98          |             |

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City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT



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FOR 2021 06

ACCOUNTS FOR:  
101 GENERAL FUND

|                                        | ORIGINAL<br>APPROP | TRANSFRS/<br>ADJUSTMTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|----------------------------------------|--------------------|------------------------|-------------------|--------------|--------------|---------------------|-------------|
| 1016002 GENERAL FUND REFERENCE N ADULT |                    |                        |                   |              |              |                     |             |
| 1016002 5103 PERMANENT SALARIES        | 164,352            | 0                      | 164,352           | 72,385.04    | .00          | 91,966.96           | 44.0%       |
| 1016002 5121 MEDICARE INSURANCE        | 3,513              | 0                      | 3,513             | 1,120.17     | .00          | 2,392.83            | 31.9%       |
| 1016002 5122 MEDICAL INSURANCE         | 23,931             | 0                      | 23,931            | 11,820.59    | .00          | 12,110.41           | 49.4%       |
| 1016002 5125 DENTAL INSURANCE          | 1,329              | 0                      | 1,329             | 664.50       | .00          | 664.50              | 50.0%       |
| 1016002 5126 VISION PLAN               | 578                | 0                      | 578               | 288.96       | .00          | 289.04              | 50.0%       |
| 1016002 5127 LONG TERM DISABILL        | 792                | 0                      | 792               | 396.00       | .00          | 396.00              | 50.0%       |
| 1016002 5128 LIFE INSURANCE            | 624                | 0                      | 624               | 312.00       | .00          | 312.00              | 50.0%       |
| 1016002 5133 401 DEFERRED COMP         | 2,340              | 0                      | 2,340             | 780.00       | .00          | 1,560.00            | 33.3%       |
| 1016002 5207 LIBRARY DATABASES         | 5,000              | 0                      | 5,000             | .00          | .00          | 5,000.00            | 0%          |
| 1016002 5308 OTHER OFFICE SUPPL        | 2,200              | 0                      | 2,200             | 469.85       | .00          | 1,730.15            | 21.4%       |
| 1016002 5346 BOOKS SUBSCRIPTION        | 25,000             | 0                      | 25,000            | 13,104.22    | .00          | 11,895.78           | 52.4%       |
| 1016002 5402 SEPERATION BENEFIT        | 15,400             | 0                      | 15,400            | 4,809.00     | .00          | 10,591.00           | 31.2%       |
| 1016002 5408 WORKERS COMPENSATI        | 5,200              | 0                      | 5,200             | 2,596.00     | .00          | 2,604.00            | 49.9%       |
| TOTAL GENERAL FUND REFERENCE N ADULT   | 250,259            | 0                      | 250,259           | 108,746.33   | .00          | 141,512.67          | 43.5%       |
| TOTAL GENERAL FUND                     | 250,259            | 0                      | 250,259           | 108,746.33   | .00          | 141,512.67          | 43.5%       |
| TOTAL EXPENSES                         | 250,259            | 0                      | 250,259           | 108,746.33   | .00          | 141,512.67          |             |

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City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT



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FOR 2021 06

ACCOUNTS FOR:  
101 GENERAL FUND

|                                        | ORIGINAL<br>APPROP | TRANSFERS/<br>ADJUSTMTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|----------------------------------------|--------------------|-------------------------|-------------------|--------------|--------------|---------------------|-------------|
| 1016003 GENERAL FUND TECHNICAL SERVICE |                    |                         |                   |              |              |                     |             |
| 1016003 5103 PERMANENT SALARIES        | 269,808            | 0                       | 269,808           | 119,073.72   | .00          | 150,734.28          | 44.1%       |
| 1016003 5121 MEDICARE INSURANCE        | 3,913              | 0                       | 3,913             | 1,811.55     | .00          | 2,101.45            | 46.3%       |
| 1016003 5122 MEDICAL INSURANCE         | 47,952             | 0                       | 47,952            | 24,243.99    | .00          | 23,708.01           | 50.6%       |
| 1016003 5125 DENTAL INSURANCE          | 3,191              | 0                       | 3,191             | 1,595.16     | .00          | 1,595.84            | 50.0%       |
| 1016003 5126 VISION PLAN               | 970                | 0                       | 970               | 484.68       | .00          | 485.32              | 50.0%       |
| 1016003 5127 LONG TERM DISABILL        | 1,584              | 0                       | 1,584             | 792.00       | .00          | 792.00              | 50.0%       |
| 1016003 5128 LIFE INSURANCE            | 1,248              | 0                       | 1,248             | 624.00       | .00          | 624.00              | 50.0%       |
| 1016003 5133 401 DEFERRED COMP         | 2,340              | 0                       | 2,340             | 960.00       | .00          | 1,380.00            | 41.0%       |
| 1016003 5213 DATA PROCESSING SE        | 14,175             | 0                       | 14,175            | 7,147.92     | .00          | 7,027.08            | 50.4%       |
| 1016003 5254 REPAIR AND MAINT M        | 62,954             | 0                       | 62,954            | 25,619.54    | 617.15       | 36,717.31           | 41.7%       |
| 1016003 5313 SUPPLIES PROC CATA        | 6,500              | 0                       | 6,500             | 369.03       | .00          | 6,130.97            | 5.7%        |
| 1016003 5402 SEPARATION BENEFIT        | 18,700             | 0                       | 18,700            | 5,842.00     | .00          | 12,858.00           | 31.2%       |
| 1016003 5408 WORKERS COMPENSATI        | 7,200              | 0                       | 7,200             | 3,600.00     | .00          | 3,600.00            | 50.0%       |
| TOTAL GENERAL FUND TECHNICAL SERVICE   | 440,535            | 0                       | 440,535           | 192,163.59   | 617.15       | 247,754.26          | 43.8%       |
| TOTAL GENERAL FUND                     | 440,535            | 0                       | 440,535           | 192,163.59   | 617.15       | 247,754.26          | 43.8%       |
| TOTAL EXPENSES                         | 440,535            | 0                       | 440,535           | 192,163.59   | 617.15       | 247,754.26          |             |

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City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT

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FOR 2021 06

ACCOUNTS FOR:  
101 GENERAL FUND

|                                  | ORIGINAL<br>APPROP | TRANSFRS/<br>ADJSTMTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|----------------------------------|--------------------|-----------------------|-------------------|--------------|--------------|---------------------|-------------|
| 1016004 GENERAL FUND CIRCULATION |                    |                       |                   |              |              |                     |             |
| 1016004 5103 PERMANENT SALARIES  | 217,184            | 0                     | 217,184           | 76,809.61    | .00          | 140,374.39          | 35.4%       |
| 1016004 5121 MEDICARE INSURANCE  | 3,150              | 0                     | 3,150             | 1,181.90     | .00          | 1,968.10            | 37.5%       |
| 1016004 5122 MEDICAL INSURANCE   | 52,505             | 0                     | 52,505            | 20,543.93    | .00          | 31,961.07           | 39.1%       |
| 1016004 5125 DENTAL INSURANCE    | 3,311              | 0                     | 3,311             | 1,303.44     | .00          | 2,007.56            | 39.4%       |
| 1016004 5126 VISION PLAN         | 1,112              | 0                     | 1,112             | 1,446.76     | .00          | 665.24              | 40.2%       |
| 1016004 5127 LONG TERM DISABILI  | 1,584              | 0                     | 1,584             | 594.00       | .00          | 990.00              | 37.5%       |
| 1016004 5128 LIFE INSURANCE      | 1,248              | 0                     | 1,248             | 468.00       | .00          | 780.00              | 37.5%       |
| 1016004 5133 401 DEFERRED COMP   | 4,680              | 0                     | 4,680             | 1,260.00     | .00          | 3,420.00            | 26.9%       |
| 1016004 5254 REPAIR AND MAINT M  | 8,100              | 0                     | 8,100             | 5,109.54     | .00          | 2,990.46            | 63.1%       |
| 1016004 5313 LIBRARY SUPPLIES    | 2,000              | 0                     | 2,000             | 760.88       | .00          | 1,239.12            | 38.0%       |
| 1016004 5402 SEPARATION BENEFIT  | 28,900             | 0                     | 28,900            | 9,026.00     | .00          | 19,874.00           | 31.2%       |
| 1016004 5408 WORKER COMPENSATIO  | 9,100              | 0                     | 9,100             | 4,546.00     | .00          | 4,554.00            | 50.0%       |
| TOTAL GENERAL FUND CIRCULATION   | 332,874            | 0                     | 332,874           | 122,050.06   | .00          | 210,823.94          | 36.7%       |
| TOTAL GENERAL FUND               | 332,874            | 0                     | 332,874           | 122,050.06   | .00          | 210,823.94          | 36.7%       |
| TOTAL EXPENSES                   | 332,874            | 0                     | 332,874           | 122,050.06   | .00          | 210,823.94          |             |

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City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT

IP 1  
glytdbud

FOR 2021 06

ACCOUNTS FOR:  
101 GENERAL FUND

|                                 | ORIGINAL<br>APPROP | TRANSFERS/<br>ADJUSTMTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|---------------------------------|--------------------|-------------------------|-------------------|--------------|--------------|---------------------|-------------|
| 1016005 GENERAL FUND LITERACY   |                    |                         |                   |              |              |                     |             |
| 1016005 5103 PERMANENT SALARIES | 83,424             | 0                       | 83,424            | 26,023.00    | .00          | 57,401.00           | 31.2%       |
| 1016005 5121 MEDICARE INSURANCE | 396                | 0                       | 396               | 370.64       | .00          | 25.36               | 93.6%       |
| 1016005 5122 MEDICAL INSURANCE  | 17,617             | 0                       | 17,617            | 6,988.18     | .00          | 10,628.82           | 39.7%       |
| 1016005 5125 DENTAL INSURANCE   | 1,287              | 0                       | 1,287             | 446.40       | .00          | 840.60              | 34.7%       |
| 1016005 5126 VISION PLAN        | 363                | 0                       | 363               | 123.86       | .00          | 239.14              | 34.1%       |
| 1016005 5127 LONG TERM DISABILI | 456                | 0                       | 456               | 181.17       | .00          | 274.83              | 39.7%       |
| 1016005 5128 LIFE INSURANCE     | 287                | 0                       | 287               | 100.07       | .00          | 186.93              | 34.9%       |
| 1016005 5133 401 DEFERRED COMP  | 1,300              | 0                       | 1,300             | .00          | .00          | 1,300.00            | .0%         |
| 1016005 5402 SEPARATION BENEFIT | 7,000              | 0                       | 7,000             | 2,184.00     | .00          | 4,816.00            | 31.2%       |
| 1016005 5408 WORKERS COMPENSATI | 2,700              | 0                       | 2,700             | 1,350.00     | .00          | 1,350.00            | 50.0%       |
| TOTAL GENERAL FUND LITERACY     | 114,830            | 0                       | 114,830           | 37,767.32    | .00          | 77,062.68           | 32.9%       |
| TOTAL GENERAL FUND              | 114,830            | 0                       | 114,830           | 37,767.32    | .00          | 77,062.68           | 32.9%       |
| TOTAL EXPENSES                  | 114,830            | 0                       | 114,830           | 37,767.32    | .00          | 77,062.68           |             |

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City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT



IP 1  
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FOR 2021 06

ACCOUNTS FOR:  
101 GENERAL FUND

1016006 GENERAL FUND CHILDREN SERV

|                                  | ORIGINAL<br>APPROP | TRANSFRS/<br>ADJSTMNTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|----------------------------------|--------------------|------------------------|-------------------|--------------|--------------|---------------------|-------------|
| 1016006 5103 PERMANENT SALARIES  | 197,829            | 0                      | 197,829           | 85,891.05    | .00          | 111,937.95          | 43.4%       |
| 1016006 5121 MEDICARE INSURANCE  | 2,869              | 0                      | 2,869             | 1,266.46     | .00          | 1,602.54            | 44.1%       |
| 1016006 5122 MEDICAL INSURANCE   | 28,649             | 0                      | 28,649            | 14,433.08    | .00          | 14,215.92           | 50.4%       |
| 1016006 5125 DENTAL INSURANCE    | 1,641              | 0                      | 1,641             | 820.32       | .00          | 820.68              | 50.0%       |
| 1016006 5126 VISION PLAN         | 1,654              | 0                      | 1,654             | 326.88       | .00          | 327.12              | 50.0%       |
| 1016006 5127 LONG TERM DISABILI  | 1,188              | 0                      | 1,188             | 594.00       | .00          | 594.00              | 50.0%       |
| 1016006 5128 LIFE INSURANCE      | 936                | 0                      | 936               | 468.00       | .00          | 468.00              | 50.0%       |
| 1016006 5133 401 DEFERRED COMP   | 2,990              | 0                      | 2,990             | 1,260.00     | .00          | 1,730.00            | 42.1%       |
| 1016006 5207 LIBRARY DATABASES   | 599                | 0                      | 599               | .00          | .00          | 599.00              | 0%          |
| 1016006 5313 LIBRARY SUPPLIES    | 4,500              | 0                      | 4,500             | 702.06       | .00          | 3,797.94            | 15.6%       |
| 1016006 5346 BOOKS SUBSCRIPTION  | 23,000             | 0                      | 23,000            | 13,851.33    | .00          | 9,148.67            | 60.2%       |
| 1016006 5402 SEPARATION BENEFIT  | 14,900             | 0                      | 14,900            | 4,651.00     | .00          | 10,249.00           | 31.2%       |
| 1016006 5408 WORKERS COMPENSATI  | 5,300              | 0                      | 5,300             | 2,648.00     | .00          | 2,652.00            | 50.0%       |
| TOTAL GENERAL FUND CHILDREN SERV | 285,055            | 0                      | 285,055           | 126,912.18   | .00          | 158,142.82          | 44.5%       |
| TOTAL GENERAL FUND               | 285,055            | 0                      | 285,055           | 126,912.18   | .00          | 158,142.82          | 44.5%       |
| TOTAL EXPENSES                   | 285,055            | 0                      | 285,055           | 126,912.18   | .00          | 158,142.82          |             |

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City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT

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FOR 2021 06

ACCOUNTS FOR:  
112 LIBRARY PASSPORT SERVICES

|                                     | ORIGINAL<br>APPROP | TRANSFERS/<br>ADJUSTMTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|-------------------------------------|--------------------|-------------------------|-------------------|--------------|--------------|---------------------|-------------|
| 1126005 LIB PASSPORT TRUST LITERACY |                    |                         |                   |              |              |                     |             |
| 1126005 5103 PERMANENT SALARIES     | 9,541              | 0                       | 9,541             | 4,295.85     | .00          | 5,245.15            | 45.0%       |
| 1126005 5104 PART TIME SALARIES     | 17,707             | 0                       | 17,707            | .00          | .00          | 17,707.00           | 0.0%        |
| 1126005 5121 MEDICARE               | 139                | 0                       | 139               | 58.52        | .00          | 80.48               | 42.1%       |
| 1126005 5122 MEDICAL INSURANCE      | 2,549              | 0                       | 2,549             | 1,041.90     | .00          | 1,507.10            | 40.9%       |
| 1126005 5125 DENTAL INSURANCE       | 192                | 0                       | 192               | 80.00        | .00          | 112.00              | 41.7%       |
| 1126005 5126 VISION PLAN            | 51                 | 0                       | 51                | 21.05        | .00          | 29.95               | 41.3%       |
| 1126005 5127 LONG TERM DISABILI     | 64                 | 0                       | 64                | 26.40        | .00          | 37.60               | 41.3%       |
| 1126005 5128 LIFE INSURANCE         | 50                 | 0                       | 50                | 20.80        | .00          | 29.20               | 41.6%       |
| 1126005 5130 PART TIME RETIREME     | 551                | 0                       | 551               | .00          | .00          | 551.00              | 0.0%        |
| 1126005 5303 POSTAGE                | 3,000              | 0                       | 3,000             | .00          | .00          | 3,000.00            | 0.0%        |
| TOTAL LIB PASSPORT TRUST LITERACY   | 33,844             | 0                       | 33,844            | 5,544.52     | .00          | 28,299.48           | 16.4%       |
| TOTAL LIBRARY PASSPORT SERVICES     | 33,844             | 0                       | 33,844            | 5,544.52     | .00          | 28,299.48           | 16.4%       |
| TOTAL EXPENSES                      | 33,844             | 0                       | 33,844            | 5,544.52     | .00          | 28,299.48           |             |

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City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT



IP 1  
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FOR 2021 06

ACCOUNTS FOR:  
351 EL CIVIC EDUCATION GRANT

3516005 EL CIVIC EDU LITERACY

|                                 | ORIGINAL<br>APPROP | TRANSFERS/<br>ADJUSTMTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|---------------------------------|--------------------|-------------------------|-------------------|--------------|--------------|---------------------|-------------|
| 3516005 5103 PERMANENT SALARIES | 26,948             | -2,695                  | 24,253            | 10,654.41    | .00          | 13,598.59           | 43.9%       |
| 3516005 5121 MEDICARE INSURANCE | 391                | -39                     | 352               | 147.26       | .00          | 204.74              | 41.8%       |
| 3516005 5122 MEDICAL INSURANCE  | 6,601              | -660                    | 5,941             | 3,366.25     | .00          | 2,574.75            | 56.7%       |
| 3516005 5125 DENTAL INSURANCE   | 492                | -49                     | 443               | 247.00       | .00          | 196.00              | 55.8%       |
| 3516005 5126 VISION PLAN        | 133                | -13                     | 120               | 65.77        | .00          | 54.23               | 54.8%       |
| 3516005 5127 LONG TERM DISABILL | 167                | -17                     | 150               | 85.80        | .00          | 64.20               | 57.2%       |
| 3516005 5128 LIFE INSURANCE     | 122                | -12                     | 110               | 62.27        | .00          | 47.73               | 56.6%       |
| 3516005 5129 RETIREMENT         | 10,157             | -1,522                  | 8,635             | 4,709.06     | .00          | 3,925.94            | 54.5%       |
| 3516005 5130 PART TIME RETIREME | 246                | 0                       | 246               | .00          | .00          | 246.00              | .0%         |
| 3516005 5402 SEPARATION BENEFIT | 8,300              | -830                    | 7,470             | 2,592.00     | .00          | 4,878.00            | 34.7%       |
| TOTAL EL CIVIC EDU LITERACY     | 53,557             | -5,837                  | 47,720            | 21,929.82    | .00          | 25,790.18           | 46.0%       |
| TOTAL EL CIVIC EDUCATION GRANT  | 53,557             | -5,837                  | 47,720            | 21,929.82    | .00          | 25,790.18           | 46.0%       |
| TOTAL EXPENSES                  | 53,557             | -5,837                  | 47,720            | 21,929.82    | .00          | 25,790.18           |             |

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City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT



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FOR 2021 06

ACCOUNTS FOR:  
352 LITERACY TRUST GRANT

|                                 | ORIGINAL<br>APPROP | TRANSFRS/<br>ADJUSTMTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|---------------------------------|--------------------|------------------------|-------------------|--------------|--------------|---------------------|-------------|
| 3526005 LITERACY TRUST LITERACY |                    |                        |                   |              |              |                     |             |
| 3526005 5207 LIBRARY DATABASES  | 2,257              | 2,347                  | 4,604             | 2,441.00     | .00          | 2,163.00            | 53.0%       |
| 3526005 5208 DUES AND MEMBERSHI | 215                | 0                      | 215               | .00          | .00          | 215.00              | .0%         |
| 3526005 5211 OTHER PROFESSIONAL | 300                | 0                      | 300               | .00          | .00          | 300.00              | .0%         |
| 3526005 5254 REPAIR AND MAINT M | 887                | 0                      | 887               | .00          | .00          | 887.00              | .0%         |
| 3526005 5265 MILEAGE AND PARKIN | 250                | 0                      | 250               | .00          | .00          | 250.00              | .0%         |
| 3526005 5308 OTHER OFFICE SUPPL | 3,500              | 0                      | 3,500             | .00          | .00          | 3,500.00            | .0%         |
| 3526005 5346 BOOKS SUBSCRIPTION | 3,500              | 0                      | 3,500             | 2,491.63     | .00          | 1,008.37            | 71.2%       |
| TOTAL LITERACY TRUST LITERACY   | 10,909             | 2,347                  | 13,256            | 4,932.63     | .00          | 8,323.37            | 37.2%       |
| TOTAL LITERACY TRUST GRANT      | 10,909             | 2,347                  | 13,256            | 4,932.63     | .00          | 8,323.37            | 37.2%       |
| TOTAL EXPENSES                  | 10,909             | 2,347                  | 13,256            | 4,932.63     | .00          | 8,323.37            |             |

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City of Monterey Park  
YEAR-TO-DATE BUDGET REPORT

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FOR 2021 06

ACCOUNTS FOR:  
353 CAL LIBRARY LITERACY SVC GRANT

|                                      | ORIGINAL<br>APPROP | TRANSFERS/<br>ADJUSTMTS | REVISED<br>BUDGET | YTD EXPENDED | ENCUMBRANCES | AVAILABLE<br>BUDGET | PCT<br>USED |
|--------------------------------------|--------------------|-------------------------|-------------------|--------------|--------------|---------------------|-------------|
| 3536005 5103 PERMANENT SALARIES      | 18,385             | 677                     | 19,062            | 6,502.60     | .00          | 12,558.94           | 34.1%       |
| 3536005 5121 MEDICARE INSURANCE      | 267                | 9                       | 276               | 91.12        | .00          | 185.23              | 33.0%       |
| 3536005 5122 MEDICAL INSURANCE       | 4,193              | 147                     | 4,340             | 1,427.67     | .00          | 2,912.09            | 32.9%       |
| 3536005 5125 DENTAL INSURANCE        | 310                | 11                      | 321               | 96.60        | .00          | 224.25              | 30.1%       |
| 3536005 5126 VISION PLAN             | 86                 | 3                       | 89                | 26.02        | .00          | 62.99               | 29.2%       |
| 3536005 5127 LONG TERM DISABILI      | 107                | 4                       | 111               | 36.63        | .00          | 74.12               | 33.1%       |
| 3536005 5128 LIFE INSURANCE          | 74                 | 3                       | 77                | 23.56        | .00          | 53.03               | 30.8%       |
| 3536005 5129 RETIREMENT              | 6,929              | 243                     | 7,172             | 2,501.36     | .00          | 4,670.16            | 34.9%       |
| 3536005 5130 PART TIME RETIREME      | 475                | 17                      | 492               | .00          | .00          | 491.63              | .0%         |
| 3536005 5346 BOOKS SUBSCRIPTION      | 0                  | 2,000                   | 2,000             | 1,195.64     | .00          | 804.36              | 59.8%       |
| TOTAL CAL LIBRARY LITERACY SVC       | 30,826             | 3,112                   | 33,938            | 11,901.20    | .00          | 22,036.80           | 35.1%       |
| TOTAL CAL LIBRARY LITERACY SVC GRANT | 30,826             | 3,112                   | 33,938            | 11,901.20    | .00          | 22,036.80           | 35.1%       |
| TOTAL EXPENSES                       | 30,826             | 3,112                   | 33,938            | 11,901.20    | .00          | 22,036.80           |             |

Consent Agenda  
January 19, 2021

**ATTACHMENT 2**  
Trust and Agency Account Report  
December 2020

**CITY OF MONTEREY PARK  
INTEROFFICE MEMO**

**DATE:** December 31, 2020

**TO:** Library Board of Trustees  
**FROM:** Diana Garcia, City Librarian  
**SUBJECT:** Balances in Library Trust and Agency Accounts as of December 31, 2020

**General Donations (0075 450 0075 08250)**

|                      |                     |
|----------------------|---------------------|
| Beginning Balance    | \$ 21,588.44        |
| Deposits             | 0.00                |
| Disbursements        | (0.00)              |
| Total Ending Balance | <u>\$ 21,588.44</u> |

**Library Automation and Water Bill Donation (0075 450 0075 08260)**

|                                          |                     |
|------------------------------------------|---------------------|
| Beginning Balance                        | \$ 25,213.57        |
| Deposits (Water Bill Donation: 12/31/20) | 503.00              |
| Disbursements                            | (0.00)              |
| Total Ending Balance                     | <u>\$ 25,716.57</u> |

**Literacy Program (0075 450 0075 08270)**

|                      |                     |
|----------------------|---------------------|
| Beginning Balance    | \$ 61,288.94        |
| Deposits             | 0.00                |
| Disbursements        | (0.00)              |
| Total Ending Balance | <u>\$ 61,288.94</u> |

**Library Building Trust Fund (0075 450 0075 08320)**

|                      |                     |
|----------------------|---------------------|
| Beginning Balance    | \$ 77,287.51        |
| Deposits             | 0.00                |
| Disbursements        | (0.00)              |
| Total Ending Balance | <u>\$ 77,287.51</u> |

**Passport Services (0075 450 0075 08325)**

|                      |                      |
|----------------------|----------------------|
| Beginning Balance    | \$ 166,155.85        |
| Deposits             | 0.00                 |
| Disbursements        | (0.00)               |
| Total Ending Balance | <u>\$ 166,155.85</u> |

Library Board of Trustees  
Library Trust and Agency Accounts  
December 31, 2020  
Page 2 of 2

**RESTRICTED ACCOUNTS:**

Funds may be used at the discretion of the Board of Trustees for any item which would benefit the Library. This account includes the former trust accounts Bruggemeyer Memorial Library, Francisco Alonso Trust, Edgar Cohn Memorial Lecture Series and Rita Valenzuela Trust. Please note that the total comprising Rita Valenzuela's portion of this account remains at \$7,104.50.

**Library Trust Accounts (0075 450 0075 08230)**

|                                                                                                                            |                    |
|----------------------------------------------------------------------------------------------------------------------------|--------------------|
| Beginning Balance                                                                                                          | \$ 7,757.23        |
| Deposits                                                                                                                   | 0.00               |
| Disbursements (Awaiting transfer from Passport Services<br>Trust Account 0075 450 0075 08325 to reimburse<br>this account) | (0.00)             |
| Total Ending Balance                                                                                                       | <u>\$ 7,757.23</u> |

Interest income is recorded quarterly.

Consent Agenda  
January 19, 2021

**ATTACHMENT 3**  
**Library Fines Report**  
**December 2020**



a tyler erp solution

1  
glacting

01/12/2021 09:45  
GKishida

City of Monterey Park  
G/L ACCOUNT DETAIL

Org: 101  
LIBRARY FINES  
Object: 4552  
101-0-00-0000-000-4552-

| YEAR | PER | JOURNAL | EFF        | DATE | SRC | TR   | PO/REF2 | REFERENCE | AMOUNT | POSTED |
|------|-----|---------|------------|------|-----|------|---------|-----------|--------|--------|
| 2021 | 06  | 62      | 12/03/2020 | CRP  | 1   | 4043 |         |           | -6.25  | Y      |
| 2021 | 05  | 167     | 11/13/2020 | CRP  | 1   | 2953 |         |           | -93.53 | Y      |
| 2021 | 05  | 79      | 11/05/2020 | CRP  | 1   | 2722 |         |           | -29.50 | Y      |
| 2021 | 03  | 453     | 09/14/2020 | CRP  | 1   | 344  |         |           | -29.00 | Y      |
| 2021 | 03  | 453     | 09/14/2020 | CRP  | 1   | 345  |         |           | -80.55 | Y      |
| 2021 | 03  | 453     | 09/14/2020 | CRP  | 1   | 346  |         |           | -50.00 | Y      |

Total Amount: -288.83

\*\* END OF REPORT - Generated by Kishida, Gwen \*\*

With the library closed to the public as of March 13, 2020, the library ceased charging late fees. However, in order to utilize Contactless Checkout, Home Delivery Service and some online resources, patrons must be in good standing with the library. Therefore, some patrons are paying off any fines on their records, so there have been some deposits into the Library Fines account (previously account #0010 701 0010 07410, now account #101 4552 in the new system).

The previous balance in the Library Fines account as of March 2020 was \$9,367.27.

As of September 2020, with the addition of \$159.55, the balance was \$9,526.82.

With the addition of \$129.8 from November and December 2020, the current balance is \$9,656.10.



# Library Board of Trustees Staff Report

DATE: January 19, 2021

AGENDA ITEM NO: 4

TO: Library Board of Trustees  
FROM: Diana Garcia, City Librarian  
SUBJECT: City Librarian's Report

**RECOMMENDATION:**

It is recommended that the Library Board of Trustees consider:

1. Receiving and filing this report; and
2. Taking such additional, related, action that may be desirable.

**EXECUTIVE SUMMARY:**

Attached is the City Librarian's Report covering the month of December 2020.

**BACKGROUND:**

None

**FISCAL IMPACT:**

None

Respectfully submitted by:

A blue ink signature of Diana Garcia, consisting of a stylized 'D' and 'G'.

Diana Garcia  
City Librarian

Prepared by:

A blue ink signature of Gwen Kishida, featuring a stylized 'G' and 'K'.

Gwen Kishida  
Administrative Secretary

**ATTACHMENTS:**

1. City Librarian's Report: January 2021

City Librarian's Report  
January 19, 2021

**ATTACHMENT 1**  
City Librarian's Report  
January 2021

**TO: The Board of Trustees of the Monterey Park Bruggemeyer Library**  
**FROM: Diana Garcia, City Librarian**  
**SUBJECT: January 2021 Report**

The Library continues to monitor the increase in COVID-19 cases locally and statewide and issued health orders. **As of this writing, regional Stay at Home health orders have no impact on library operations.** Library operations continue as “normal” – all staff are working on site; virtual programming, classes and storytimes continue as planned and Home Delivery, Contactless Checkout and Printing are all still available.

#### **Solar Panel Installation**

The Library continues to maximize the time the building must be closed to the public to make improvements to the facility. Construction on the solar panel project at the Library has resumed following the holidays. Cenergy has now installed the supports and beams for the solar panels on the north side of the parking lot. The project is scheduled to be completed by the end of January.



**Children’s Librarian Lauren Frazier** has been selected for the California Library Association’s 2020-21 Developing Leaders in California Libraries Leadership cohort, a program designed for early and mid-career librarians with a graduate degree in library science/studies. Established leaders guide the cohort members in developing their own leadership style, effective communication strategies, team building and change management skills. Lauren is only one of 15 librarians accepted out of over 100 applicants state-wide.

Lauren continues a proud tradition at the Monterey Park Bruggemeyer Library (and specifically in Children's Services) of being accepted into prestigious professional development programs. Children's Senior Librarian Kristin Olivarez participated in the Developing Leaders in California Libraries program in 2018-19 as a Children's Librarian/Senior Librarian and City Librarian Diana Garcia was a Eureka Fellow (DLCL's predecessor) in 2015-16 when she was a Children's Librarian/Senior Librarian. City Librarian Garcia has also served as a mentor for the DLCL program.

### ***Training/Workshops/Classes***

#### **Commission 101**

On December 10, **City Librarian Diana Garcia, Administrative Secretary Gwen Kishida and Children's Senior Librarian Kristin Olivarez** participated in an online workshop about City Commissions, Committees and Boards presented by the City Clerk's Office staff. They reviewed current meeting protocols given that meetings must be virtual as in-person meetings are not allowed; templates for meeting agendas, minutes and staff reports; posting requirements and meeting conduct. There was also discussion on conflict of interest, code of conduct for Commission, Committee or Board members; the Brown Act, the City's Social Media Policy and Public Records Act requests.

Takeaways from the training included notice that City Commission and Board meetings including the Library Board are to be recorded via Zoom and made public. City Clerk's Office staff recommended generating Summary Action Minutes instead of the nearly verbatim minutes currently created by Administrative Secretary Kishida. Once approved, minutes will be posted individually on the City website.

#### **Workplace Communications in the Digital Age**

On December 16, **Administrative Secretary Gwen Kishida, Adult/Reference/Teen Services Senior Librarian Deb Niblick, YA Librarian Darren Braden, Reference Librarian Maggie Wang, Technical Services Senior Librarian Evena Shu, Library Technicians Michael Bathen and Michael Le, LAMP Senior Library Clerk Jose Garcia, and Library Clerks Lina Nguyen, Robert Liao and Tommy Lam** participated in a City-sponsored webinar presented by MHN Training and Development on workplace communication using various forms of technology (i.e., email, text, and chat). They discussed best practices for utilizing email as opposed to verbal communications, etiquette for email, texting, social media and work chat and general privacy guidelines for work and social media. Staff were provided various techniques and tips to ensure successful communication between team members using digital platforms. Staff were encouraged to use the PASS (Purpose, Action, Support, Summary) model for effective emails, communicate clearly but concisely, maintain professionalism, check tone, always proofread and do not expect privacy.

### **Translating COVID-19 Resources**

**Adult/Reference/Teen Services Senior Librarian Deborah Niblick**, **Technical Services Senior Librarian Evena Shu** and **Reference Library Clerk Lina Nguyen** attended a free workshop sponsored by UCLA's Institute of American Culture, Fielding School of Public Health, Asian American Studies Center and the Los Angeles County Department of Public Health which provided an overview of the *Multilingual Resources Hub* to provide COVID-19 related materials to members from the Asian American, Hawaiian Native, and Pacific Islander communities. Materials have been translated into a variety of Asian languages such as Chinese, Japanese, Korean, Vietnamese, Hindi, Farsi, Laotian, Thai, Tagalog, and many more. This resource has been added to the Library's Online Consumer Health Resource Center under the "COVID-19" tab. Senior Librarian Niblick also emailed the library's partners at Chinatown Service Center and Garfield Health Center to notify them of this valuable resource.

### **Other Webinars**

In December, **Children's Librarian Lauren Frazier** and **Library Clerk Tommy Lam** viewed the webinar *Libraries Supporting Online Learning*. Lauren viewed the California Public Library Advocates webinar titled *Post-Election Strategies: Library Advocacy--Now What?*

## ADMINISTRATION

**The Library Board of Trustees** held a virtual meeting on December 15 at 6 p.m. Adult Services Senior Librarian Deb Niblick presented information on the Library's Local History collection including online resources and projects. City Librarian Diana Garcia presented a staff report on restructuring Library fines and fees. The Trustees placed the item on the agenda for action at the January 2021 meeting.

**The Monterey Park Library Foundation** did not meet in December. Foundation Vice President Carol Sullivan and Board President Larry Sullivan picked up and delivered the boxed lunches for the Library staff holiday celebration on December 18.

**The Friends of the Monterey Park Library** sponsored the boxed lunches for the Library staff's annual holiday celebration, modified this year to be conducted in accordance with local health orders. The Friends also supplied funding for plates, cups, napkins and other supplies for the lunch.

### **Administration Staff**

**Administrative Secretary Gwen Kishida** attended the semi-regular Administrative Staff meeting on December 10. This meeting brings together administrative and support staff to discuss City policies and procedures which will affect their duties, share information about department activities and suggest potential methods to increase efficiency, effectiveness and communication. At this meeting, the major topic of discussion was the new electronic versions of employee absence and personnel action forms as part of the City's increased drive to go digital instead relying on paper copies.

## 2020 – 2021 ADMINISTRATION GOALS AND OBJECTIVES

| GOALS AND OBJECTIVES                                                                                                                                                                                                     | PROGRESS                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Work with the Library Board of Trustees to select and hire a consultant to create a new five-year Library Strategic Plan which will guide library development in accordance with community input and City priorities. | <b>Amended.</b> The hiring of a consultant to create a new five-year Library Strategic Plan has been postponed as funding for fiscal year 2020-21 will not allow the expenditure. |

2. Install curbside book drop on Ramona Avenue for patron-friendly service and convenience.

**In Progress.** The book drop has been ordered and is expected to be delivered and installed in January. Staff is working on getting quotations on a service agreement to have the exterior book return wrapped with a customized design.

3. Replace the library's current digital video recorder (DVR) for the building's security camera system.

**In Progress.** Staff is working with Public Works on updating the library's DVR system to include two 16 channel DVRs, six 10TB expansion drives for storage, five upgraded HD interior dome cameras, five upgraded exterior bullet cameras, a 32-camera rack mounted power supply, and a new UPS 1300 Power conditioner/backup. The current system dates to the reopening of the building in 2006 and is now becoming outdated. Work on these upgrades is expected to start in early 2021.

4. Investigate platform options and institute a monthly email newsletter to library patrons, partner organizations, stakeholders and the general public to publicize upcoming library programs and to promote library services.

**Complete.** Staff have uploaded 4,500 patron email addresses into the CivicPlus platform which supports the Library's website as well as its email NewsFlash system. On December 21, 2020 the Library sent out its first email newsletter wishing patrons a happy and healthy holiday and reminding them about available services including Contactless Checkout, WiFi, digital library cards, storytime, and contactless printing.

## **ADULT / REFERENCE / TEEN SERVICES**

During the month of November, staff answered 75 reference questions ranging from inquiries as to when the library will resume regular business hours, shelf checks, assistance with the new ILS, and information regarding library services.

### **Adult Programming**

#### **Multilingual Library Services Presentation**

Senior Librarian Deborah Niblick, Reference Librarian Maggie Wang, and Reference Library Clerk Lina Nguyen created and recorded three short videos in English, Mandarin, and Vietnamese introducing new library services such as Contactless Checkout, Contactless Printing, the Home Delivery Program, and the library's free Wifi. The presentation in English has been viewed 15 times; the presentation in Mandarin has been viewed 18 times; the presentation in Vietnamese has been viewed 16 times.

#### **2021 Program Survey**

Adult, Teen, and Reference staff developed an informal program survey that was sent to adults and teens who participated in the 2020 Summer Reading Program asking for their input about programs for 2021. Staff received a total of 21 responses expressing interest in attending online programs or participating in contactless programs.

The programs with the highest responses are for Adults are:

- Grab and Go Craft Kits
- Language Learning Workshops
- Health and Fitness Programs
- Mental Health and Stress Management Programs
- Author/Book Talks

The programs with the highest responses for teens are:

- Grab and Go Craft Kits
- Homework Assistance

### **Partner Updates**

#### **Meeting with Chinatown Service Center's Community Economic Development Department and Social Services Department**

Senior Librarian Deborah Niblick and Reference Librarian Maggie Wang met with Elaine Pang from Chinatown Service Center to discuss potential programs for 2021 via Zoom. So far, staff and Ms. Pang are working on dates and times for the following programs:

- Access to Capital for Small Business During COVID-19 (conducted in Chinese)
- Preparing for 2021 Tax Season with a representative from VITA (Volunteer Income Tax Assistance) in English and Chinese

Senior Librarian Niblick also reached out to Chinatown Service Center's Social Services Department to partner and provide potential programs on:

- How to Apply for Cal-Fresh (English and Chinese)
- Introduction to CSCLA's Supportive Service Program for Seniors (Chinese)

## **YA Programming**

### **Junior Friends Meeting**

Eight teens attended the bi-weekly online Junior Friends meetings on Monday, December 14 and December 28. Teens met to establish 2021's Board members and upcoming programming including an online origami party as well as programs focusing on life after COVID-19.

### **Reference Staff**

Library Clerk Lina Nguyen will be working on a local history digitization project for the library starting in January 2021 as part of her course work with Cuesta College's Library and Information Technology certificate program. Senior Librarian Niblick and City Librarian Garcia will be serving as Lina's advisors on this project. The Library hopes to work with Monterey Park's Historical Society on this project.

## **2020 - 2021 ADULT/REFERENCE/ YA GOALS AND OBJECTIVES**

### **GOALS AND OBJECTIVES**

1. Enhance adult and teen programming by creating online programs and content.

### **PROGRESS**

**In progress.** Staff has implemented eight online programs on health care, mental health, women entrepreneurship, environmental justice, and an author talk. Staff successfully implemented the *Get Fit While You Sit* program online and has completed two of four workout videos. Adult Services also implemented a Home Delivery program for seniors who are homebound in collaboration with the City's Department of Recreation and Community Services. Staff is currently working on implementing a Virtual Tech Help service and conducted an informal program survey to ensure programming is meeting the needs of the community.

2. Build connections and enhance the library's presence in the community through staff collaboration with local agencies and city departments.

**In progress.** Staff has established new partnerships with Chinatown Service Center's Behavioral Health Department and Asian Pacific Islander Forward Movement (APIFM), and Consumer Action. Staff continues to work with Chinatown Service Center's Small Business divisions to provide a variety of educational workshops online. Lastly, Senior Librarian Deborah Niblick continues assisting the City of Monterey Park with coordinating the City's COVID-19 Emergency Rental, Small Business, and Utility Assistance Programs.

## TECHNICAL SERVICES / AUTOMATION

**Acquisitions:** Staff added 198 Adult's items and 124 Children's items in December.

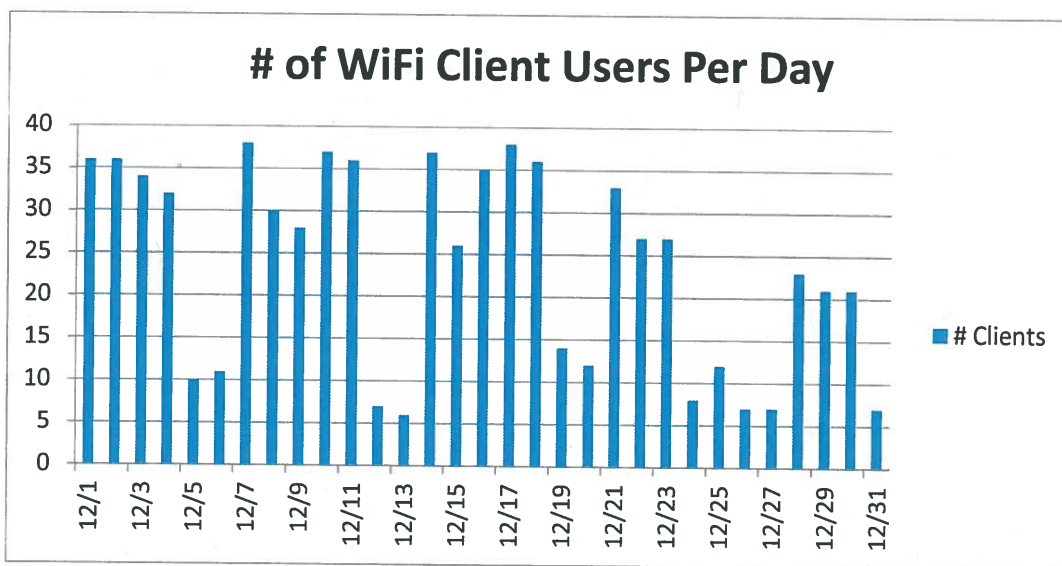
**Mending and processing:** 94 items were in repair status.

**Overdrive:** There were 920 total checkouts for December. This includes all items checked out by Monterey Park patrons and Alhambra Unified School District users, as well as all checkouts of Monterey Park owned items and by other consortium members.

**Weeding:** 121 items were weeded from the collection.

**Contactless Printing:** Staff printed 259 pages to fulfill 38 contactless printing requests.

**Wi-Fi:** Residents continued to access Wi-Fi from the Library's parking lot from 8 a.m. to 8 p.m. daily.



## 2020 - 2021 TECHNICAL SERVICES GOALS AND OBJECTIVES

1. Migrate/implement cloud based Integrated Library System with proper configuration to enhance the library catalog for the public.

**Completed:** The Library migrated to Apollo from Millennium on June 22. The online library catalog offers additional features and functionality and is mobile responsive for seamless display on any device. Staff created video tutorials to help the public navigate the new catalog.

2. Support Science, Technology, Engineering and Math (STEM) learning by offering new coding online programs teaching JavaScript to youth.

**Completed.** The Library subscribed to the Prenda Coding Club, a self-guided online program that provides access to tutorials and materials that will teach students how to create websites, apps, video games, and animation while the Library is closed during the COVID 19 crisis. Staff submitted the final report for the Southern California Edison grant on September 25.

## **LAMP LITERACY / CITIZENSHIP**

### **ESL and Citizenship Classes**

With only two weeks of instruction before the end of the semester, no new students were added to ESL or Citizenship classes for the remainder of 2020. Instead, students were encouraged to sign up for the Spring Semester which will begin in January 2021.

This month LAMP said goodbye to longtime volunteer ESL instructor Sam Fechenbach. Sam had been with the program since January of 2014, teaching various levels of ESL throughout seven years, and was Tutor of the Year in 2017. Sam will be missed by students and staff.

### **Passports**

Due to COVID-19 closure of the Passport Office, no application appointments were scheduled, applications executed nor photos taken.

### **New Citizens**

This month LAMP had six students pass their Naturalization Exam:

|              |              |
|--------------|--------------|
| Charlie Ho   | YuanPing Cao |
| David Sun    | Randy Ou     |
| Lien Que Hua | Wanfeng Liu  |

### **LAMP Statistics for December 2020**

|                                   |          |                  |
|-----------------------------------|----------|------------------|
| <b>Programs</b>                   | 65       |                  |
| <b>Program Attendance</b>         | 367      |                  |
| <b>Students Served this month</b> | 133      |                  |
| <b>Student hours</b>              | 500      |                  |
| <b>Total Students</b>             | YTD 148  | Projected 500    |
| <b>Total Hours</b>                | YTD 2231 | Projected 10,000 |
| <b>Items Circulated</b>           | 0        |                  |
| <b>Passports (Office Closed)</b>  | 0        | YTD 0            |
| <b>Passport Revenue</b>           | 0        | YTD 0            |

## ESL and Citizenship Preparation Classes (All classes are held virtually/online)

|                             |            |                   |                       |
|-----------------------------|------------|-------------------|-----------------------|
| Citizenship Preparation ESL | Fridays    | 1:30 – 2:30       | Lee Zambrana          |
| Beginning Literacy          | Sundays    | 4:00 – 5:30 p.m.  | Jolie Chao            |
| ESL Beginning Low           | Wednesdays | 6:00 – 7:30 p.m.  | Wendy Chen            |
| ESL Beginning High          | Fridays    | 12:00 - 1:30 p.m. | Jesse Munoz           |
| ESL Intermediate Low        | Tue/Thurs  | 1:00 - 3:00 p.m.  | N. Gilmore & C. Fong  |
| ESL Intermediate High       | Wed/Friday | 3:00 – 5:00 p.m.  | Richard Hollingsworth |
| ESL Advanced                | Tuesdays   | 7:00 – 8:30 p.m.  | Sam Fechenbach        |
| ESL Conversation            | Thursdays  | 3:30 – 4:30 p.m.  | Daisy Liu             |
| Book Club                   | Sundays    | 3:00 – 5:00 p.m.  | Daisy Liu             |

## 2019 – 2020 LAMP GOALS AND OBJECTIVES

### GOALS/OBJECTIVES

1. Build connections and enhance LAMP Literacy's presence in the community through face-to-face, telephone, e-mail or virtual staff outreach to library partners, local service organizations and others.
2. Regulate the number of instructors and classes for English as a Second Language (ESL) students to meet community needs through on-site and distance learning.
3. Increase research-based staff and volunteer training for on-site and distance learning English as a Second Language, Citizenship and One-to-One student instruction so that staff and tutors are better equipped to meet student needs.

### PROGRESS

**Ongoing:** Staff reached out to new LAMP partner Chinatown Service Center through Elaine Pang, Business Consultant. CSC is already a valued Library partner.

**In Progress:** The unavailability of background checks and fingerprinting affects this process since these are required for volunteers. Christina Fong, Intermediate Low ESL co-teacher, will additionally tutor an online California Library Literacy Services (CLLS) pilot Small Group Writing Class.

**In Progress:** LAMP 1-1 Tutors were invited to participate in two professional writing workshops offered by California Library Literacy Services (CLLS) about journaling during COVID-19 and Tutor Ready free, online videos featuring real tutors and adult learners demonstrating writing strategies.

## CHILDREN'S SERVICES

In December 82% of the library's total circulated items were Children's materials. A total of 1,449 children's items were checked out via Contactless Checkout during the month.

In December a total of 227 TumbleBooks were viewed and 446 juvenile eBooks and audio books were borrowed through OverDrive.

Staff answered 38 reference questions over the phone.

### Virtual Programming

#### Virtual Storytime

Children's staff presented 17 live virtual storytimes to 180 parents and children during the month of December 2020. Virtual storytime recordings were viewed over 1,000 times in December.

#### Music & Movement

In November Children's Services launched Music & Movement, a new monthly program for children and their caregivers that promotes movement, rhythm and motor skill development. This program is hosted live on Zoom and led by Children's Senior Librarian Kristin Olivarez and Children's Librarian Lauren Frazier. In order to increase engagement during the program, Music & Movement Kits, which contain a shaker egg, a beanbag, and a scarf, are made available to registered children through curbside pick up. On December 11, 50 children and their caregivers danced, hopped and sang along during the program.





### **Mandarin Storytime**

On December 18, library volunteer Ana Fan presented a live Mandarin Storytime on Zoom for children of all ages and their families. 45 children and 25 caregivers attended Virtual Mandarin Storytime, where they read books, sang songs and practiced rhymes in Mandarin. The recording was viewed 78 times in December.



### **First Chapter Fridays**

In July, Children's Services launched First Chapter Fridays, a new reader's advisory series on YouTube. Staff selects a different chapter book every other week and reads the first chapter aloud. Links are provided in the video description to encourage viewers to borrow the title through Contactless Checkout or OverDrive. In December the recordings were viewed 32 times.

## **Community Partnerships and Outreach**

### **Garvey Head Start**

On December 16, Senior Librarian Kristin Olivarez attended a virtual meeting of the Garvey Head Start Policy Council.

### **Bella Vista Elementary School**

On December 9, Kristin participated in the Bella Vista Wednesday Readers program and provided a virtual storytime for 22 kindergarten and transitional kindergarten students.

## **2020-21 CHILDREN'S GOALS AND OBJECTIVES**

| <b>GOALS/OBJECTIVES</b>                                                                                                                                                                                                               | <b>PROGRESS</b>                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Promote and increase awareness of new Sensory Storytime for families of children with autism spectrum disorder.                                                                                                                    | <b>Completed.</b> Staff delivered 40 sensory kits to Garvey Head Start to be distributed to students.                                             |
| 2. Build connections and enhance the library's presence in the community through staff outreach to public and private schools and by hosting field trips which educate children, parents and teachers on the services of the library. | <b>Ongoing.</b> In December staff attended the Garvey Head Start Policy Council meeting and provided a virtual storytime to Bella Vista students. |

# Monterey Park Bruggemeyer Library Statistics 2020-2021

|                                     | July  | Aug   | Sept  | Oct   | Nov   | Dec   | Jan | Feb | March | April | May | June | FY<br>TOTAL |
|-------------------------------------|-------|-------|-------|-------|-------|-------|-----|-----|-------|-------|-----|------|-------------|
| <b>NEW PATRONS</b>                  |       |       |       |       |       |       |     |     |       |       |     |      |             |
| Total New Patrons Registered        | 26    | 59    | 55    | 74    | 34    | 33    |     |     |       |       |     |      | 281         |
| Library Card Renewal                | 36    | 85    | 70    | 84    | 40    | 40    |     |     |       |       |     |      | 355         |
| <b>CIRCULATION</b>                  |       |       |       |       |       |       |     |     |       |       |     |      |             |
| Total Public Service Hours          | 0     | 0     | 0     | 0     | 0     | 0     | 0   | 0   | 0     | 0     | 0   | 0    | 0           |
| Library Visits                      | 0     | 0     | 0     | 0     | 0     | 0     | 0   | 0   | 0     | 0     | 0   | 0    | 0           |
| Total Circulation                   | 1,270 | 1,398 | 1,773 | 2,061 | 1,629 | 1,764 |     |     |       |       |     |      | 9,895       |
| Total Check in                      | 1,258 | 1,252 | 1,853 | 1,662 | 1,853 | 1,611 |     |     |       |       |     |      | 9,489       |
| <b>PREVIOUS YEAR CIRCULATION</b>    |       |       |       |       |       |       |     |     |       |       |     |      |             |
| Library Visits                      |       |       |       |       |       |       |     |     |       |       |     |      | 0           |
| Total Circulations                  |       |       |       |       |       |       |     |     |       |       |     |      | 0           |
| Circulation of Children's Materials | 980   | 1,100 | 1,483 | 1,726 | 1,359 | 1,449 |     |     |       |       |     |      | 8,097       |
| Circulation of Adult & YA Materials | 290   | 288   | 290   | 352   | 270   | 315   |     |     |       |       |     |      | 1,805       |
| Circulation of ebooks               | 464   | 594   | 670   | 1,048 | 681   | 760   |     |     |       |       |     |      | 4,217       |
| Circulation of eAudio               | 201   | 291   | 232   | 221   | 156   | 160   |     |     |       |       |     |      | 1,261       |
| Overall ebook                       | 665   | 885   | 894   | 1,048 | 837   | 920   |     |     |       |       |     |      | 5,249       |

|                                                                    | July   | Aug     | Sept    | Oct     | Nov     | Dec     | Jan | Feb | March | April | May | June | FY<br>TOTAL |
|--------------------------------------------------------------------|--------|---------|---------|---------|---------|---------|-----|-----|-------|-------|-----|------|-------------|
| Patron amount saved by borrowing instead of purchasing, in dollars | 15,966 | 16,941  | 23,159  | 25,472  | 20,251  | 21,429  |     |     |       |       |     |      | 123,218     |
| <b>INTERLIBRARY LOANS</b>                                          |        |         |         |         |         |         |     |     |       |       |     |      |             |
| ILL loans to other                                                 | 0      | 0       | 2       | 2       | 2       | 0       |     |     |       |       |     |      | 6           |
| ILL loans received                                                 | 0      | 0       | 0       | 0       | 0       | 0       |     |     |       |       |     |      | 0           |
| <b>COLLECTION TOTALS</b>                                           |        |         |         |         |         |         |     |     |       |       |     |      |             |
| Adult volume added                                                 | 108    | 207     | 111     | 147     | 152     | 198     |     |     |       |       |     |      | 923         |
| Children's volume added                                            | 468    | 216     | 192     | 141     | 105     | 124     |     |     |       |       |     |      | 1,246       |
| Items Deleted                                                      | 4954   | 3,097   | 2,110   | 2,804   | 1,525   | 121     |     |     |       |       |     |      | 14,611      |
| Total Vols in Collection                                           |        | 101,535 | 103,761 | 101,502 | 102,061 | 103,016 |     |     |       |       |     |      | 511,875     |
| Uses of Public Internet Computers                                  | 0      | 0       | 0       | 0       | 0       | 0       |     |     |       |       |     |      | 0           |
| Visits to the library website                                      |        |         | 3,203   |         | 2,441   | 2,091   |     |     |       |       |     |      | 7,735       |
| # of Wireless Sessions                                             | 769    | 720     | 701     | 762     | 676     | 732     |     |     |       |       |     |      | 4,360       |
| Successful Retrieval of Electronic Information                     |        | 23      | 20      | 123     | 613     | 726     |     |     |       |       |     |      | 1,505       |
| <b>ADULT</b>                                                       |        |         |         |         |         |         |     |     |       |       |     |      |             |
| Adult Reference Questions                                          | 381    | 145     | 113     | 88      | 82      | 75      |     |     |       |       |     |      | 884         |
| Number of Technology Reference Questions                           | 0      | 0       | 0       | 0       | 0       | 0       |     |     |       |       |     |      | 0           |

|                                                      | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | FY<br>TOTAL |
|------------------------------------------------------|------|-----|------|-----|-----|-----|-----|-----|-------|-------|-----|------|-------------|
| Gabbie Text Questions                                | 168  | 212 | 141  | 64  | 133 | 73  |     |     |       |       |     |      | 791         |
| <b>ADULT</b>                                         |      |     |      |     |     |     |     |     |       |       |     |      |             |
| <b>Total # of Adult Programs</b>                     | 7    | 0   | 3    | 0   | 1   | 0   |     |     |       |       |     |      | 11          |
| Live, In-person                                      | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      |             |
| Live, Virtual                                        | 7    | 0   | 3    | 0   | 1   | 0   |     |     |       |       |     |      | 11          |
| <b>Total Adult Program Attendance</b>                | 10   | 0   | 2    | 0   | 19  | 0   |     |     |       |       |     |      | 31          |
| Live, In-person                                      | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, Virtual                                        | 10   | 0   | 2    | 0   | 19  | 0   |     |     |       |       |     |      | 31          |
| <b>Of the above programs, how many were offsite?</b> | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| <b>Attendance at offsite programs</b>                | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Adult Friends Sp. Programs - Num                     | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Adult Friends Sp. Program - Attendance               | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| <b>YA (Young Adult)</b>                              |      |     |      |     |     |     |     |     |       |       |     |      |             |
| <b>Total # of Young Adult Programs</b>               | 0    | 1   | 1    | 0   | 1   | 2   |     |     |       |       |     |      | 5           |
| Live, In-person                                      | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, Virtual                                        | 0    | 1   | 1    | 0   | 1   | 8   |     |     |       |       |     |      | 11          |

|                                                          | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | FY<br>TOTAL |
|----------------------------------------------------------|------|-----|------|-----|-----|-----|-----|-----|-------|-------|-----|------|-------------|
| <b>YA (Young Adult)</b>                                  |      |     |      |     |     |     |     |     |       |       |     |      |             |
| <b>Total Young Adult<br/>Program Attendance</b>          | 0    | 13  | 2    | 0   | 0   | 8   |     |     |       |       |     |      | 23          |
| Live, In-person                                          | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, Virtual                                            | 0    | 13  | 2    | 0   | 0   | 8   |     |     |       |       |     |      | 23          |
| <b>Of the above programs,<br/>how many were offsite?</b> | 0    | 0   | 1    | 0   | 0   | 0   |     |     |       |       |     |      | 1           |
| <b>Attendance at offsite<br/>programs</b>                | 0    | 0   | 2    | 0   | 0   | 0   |     |     |       |       |     |      | 2           |
| Young Adult Friends Sp.<br>Programs - Number             | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| YA Friends Sp. Program-<br>Attendance                    | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| <b>LAMP</b>                                              |      |     |      |     |     |     |     |     |       |       |     |      |             |
| LAMP Reference<br>Questions                              | 22   | 138 | 158  | 98  | 35  | 42  |     |     |       |       |     |      | 493         |
| <b>ESL/Citizenship<br/>Programs- Total Number</b>        | 15   | 21  | 43   | 46  | 32  | 22  |     |     |       |       |     |      | 179         |
| Live, In-person                                          | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, Virtual                                            | 15   | 21  | 43   | 46  | 32  | 22  |     |     |       |       |     |      | 179         |

|                                                          | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | FY<br>TOTAL |
|----------------------------------------------------------|------|-----|------|-----|-----|-----|-----|-----|-------|-------|-----|------|-------------|
| <b>LAMP</b>                                              |      |     |      |     |     |     |     |     |       |       |     |      |             |
| <b>ESL/Citizenship<br/>Programs Total<br/>Attendance</b> | 107  | 130 | 392  | 574 | 367 | 222 |     |     |       |       |     |      | 1,792       |
| Live, In-person                                          | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, Virtual                                            | 107  | 130 | 392  | 574 | 367 | 222 |     |     |       |       |     |      | 1,792       |
| <b>Total Adult Literacy (1-1)<br/>Programs</b>           | 24   | 15  | 36   | 32  | 33  | 14  |     |     |       |       |     |      | 154         |
| Live, In-person                                          | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, Virtual                                            | 24   | 15  | 36   | 32  | 33  | 14  |     |     |       |       |     |      | 154         |
| <b>Total LAMP School Age -<br/>Number</b>                | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, In-person                                          | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, Virtual                                            | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| <b>Total LAMP School Age -<br/>Attendance</b>            | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, In-person                                          | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| Live, Virtual                                            | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| <b>Passport Services</b>                                 | 0    | 0   | 0    | 0   | 0   | 0   |     |     |       |       |     |      | 0           |
| <b>Of the above programs,<br/>how many were offsite?</b> | 39   | 40  | 2    | 1   | 1   | 0   |     |     |       |       |     |      | 83          |
| <b>Attendance at offsite<br/>programs</b>                | 167  | 160 | 12   | 12  | 14  | 0   |     |     |       |       |     |      | 365         |

|                                               | July | Aug | Sept | Oct   | Nov | Dec | Jan | Feb | March | April | May | June | FY TOTAL |
|-----------------------------------------------|------|-----|------|-------|-----|-----|-----|-----|-------|-------|-----|------|----------|
| CHILDREN'S                                    |      |     |      |       |     |     |     |     |       |       |     |      |          |
| Children's Reference Questions                | 65   | 58  | 39   | 205   | 255 | 38  |     |     |       |       |     |      | 660      |
| Children's Tech Reference Questions           | 0    | 0   | 0    | 0     | 0   | 0   |     |     |       |       |     |      | 0        |
| Total # of Children's Programs                | 21   | 18  | 22   | 20    | 16  | 20  |     |     |       |       |     |      | 117      |
| Live, In-person                               | 0    | 0   | 1    | 1     | 0   | 0   |     |     |       |       |     |      | 2        |
| Live, Virtual                                 | 21   | 18  | 21   | 19    | 16  | 20  |     |     |       |       |     |      | 115      |
| Total Children's Program Attendance           | 344  | 234 | 446  | 2,287 | 259 | 322 |     |     |       |       |     |      | 3,892    |
| Live, In-person                               | 0    | 0   | 108  | 2,000 | 0   | 0   |     |     |       |       |     |      | 2,108    |
| Live, Virtual                                 | 344  | 234 | 338  | 287   | 259 | 322 |     |     |       |       |     |      | 1,784    |
| Of the above programs, how many were offsite? | 0    | 0   | 1    | 1     | 0   | 0   |     |     |       |       |     |      | 2        |
| Attendance at offsite programs                | 0    | 0   | 108  | 2,000 | 0   | 0   |     |     |       |       |     |      | 2,108    |
| Children's Program Friends Sp. -Number        | 0    | 0   | 0    | 2     | 0   | 0   |     |     |       |       |     |      | 2        |
| Children's Program Friends Sp. - Attendance   | 0    | 0   | 0    | 2,075 | 0   | 0   |     |     |       |       |     |      | 2,075    |

[illegible]

# LAMP MONTHLY STATISTICAL REPORT

December 2020

| A. TUTORS   | ACTIVE FROM<br>LAST MONTH |       | NEW | DROPPED | ACTIVE AT<br>END OF MONTH |       | TOTAL YTD* |       | PROJECTED<br>TOTAL<br>2020 - 2021 |       |
|-------------|---------------------------|-------|-----|---------|---------------------------|-------|------------|-------|-----------------------------------|-------|
|             | #                         | HOURS |     |         | #                         | HOURS | #          | HOURS | #                                 | HOURS |
| ESL         | 8                         | 46    | 0   | 1       | 8                         | 34    | 8          | 264   | 10                                | 1200  |
| CITIZENSHIP | 4                         | 8     | 0   | 0       | 4                         | 8     | 4          | 26    | 40                                | 1000  |
| BASIC       | 11                        | 36    | 0   | 0       | 11                        | 16    | 12         | 154   | 40                                | 1200  |
| TOTAL       | 23                        | 90    | 0   | 1       | 23                        | 58    | 24         | 444   | 100                               | 3400  |

| B. LEARNERS    | ACTIVE FROM<br>LAST MONTH |          | NEW | DROPPED | ACTIVE AT<br>END OF MONTH |          | TOTAL YTD*       |          | PROJECTED<br>TOTAL<br>2020 - 2021 |          |
|----------------|---------------------------|----------|-----|---------|---------------------------|----------|------------------|----------|-----------------------------------|----------|
|                | # of<br>students          | # of hrs |     |         | # of active<br>students   | # of hrs | # of<br>students | # of hrs | # of<br>students                  | # of hrs |
| ESL            | 87                        | 378      | 0   | 11      | 76                        | 252      | 94               | 1944     | 400                               | 17400    |
| CITIZENSHIP    | 25                        | 68       | 1   | 10      | 16                        | 34       | 31               | 327      | 300                               | 6500     |
| BASIC (1-to-1) | 21                        | 54       | 0   | 1       | 20                        | 30       | 23               | 276      | 30                                | 1000     |
| TOTAL          | 133                       | 500      | 1   | 22      | 112                       | 316      | 148              | 2547     | 730                               | 24900    |

\* Total from previous month + new tutor/students

| C. TRAINING WORKSHOPS |               |               |     |                        |
|-----------------------|---------------|---------------|-----|------------------------|
|                       | Last<br>Month | This<br>Month | YTD | Projected<br>2020-2021 |
| Workshops Held        | 0             | 0             | 5   | 10                     |
| # of Tutors Trained   | 0             | 0             | 14  | 25                     |

| D. STUDENTS WAITING            |    |
|--------------------------------|----|
| ESL & citizenship classes      | 0  |
| One-to-one                     | 38 |
| Referred to other institutions | 0  |

| E. OFFICE VOLUNTEERS |   |
|----------------------|---|
| # OF VOLUNTEERS      | 0 |
| HOURS                | 0 |

| US CITIZENS | New | YTD |
|-------------|-----|-----|
| Passed      | 6   | 11  |

| Passports | New | YTD |
|-----------|-----|-----|
| Executed  | 0   | 0   |

| Reference Qs | New | YTD |
|--------------|-----|-----|
| ESL          | 34  | 354 |
| Citizenship  | 7   | 53  |
| Passports    | 1   | 78  |