

BOARD OF LIBRARY TRUSTEES

Annual Report FY 2022-2023
National City Public Library



NATIONAL CITY PUBLIC LIBRARY

August 2023

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LETTER FROM THE DIRECTOR

This has been another year of significant changes to the National City Public Library. From expanded hours to new technology, Library staff and patrons have continued to welcome growth during the year.

Starting in August 2022, the Library expanded its operating hours to better serve the public. This followed two separate surveys capturing patrons' needs for expanded hours at the Library. The Library is now open 55 hours per week, Monday – Saturday, compared to the 31 hours it was open to the public pre-COVID. Patron visits and circulation have increased and, indeed, have almost doubled from last year's figures. Although circulation figures are far below what they had been in prior years, our statistics show that we had almost double the number of checkouts this year compared to last year.

This year, new technology continues to expand our reach to patrons through the installation of a new user interface on our electronic catalog, creating more dynamic search functionality for our patrons. In addition, our 17-year-old self-checkout machines were replaced with new models. In order to better serve our patrons with full electronic records, the Library is now utilizing OCLC to provide full cataloging records in line with what other libraries in the county provide. In addition, staff worked with Baker & Taylor, our library materials vendor, to create Custom Library Service (CLS), which provides the library with shelf-ready books, significantly decreasing the time it takes to get a book on the shelf once it's received. The Library has also created an Overdrive Advantage account to purchase e-books for our patrons to enjoy. The Tech To Go technology lending program continues to be very successful, with all items checked out on a regular basis. The lending program includes 25 LTE laptops, 19 Chromebooks, and 19 hotspots.



Community outreach is an important component of the Library's mission. This past year, we welcomed class visits back to the library, visited schools for a Career Day and a Spring Fair, and worked with local partners to participate in their events. These outreach opportunities allow us to extend the reach of traditional services and promote the library to the greater public.

In addition, the Library re-started Café Nights on Mondays and participated in "A Kimball Holiday" by creating a "Who-Ville" that featured a children's craft and a free book giveaway. Our annual Halloween Booktacular was a successful on-the-ground event with over 300 participants attending. The Hispanic Heritage and Filipino Heritage events brought even more visibility to the Library and created connections with community members. Library staff also worked to provide meaningful social exchange with our local senior population.

Our Literacy Program offers a unique setting for adults to achieve their literacy goals and lifelong learning efforts. Following last year's efforts, the State grant-funded English as a Second Language (ESL) program is flourishing, and all classes are full. In addition, recent Parks Pass grant funding received through the State Library allows for learners and their families to visit local State Parks and write about their experiences as part of the literacy curriculum. Grant

funding for the Community Memory Lab project has allowed staff to purchase equipment allowing patrons to digitize memories from older technology.

The Friends of the National City Library have graciously funded performers and supplies for Summer Reading, Halloween Booktacular, Hispanic Heritage, and Kimball Holiday. Their generosity extends to the collection, as Friends funding through their endowment account allows for the purchase of materials for patron access.

Looking forward to the next fiscal year, the Library is creating an interlibrary loan opportunity through the implementation of Link+ throughout the county. The Library is also looking forward to the possibility of creating a State-funded Family Literacy program. The second round of Parks Pass funding will enable excursions to occur in conjunction with our Literacy program through the end of the calendar year. We are excited to expand our offerings even further to benefit our community members in the coming year.



Respectfully,

Joyce Ryan
Library & Community Services Director
National City Public Library
City of National City

We would like to give special thanks to our Board of Library Trustees

- Margaret Godshalk, Chair
- Bradley Bang, Secretary
- Cindy Lopez, Trustee
- Anzueth Zambrano, Trustee

Library Mission

Recognizing our community's cultural, linguistic, and economic diversity, the National City Public Library serves all the community residents' informational, educational, social, and recreational needs. We support lifelong learning, personal enrichment, and empowerment by providing access to a variety of materials and current technology, a team of courteous and knowledgeable staff, and a welcoming environment that contributes to the quality of life in National City.

ADMINISTRATION

The National City Public Library Administration Team directs the library's operations. These operations include maintaining a balanced budget, managing and developing staff, resource management, performing outreach, liaising with community organizations, and enhancing library services. In addition, this team collaborates with our Board of Library Trustees to set policy and guide the Library in its mission.

The Administration Team also collaborates with other departments within the City and fosters partnerships with organizations such as the Friends of the Library. The Friends of the Library has continued to provide financial support for library programs and cultural events to serve the diverse needs of this community.

Staffing

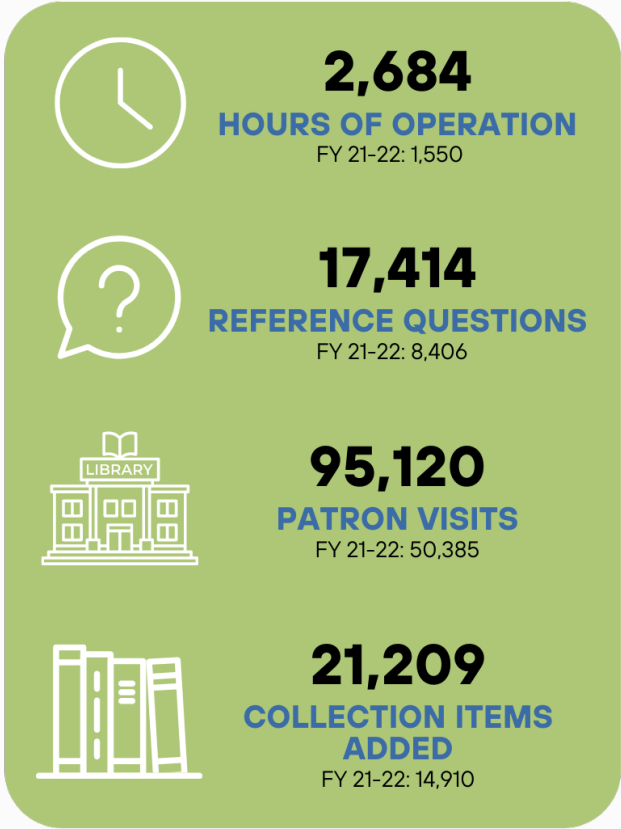
In February 2023, Principal Librarian Anne Defazio retired. Ms. Defazio had been instrumental in creating outreach opportunities for the Library and forging connections with local stakeholders. Recruitment for a new Principal Librarian was completed with two separate interview panels. The chosen candidate has over 20 years of library experience, with the last nine years as a librarian. She has a Master of Management in Library and Information Science from USC Marshall School of Business. She has been a branch manager for the County Library system for several years. She also has many years of experience in Youth Services. The new Principal Librarian will start in July 2023.


Senior Library Technician Tiffany Roberts presented at the California Library Association conference held June 1-3 in Sacramento. Ms. Roberts participated in a State Library panel discussion regarding the Parks Pass grant that the Library had been awarded and had successfully administered. Tiffany Roberts is the Program Coordinator of record for this grant project.


Grant Administration


The Library administered two separate grants specifically for the Adult Literacy program from California Library Literacy Services (CLLS). Our Adult Literacy Program benefited from \$45,755 in funding, and the new English as a Second Language (ESL) program garnered \$20,000 in funding from the State Library. In addition to the CLLS funding, the Library administered three separate grants from the State Library this year – the Lunch at the Library, the Parks Pass Program, and the Community Memory Lab grant. Lunch at the Library was an \$800 grant for supplies and materials to provide outreach programs for youth at Casa de Salud who participated in a free lunch program. The Parks Pass grant offered \$4,375 in funding to create excursions for the public to two local State Parks. Over 50 patrons enjoyed the excursions to Tijuana Estuary State Park and Old Town State Park. Staff also was awarded \$36,600 in additional grant funding for the Parks Pass Program for the coming fiscal year. The Library also administered the Community Memory Lab grant for \$19,340, which funded equipment to enable residents to transfer their memories from old to new technology. The Memory Lab is located in the Local History Room.


BY THE NUMBERS – YEAR IN REVIEW



 **2,684**
HOURS OF OPERATION
FY 21-22: 1,550

 **17,414**
REFERENCE QUESTIONS
FY 21-22: 8,406

 **95,120**
PATRON VISITS
FY 21-22: 50,385

 **21,209**
COLLECTION ITEMS ADDED
FY 21-22: 14,910



COLLECTION SIZE (PRINT)

FY 21-22: 214,289
FY 22-23: 213,082



COLLECTION SIZE (ELECTRONIC)

FY 21-22: 1,550
FY 22-23: 2,684



PRINT CHECK OUT

FY 21-22: 37,038
FY 22-23: 58,635



DIGITAL CHECK OUT

FY 21-22: 4,164
FY 22-23: 3,887





ACTIVE LIBRARY CARDS

FY 21-22: 18,019

FY 22-23: 15,298



NEW CARD HOLDERS

FY 21-22: 1,862

FY 22-23: 2,278



E CARDS

FY 21-22: 6,082

FY 22-23: 8,067



PROGRAM ATTENDANCE

FY 21-23: 3,067

FY 22-23: 8,739



WEBSITE VISITS

FY 21-22: 30,179

FY 22-23: 43,377



COMPUTER SESSIONS

FY 21-22: 9,332

FY 22-23: 19,895



WI-FI SESSIONS

FY 21-22: 8,198

FY 22-23: 11,107



VOLUNTEER HOURS

FY 21-22: 766.5

FY 22-23: 2,060



COMPUTER CLASSES/ESL/TUTORING ATTENDANCE

FY 21-22: 22 Classes/120 attendees (108 online)

FY 22-23: 32 Classes/498 Sessions/1,929 Attendees

Library Highlights and Partnerships

Expanded Library Hours

In August 2022, the Library expanded its hours to 55 hours per week. Library hours had been curtailed for many years pre-Covid; during Covid, hours decreased even further. The expansion in operating hours followed two separate surveys with over 175 patron participants.

National City Public Library Hours	
Monday – Thursday	10 AM – 8 PM
Friday	10 AM – 6 PM
Saturday	10 AM – 5 PM

National City Public Library Hours of Operation

Monday: 10:00 a.m. – 8:00 p.m. Friday: 10:00 a.m. – 6:00 p.m.
 Tuesday: 10:00 a.m. – 8:00 p.m. Saturday: 10:00 a.m. – 5:00 p.m.
 Wednesday: 10:00 a.m. – 8:00 p.m. Sunday: Closed
 Thursday: 10:00 a.m. – 8:00 p.m.

NATIONAL CITY PUBLIC LIBRARY
 (619) 470-5800
 library@nationalcityga.gov
 1401 National City Blvd
 National City, 91930

Tech To Go Technology Lending Program

The Library has provided laptops and hotspots for our patrons in need of technology. The Library received 19 laptops and hotspots from the State Library and an Emergency Connectivity Fund Grant to provide another 25 laptops with LTE. These laptops and hotspots are consistently checked out. Following the end of grant funding for the wireless service, the Friends of the Library generously paid for the continuation of this service for our patrons.

TECH TO GO

CHROMEBOOKS AND HOTSPOTS AVAILABLE FOR CHECKOUT

ASK AT CIRCULATION DESK

New Discovery Layer

The Library electronic catalog had remained static for the last 15 years. In February 2023, the Library launched a new user interface for its electronic catalog. This new discovery layer features “book rivers,” which display new holdings and allow for a more dynamic search experience.

NATIONAL CITY PUBLIC LIBRARY

Everything All Fields SEARCH Advanced Search

Get a Library Card Electronic Resources Local History

New York Times Best-Seller Lists - Hardcover Fiction

Title: **THE ONLY ONE LEFT**
 Author: Riley Sager
 ISBN: 9780593183229
 Rank (Last Week): 9 (17)

Find in My Library

New Partnerships with AmeriCorps, Southwestern College, and Pima Medical Institute

A new agreement with AmeriCorps in November 2022 allowed AmeriCorps members to work with our Literacy team to provide critical support in tutoring and lesson planning. Work Study Agreements were renewed with Southwestern College and Pima Medical Institute in early 2023. These agreements allow our Literacy program to be utilized as a site for Federal work-study funds through these educational institutions.



STEAM Programs

Our STEAM programs are still going strong, thanks to partnerships with local school districts, FLEET Science Center, Stephen Birch Aquarium, and many other co-partners of the National City STEAM Collaborative to create and provide the National City 16 Weeks of STEAM programming. In addition, NCPL collaborates on offering fun STEAM activities for our local children and their families through this project.



Also, as a partner and sub-grantee of a STEAM grant awarded to FLEET Science Center, the Library will have even more opportunities to provide exciting new programs this coming year.

PUBLIC SERVICES



The Children's Room is staffed with professionals trained in children's services. The Library prioritizes children's services to instill a lifelong learning habit. Studies show that establishing an early and strong reading foundation provides many advantages to children throughout their lifetime. Children's services include storytimes, reader's advisory, crafts, and other programs that support literacy and encourage the love of reading. The trained staff offers guidance to parents so that they can assist their children in selecting reading materials to develop their reading habits. In addition, children's staff model reading to children through storytimes so that parents can observe and learn how to foster the love of reading at home.

Reference provides information to its patrons by finding information, assisting in using the library, fielding requests for information, conducting literature searches, and maintaining and updating the catalog.

A wide range of services are available at the National City Public Library in-person and online. Patrons can apply for a library card, check out and return library materials, pick up reserved materials, or put them on hold. In addition, a library card gives patrons access to library computers, databases, eBooks, eMaterials, audiobooks, DVDs, and Blu-Rays.

Children's Services

Annual Statistics			
314	Booktacular Participants	1,400	A Kimball Holiday (Who-ville)
102	Hispanic Heritage Month	175	Summer Reading Program Participants
3,327	Children's Craft Participants	258	Outreach Participants

Programming and Services

Children's Services provided exciting programs for our youngest patrons. We featured all on-the-ground programs that brought the community's families into the Library.

The Hispanic Heritage celebration was a family event attended by over 150 residents who enjoyed a Bilingual Storytime, two crafts, Loteria, a book giveaway, and Mexican candy bags. The Halloween Booktacular featured a live animal show, trick-or-treat stations, several crafts, and a book giveaway. Over 300 patrons attended, with 275 books given away to our youngest patrons. Continuing on this success, Library staff participated in the Kimball Holiday event and created "Who-ville," celebrating Dr. Seuss' classic Grinch-y tale. Over 2000 participants visited the booth, with children receiving 1000 free books and creating approximately 400 craft items.

In addition, our Summer Reading programs have been exciting opportunities to share books and reading with our residents. The Friends of the Library have generously funded the summer reading program and our other exciting Children's programs.



Adult and Young Adult Services

Annual Statistics			
461	Monthly Teen Crafts Participants	117	Monthly Adult Craft Participation
105	Summer Reading Program Participants	71	NC Connects Participants

Programming and Services

Our Reference Librarians continue to provide needed referrals to services to our community members. Last year, the NC Connects grant-funded program allowed our librarians to explore social services in the local area that could be shared with our patrons requiring those services. Library staff continue to provide in-depth reference assistance to community members, helping them to find local organizations that can provide needed help. From referrals to food pantries and community closets to diaper distributions and senior services, our reference librarians continue to positively impact our patrons' lives.

Our adult and young adult services team also provides craft supplies and instruction to keep hands busy and entertained. Every month, crafts are available for teen and adult participants to enjoy. Approximately 600 crafters took advantage of this service this past year.

Staff are working towards creating more diverse and dynamic program offerings for adults and young adults. One of the partnerships we have highlighted was the Kitchenistas program through our partnership with Olivewood Gardens. Program participants viewed a screening of "The Kitchenistas" documentary, which showcased the Kitchenistas program at Olivewood Gardens, and enjoyed a sampling of tasty treats prepared on-site.

The Local History Room re-opened on Tuesdays and Thursdays from 11 AM – 1 PM, and patrons can enjoy researching local history. The Community Memory Lab is located within the Local History Room. Funded by a grant from the State Library, the Memory Lab allows patrons to convert memories on old technology to digitized copies.



Circulation

Annual Statistics			
58,635	Circulation of Physical Items	15,298	Active Library Cards

Programming and Services

Last year, the Board of Library Trustees and City Council approved the Library's Fine-Free Borrowing Policy, removing late fines for our patrons. Staff have subsequently experienced a significant decrease in challenging patron interactions and can focus on providing more positive customer service.

This year, we have expanded service even further by increasing our Library's operating hours to 55 hours per week. The expansion in operating hours followed two separate surveys with over 175 patron participants. The new hours are Monday – Thursday 10 AM – 8 PM, Friday 10 AM – 6 PM, and Saturday 10 AM – 5 PM.

A new user interface is now available on our electronic catalog. This new discovery layer adds more dynamic search functionality and allows patrons to see our new holdings in "book rivers." In addition, new self-checkout kiosks were purchased and installed, replacing units that were 17 years old and no longer functioning properly.

The following special items made available last year have been expanded to accommodate more patron requests:

- The **Tech To Go** Technology Lending Program has enabled many patrons to check out and enjoy the use of a laptop, hotspot, or both. The Library expanded its offerings to include an additional 25 LTE laptops through a grant funded by the Federal Communications Commission (FCC).
- The **California Parks Pass Program** enables patrons to borrow a pass to any of our California State Parks, enabling our patrons to visit State Parks for free. The program was expanded this year with an additional 18 parks passes. This program is made possible by a joint initiative of the California State Library and the California State Parks Department.
- The **Nature Exploration Backpacks** program has also been expanded, with four additional adult packs available for checkout. These backpacks are made possible through a donation from the San Diego Foundation and Live Well San Diego to help everyone explore the great outdoors!



LITERACY

Our Literacy Program offers a unique setting for adults to achieve their literacy goals, gain digital skills, learn ESL, earn high school diplomas and career certificates, and develop the workforce readiness skills they need to succeed in the 21st century. Due to COVID-19, this program moved classes and services to a virtual environment. The Library now offers classes virtually and on-the-ground.

This year, the Library was awarded a full year of State funding for the English as a Second Language (ESL) program. Literacy staff have developed an ESL curriculum that emphasizes conversation and comprehension. This is an ongoing program funded by the State Library.

For most of our patrons, digital empowerment is critical to their lifelong learning and continued success. In order to support digital and informational access, getting an education to upskilling and lifelong learning to secure employment, file taxes, and stay in touch with family – digital empowerment is all about keeping people better connected. National City Public Library is proud to serve as a gateway and vital community anchor institution for digital inclusion, digital advancement, and equitable access to information and resources.

A new agreement with AmeriCorps in November 2022 allowed AmeriCorps members to work with our Literacy team to provide critical support in tutoring and lesson planning. The AmeriCorps Initiative is intended to increase our literacy program’s capacity to provide the community with high-quality adult and family literacy and ESL services, recruit new tutors and learners, and bring our literacy program to the next level. In addition, Work Study Agreements were renewed with Southwestern College and Pima Medical Institute in early 2023. These agreements allow our Literacy program to be utilized as a site for Federal work-study funds through these educational institutions

In June 2023, we celebrated our volunteers at the Library for the first time since 2019! Participants included tutors, general volunteers, the Friends of the Library, and Board of Library Trustees members. Over 40 attendees enjoyed food, entertainment, and kudos from the staff. That evening, three awards were given out: Tutor of the Year to Kathryn Kennedy, New Tutor of the Year to Audrey Clark, and Library Volunteer of the Year to Anna Marie Scaiola. Thank you so much to all of our volunteers who offer their time and expertise to serve our community!

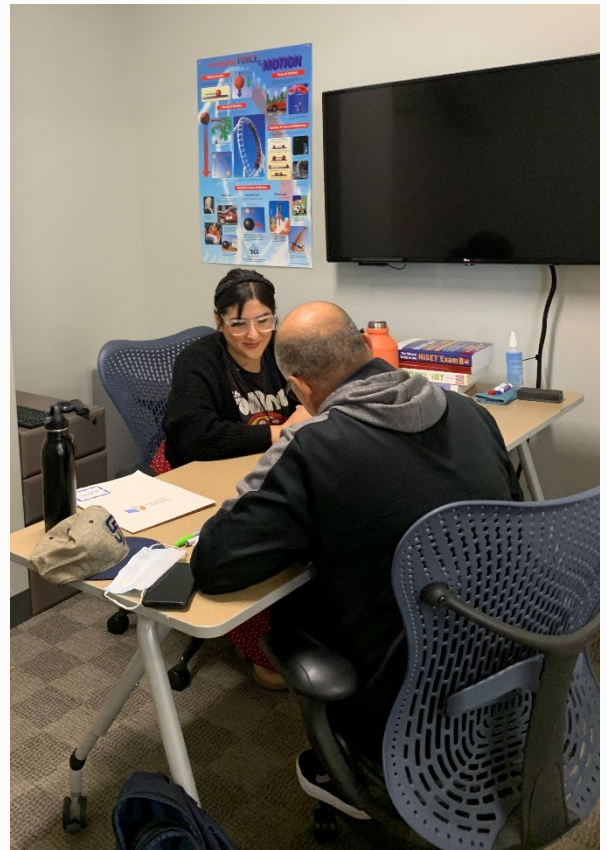
Adult Literacy

Annual Statistics					
ESL Classes					
Class Type	Classes	Sessions	Attendees		
Basic	7	114	488		
Advance	2	29	152		
Conversation	2	53	124		
Off-Site	1	42	190		
Totals	12	238	954		
Computer Classes					
Class Type	Classes	Sessions	Attendees		
Basic	15	195	835		
Excel	4	46	102		
One-on-One	1	19	38		
Totals	20	260	975		
Adult Literacy					
Adult Literacy Learners	128	ESL Learners	98	Total Learners	226
Adult Literacy Instruction Hours	1,846	ESL Instruction Hours	1,146	1-on-1 Hours	400+

Programming and Services

All classes and services were held virtually this past year. The regular operation consists of one-on-one tutoring or small group instruction sessions. However, our literacy program takes things a few notches higher by offering a plethora of classes and workshops:

- ❖ **Adult Basic Education (ABE)** – classes are for adults at the elementary level (to grade 8) and focus on basic literacy and computational skills.
- ❖ **Adult Literacy programs** help English-speaking adults improve their reading, writing, and communication proficiency and math skills to reach their potential as workers, parents, community members, and life-long learners.
- ❖ **English as a Second Language (ESL)** – There were four sessions of Basic ESL classes for non-native English-speaking adults who want to improve their writing and writing skills. Each session was two months in length.
- ❖ **Workforce Literacy** – Tutors held virtual programs and services that helped adults find employment, move into a new job, or enter trade-based training programs.
- ❖ **Computer Literacy** – Four 6-week classes were held on the following topics: basic computer skills, Excel basics, Zoom Basics, and PowerPoint basics. 267 learners attended the classes.
- ❖ **Preparation for various tests/exams** such as GED (General Educational Development), HiSet (High School Equivalency Test), ASVAB (Armed Services Vocational Aptitude Battery), and Citizenship Exam.
- ❖ In addition to GED and HiSET test preparation tutoring, **Career Online High School**, an educational service offered by Smart Horizons and endorsed by the California State Library, allows adults lacking a high school diploma to earn an accredited high school diploma and credentialed career certificate at the same time. In partnership with the County of San Diego Library, National City Library offers a \$2,500 scholarship to defray the program costs.



SUPPORT

Automated Services and Technical Services are the underpinnings by which all our technology functions within the Library. These sections are responsible for the continued operation of our electronic catalog, the uploading of full records, and patron access to our digital resources.

The Computer Center is a staffed computer lab where patrons can come in to use the computers, internet, scanners, and printer/copier. In addition, the Computer Center has staff available to assist library patrons with using the technology and answering their questions. The Tech Lab is not currently holding classes but is serving patrons by printing their 3D files free of charge and guiding users to learning 3D design and printing resources.

Automated Services

Annual Statistics			
132	3D Prints	9,449	Instruction Questions
43,377	Online Visits	19,895	Computer Sessions
8,067	eCards	3,887	Digital Checkouts

Programming and Services

Automated Services' staff completed a number of important projects this past year. They ordered and prepared additional laptops for patron use through our Tech To Go program. The State Library and the Federal Communications Commission (FCC) provided funding for the Tech To Go program. Staff also assisted in the ordering and installation of two new self-checkout kiosks, replacing kiosks that were 17 years old.

Staff worked with SirsiDynix to develop a new user interface for the electronic catalog. This project involved developing, troubleshooting, testing, and launching the mobile app. Staff also created a training video and gave presentations on its functionality. Staff also launched wireless printing for the convenience of our patrons. Patrons can now simply print off their wireless devices without needing to get on a Library computer.

Automated Services staff are also responsible for running the Computer Lab and ensuring the Library's computers are functional for patrons. Staff also ensure the Library's electronic resources, databases, e-materials, and media viability.

Technical Services

Annual Statistics	
21,209	Library Materials Added

Programming and Services

This past year, our Technical Services staff have been working towards enhancing the bibliographic records in our electronic catalog. The Library is now getting bibliographic records from OCLC, the sole source of these records in North America. Staff also worked with Automated Services to help create a dynamic new user interface for the catalog.

Custom Library Service through Baker & Taylor, our primary library materials vendor, was launched in March 2023. This enables the library to receive books already cataloged and "shelf-ready." It also enables staff to focus on other projects in the library, and patrons can receive titles without waiting for additional cataloging and processing time.



NATIONAL CITY PUBLIC LIBRARY