



MONTEREY PARK
BRUGGEMEYER LIBRARY



Annual Report 2018/19

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Message from the City Librarian



Dear Library Supporters –

In April 2019 I was selected to serve as City Librarian for the Monterey Park Bruggemeyer Library – an honor that was especially significant to me given my commitment to the City and its residents during the past 10 years of my career.

The library was open six days a week in fiscal year 2018-2019, closed Fridays, for a total of 41 hours per week. Despite Friday closures the library is still very much an essential part of the lives of our residents. Our patrons made over a quarter million visits to the library in FY 2018-19 – for a total annual attendance at the library of 273,545 patrons.

One of my most important initial goals this year was to put in place a strong and innovative team of Senior Managers for the library. Filling these positions is a priority since a complete team is necessary to provide excellent customer service, and demand for library services and programs remains as strong as ever. While the library recently filled the Senior Reference Librarian position, we are still working on recruitment for our Literacy Coordinator and Senior Children’s Services Librarian positions. This serves as an important opportunity to infuse new energy and ideas into our organization.



Community outreach continues to be a major drive for our library. Partnerships with community groups and organizations allow us to extend the reach of traditional services and to promote the library to the greater public. For the first time in years, the library participated in the annual parade held in conjunction with the City’s celebration of its birthday. Staff created signs promoting services and emphasizing the importance of the library in the community and marchers included Friends of the Library members; Junior Friends; and library staff members. It was exciting to see many regular library patrons along the route and to greet festival attendees following the parade.

Another significant outreach effort this year was the library’s new relationship with Edmund D. Edelman Children’s Courthouse. In early April 2019 Children’s Services staff toured the facility and visited with Children’s Court social workers to discuss how the library could deliver services to youth awaiting court appearances. As a result of these talks, Children’s Services staff set up monthly outreach visits to the Children’s Courthouse and staff brings selected library programming to the facility for young people ages 4 through 21.



This year we also began the foundational work for much needed updates to the technological infrastructure, as well as the physical spaces of the library. Initial steps were taken in exploring a new integrated library system for

MPBL which would provide more functionality to users and staff and the library updated technology and facilities this fiscal year.

Major updates include the replacement of tables in the Friends Room which had undergone twelve years of heavy usage; the installation of overhead projectors in the Friends Room, Computer Lab, and Large and Small Classrooms to seamlessly project presentations and movies in the library's meeting and programming spaces; and the addition of a brand new sound system in the Storytime Room to better serve growing groups of attendees.

The Library Foundation donated \$15,000 to purchase new furniture and furnishings for the library's Teen Room this year. Teens make up a large portion of library users and teen services at the library promote leadership, volunteerism, peer mentorship and social interaction and this donation allowed us to create a more welcoming and flexible space for teens in the library to gather, read, study and spend time with their peers in a safe and supportive environment.

Other donations from community organizations included the donation of multiple Lingo translation devices to the library from Kiwanis Club of Monterey Park. These devices automatically translate to and from over 80 different spoken languages, allowing frontline staff to effectively communicate with patrons. The Lingos will help staff bridge the linguistic gap to offer excellent service to all members of the Monterey Park community. In addition to the donation of Lingo translators, local organization Asian American Community Development Enterprises donated 20 Starling early literacy devices to the library for check out and home use by families. These devices measure verbal interactions between parents and young children and give families a word goal each day in an effort to maximize a child's brain development in the early formative years.

Looking forward to the next fiscal year, the library will undertake significant changes in staffing and services and staff development will be necessary to build our capacity for growth and move the library forward. We have allocated additional funds in our 2019-20 budget to support training and conferences and staff members are already presenting team building exercises and trainings in our weekly all-staff meetings. The California Library Association's Annual Conference will be held in Pasadena on October 24-26, and staff, stakeholders and Library Board of Trustees members will attend a full day of the conference as the library's first Staff Development Day in over a decade.

The Bruggemeyer Library occupies a special place in Monterey Park and I am looking forward to working together with Library and City staff, residents and the Library Board of Trustees, Foundation and Friends groups to serve the residents of Monterey Park in fiscal year 2019-20.

Respectfully,

Diana Garcia
City Librarian
Monterey Park Bruggemeyer Library
City of Monterey Park

ADMINISTRATION

The purpose of the Administration Division of the Monterey Park Bruggemeyer Library is to direct the operations of the library. These operations include maintaining a balanced budget, managing and developing staff, negotiating contracts and putting in place vendor agreements, performing outreach and liaising with community organizations, and enhancing library services. Along with the Library Board of Trustees, administrative staff adopts necessary policies to preserve equitable library services. Collaborating with other City Departments, the Administration Division also ensures the administration of necessary compliance with building codes, safety measures, personnel relations and compliance to the city administrative policies and procedures.

Staffing

City Librarian Norma Arvizu retired after ten years of service with the City of Monterey Park, first as LAMP Literacy Program Administrator and then as City Librarian. Her last official day was November 30, 2018.

Children's Senior Librarian Diana Garcia was named as Acting City Librarian as of July 28, 2018. Interviews for the City Librarian position were held on April 23, 2019 with two separate panels involving the Library Board of Trustees as well a group of library directors/professionals. The top candidates were then interviewed by a panel of City department directors as well as City Manager Ron Bow. **Diana Garcia** was officially announced as the City of Monterey Park's **City Librarian** at the City Council meeting on May 15, 2019.

Cindy Costales, Adult/Reference Senior Librarian, retired with her last day at work on March 31, 2019.

Recruitment for **Adult/Reference/Teen Senior Librarian** took place from April through June 2018. Qualified applicants were initially interviewed by an outside panel on May 14. The top candidates for were interviewed by an in-house panel on May 23. **Deborah Niblick**, the librarian in charge of the Linda Vista branch of the Pasadena Public Library, was offered the position of **Adult/Reference/Teen Senior Librarian** and started work on July 8.

Recruitment closed on September 21, 2018 for the full-time **Adult Literacy Coordinator** position (formerly the LAMP Literacy Program Administrator position). After a panel of outside raters interviewed the qualified candidates on February 21, 2019, three candidates were interviewed by an in-house panel on March 7. Unfortunately, all were rejected so recruitment for the position was extended until May 24. Additional qualified candidates were interviewed by an oral board of professionals on June 26. An in-house panel interviewed the top candidates on July 10. A candidate has been offered the position pending the pre-employment screening.

Michael Le, formerly a part-time Library Clerk in Circulation, was hired as the new full-time **Library Technician** and started working in Technical Services on February 4, 2019.

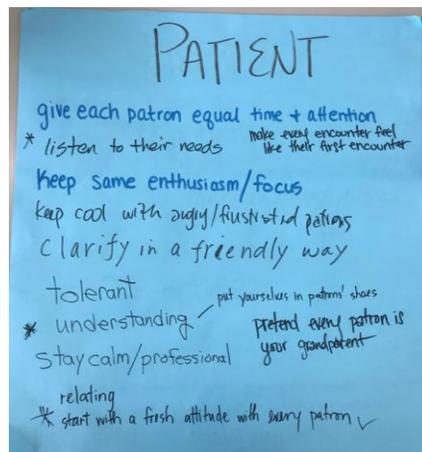
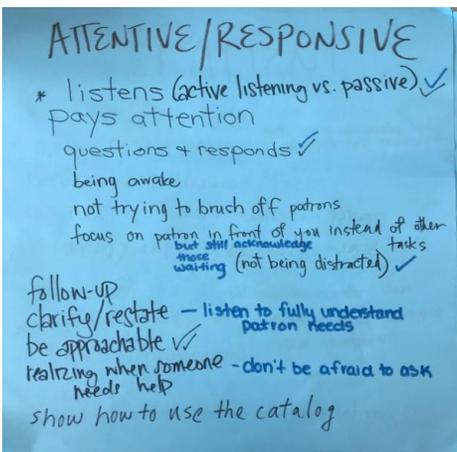
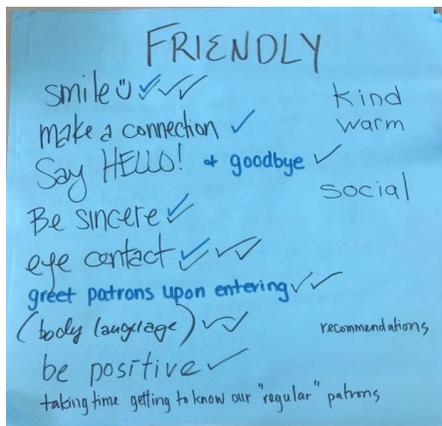
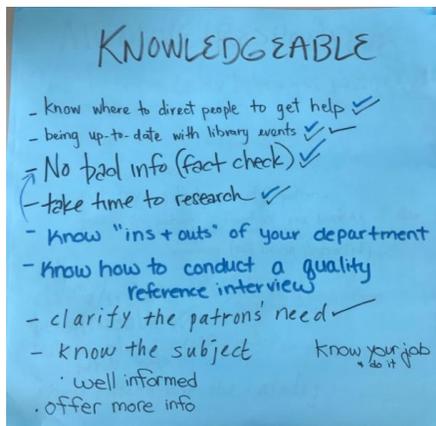
Librarian Darren Braden and **Library Clerk Christi Chavez** marked ten years of service and **Technical Services Library Technician Michael Bathan** and **Circulation Library Clerk Mona Ying** celebrated 20 years working for the library.

Professional Development

Customer Service Training

The library established a new Customer Service Team comprised of **City Librarian Diana Garcia**, **Teen Librarian Darren Braden** and **Circulation Library Clerk Jessica Wahl** who came up with a series of questions about customer service and distributed this survey to staff seeking input as to how staff can improve their customer service skills to ensure that patrons have a positive experience when they visit the library.

During weekly staff meetings, full-time staff participated in activities with the goal of exploring methods of improving their customer service skills during interactions with library patrons. The first group training exercise was held on February 6 when staff listed the most important qualities required for exemplary customer service. Later exercises have included reexamining situations and rephrasing information presented to emphasize the positive rather than the negative aspects of transactions and general tips on how to provide better customer service.



2018 – 2019 ADMINISTRATION GOALS AND OBJECTIVES

GOALS AND OBJECTIVES

PROGRESS

- | | |
|--|---|
| <p>1. Establish, identify, nurture and deliver services that exceed quality customer needs by utilizing responses to a customer survey.</p> | <p>Ongoing. The library’s new Customer Service Team created and distributed a survey for staff to provide input on customer service behaviors and practices, what good customer service looks like in the different divisions, and how staff can start to implement these consistently throughout the library. Staff are participating in training exercises to explore and reinforce these lessons.</p> |
| <p>2. Create a personal online librarian chat center that provides layered access to library information and services.</p> | <p>In progress. Library staff are conducting a trial run of Apollo, a new integrated library system. Should the management team decide to move forward with an ILS migration, Apollo includes text-chat capabilities.</p> |
| <p>3. Facilitate a Library Board review of a new strategic plan and its alignment with the library’s Vision, Mission and Core Values by formalizing revisions and refinements throughout the year.</p> | <p>In progress. The current Strategic Plan ran through 2018. The library’s management team began discussions on updating and revising elements of the existing plan and developing new goals and recommendations for a new strategic plan but is holding off intensive discussion until all senior management positions are filled to allow for input from critical staff. The Library Board plans to meet with members of the Library Foundation and Friends of the Library, the other two major stakeholder groups, to gain input for developing a new strategic plan.</p> |
| <p>4. Encourage staff to explore resources and services that can help them enhance their own job performance and results.</p> | <p>Ongoing. Supervisors/Managers continue to promote workshops, classes and networking meetings to develop staff capacity.</p> |

ADULT REFERENCE AND YOUNG ADULT SERVICES

Annual Statistics

13,276	Reference Questions
43,076	Adult and Teen Books Circulated
167	Adult Programs
3,168	Adult Program Attendance
71	YA Programs
1,721	YA Program Attendance

Programming and Services

Cultural Programs

Cultural heritage programs were presented at the library to celebrate Chinese New Year, Mid-Autumn Festival, National Hispanic Heritage Month and Black History Month.

Chinese New Year Celebration

Dance, music, folk songs, poetry, and opera singing entertained an enthusiastic audience at the library's 2019 Chinese New Year celebration on Sunday, February 10 in the Friends Room. The audience of 100 applauded for all of the cultural performances that included ten local performing groups. The film *Crazy Rich Asians* was screened following the performances.

Film and Author Programs

The library presented a number of programs featuring historically significant films and noteworthy authors:



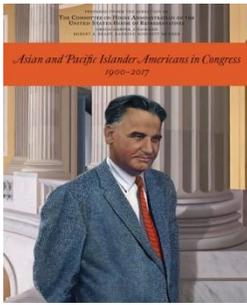
6th Annual Classic Film Program: *Diary of Anne Frank* Film Screening with Special Guests Foster Hirsch and Actress Millie Perkins

Film Historian and Mark Keppel High School graduate (class of 1961), Foster Hirsch returned to Monterey Park to host the 6th Annual Classic Film program on July 31. The program featured the 1959 Academy Award winning film, *Diary of Anne Frank*, the story of a young girl and her Jewish family who were forced into hiding in Nazi-occupied Netherlands during World War II. Foster Hirsch introduced the film and, following the film screening, interviewed actress Millie Perkins who played the role of Anne Frank. The program was sponsored by the Historical Society of Monterey Park and the Friends of Monterey Park Library.

As part of its Classic Film series, the library screened *To Kill a Mockingbird* on August 26 and *Singin' in the Rain* on April 14. Guest speaker Theo Siegel introduced the films and engaged the audience in a discussion following the film screenings.

Author talks included Nancy Wang Yuen, associate professor of sociology at Biola University and author of *Reel Inequality: Hollywood Actors & Racism* (August 19), award winning mystery author Naomi Hirahara (October 13), Gene Aguilera, author of *Latino Boxing in Southern California* (October 21) and Helen Zia, author of *Last Boat Out of Shanghai: The Epic Story of the Chinese Who Fled Mao's Revolution* (April 7).

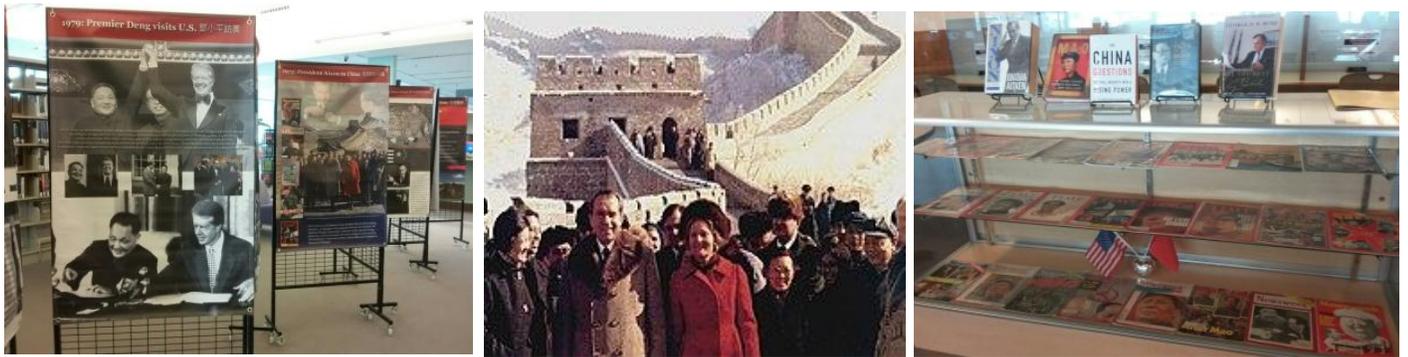
Historical Programs



Book Event

U.S. Congresswoman Judy Chu introduced the new book *Asian and Pacific Islander Americans in Congress, 1900-2017* on September 9. The 600 page book was released by The Committee on House Administration of the U.S. House of Representatives and tells the history in chronological order of Asian and Pacific Americans who have served in Congress. The free book was distributed to 100 people attending the program.

U.S.-China Presidential Visits Photo Exhibit



A photo exhibit organized by Dr. Pedro Chan to highlight the 40th anniversary of U.S./China Normal Relations and President Richard Nixon's historic visit to China in 1972 was installed in the library. The public viewed the exhibit and a display of Mao/Nixon memorabilia in the glass display cases located near the Reference Desk from January 15-28.

Railroad History Exhibit

An exhibit honoring the 150th anniversary of the Transcontinental Railroad and the role of Chinese immigrants who helped to build the railroad was displayed in the library. The exhibit featured items from the collection of Dr. Pedro Chan that included railroad tools, photos and articles about the history of the Chinese railroad workers.

Women's History Month Program Series

The library presented five programs celebrating extraordinary women in March:

March 3: Betsy Kalin, director, *East LA Interchange*:

The library presented the story of how the largest freeway interchange system in the nation impacted Boyle Heights residents and created a neighborhood of community activism. Director Betsy Kalin discussed the film with the audience after the showing.

March 10: Alessandra Gunz, director, *The Brick People*:

An audience of 50 watched *The Brick People*, the story of Mexican immigrants who made the bricks that built Los Angeles and Pasadena at the Simons Brickyard in what is now Montebello. Director Alessandra Gunz discussed her film. Adult/Reference Senior Librarian Cindy Costales' uncle, a Latino author, and her cousin, a teacher, also spoke about this relatively unknown period of history.

March 17: Hava Ben-Zvi, author and Holocaust Survivor

Author and Holocaust survivor Hava Ben-Zvi discussed her life as detailed in her autobiography *We Who Lived: Two Teenagers in World War II Poland*. 46 people were in attendance.

March 24: Larissa Lam, director, *Finding Cleveland*

An audience of 70 attended the showing of the documentary film, *Finding Cleveland*, a film that uncovers the seldom told history of the early Chinese immigrants in the Mississippi Delta during the time of segregation and the Chinese Exclusion Act. Director Larissa Lam also introduced new footage which will be edited into the film.

March 31: Laura Scudder, Local History Story

A full house enjoyed the local history story of Laura Scudder, a food industry pioneer, presented through readings by outstanding local women recognized for their service in the community.

Art Exhibits and Workshops

The library presented an exhibition of Master Ali Tam's Chinese brush and calligraphy art. The artwork was on display in the library lobby from May 25 through June 15.

The library worked in partnership with the Los Angeles County Museum of Art (LACMA) to present a series of workshops on Egyptian art and a workshop on artist-led photography.

Adult Summer Reading Program

Reading Takes You Everywhere was the 2018 Adult Summer Reading Program theme presented from June 10 through August 26, sponsored by the Friends of the Library. Participants received a book bag at sign up.

Program statistics included:

- 105 adults enrolled
- Adults read 363 books
- 18 summer programs were offered June-August 2018
- 402 people attended the summer programs
- 10 adults received \$25 gift card prizes

Other Programming

The library offered free legal assistance workshops, adult Mandarin classes, computer classes, and workshops on safety for seniors, earthquake preparedness and digital marketing for small businesses.

Outreach

Reference Staff participated in outreach activities to promote library programs and services. Staff visited a local convalescent home for seniors and presented film programs, delivered teen program flyers to local middle schools and high schools and attended Woman's Club meetings. Staff attended the Chinese Lunar New Year Festival, Cherry Blossom Festival, the National Night Out event, and the Geranium Festival, engaging the public with craft activities and information about the library.

YA SERVICES

Teens celebrated Teen Tech Week and Teen Read Week with new programs that engaged students in art, reading, technology and discussions. Teen Services presented workshops on college readiness/admissions and teen safety. Teens continued to attend monthly programs keyed to their interests in cinema, anime, gaming and food. The Junior Friends, the teen group of dedicated volunteers, continued to plan and offer additional programs and volunteer their time at special events.

Teen Summer Reading Program

The Teen Division kicked off this year's Summer Reading Program (SRP) on June 10 with 28 teens in attendance. There were two other summer reading programs in June. On June 12, 20 teens came together in a button-making program and on June 19, there was the annual BBQ in Barnes Park that saw 34 in attendance.

2018 - 2019 ADULT / REFERENCE / YA GOALS AND OBJECTIVES

GOALS AND OBJECTIVES

1. Explore new ways of engaging adults with reading and programs with the summer reading program theme, *Reading Takes You Everywhere*.
2. Develop new teen programming featuring author talks, book talks, and other creative programming to promote reading and technology with teens.
3. Promote professional growth as a team through the sharing of staff development training information at monthly Reference staff meetings

PROGRESS

Completed. Created new computer classes teaching internet searching skills and Microsoft Word with a focus on travel. Classes encouraged reading, learning and discovering the National Parks through digital learning skills. Adult students also signed up for the summer reading program.

Ongoing. An "Escape Room" program originally developed for Teen Tech Week continues to be offered.

Reconfigured. With the retirement of Senior Librarian Cindy Costales on March 31, Reference staff are meeting with City Librarian Diana Garcia as needed.

TECHNICAL SERVICES

Annual Statistics

Cataloging

The library added 7,812 items to its collection. There were 12,900 items weeded from the collection due to the item being outdated, in bad condition, no longer useful or lost. The number of item records decreased from 149,043 to 144,153. Technical Services staff made changes to 18,178 bibliographic records.

E-Books

The library circulated 3,515 items from the Overdrive eBook collection in FY 2018-19. Of that number 2,387 were e-books and 1,128 were e-audio books.

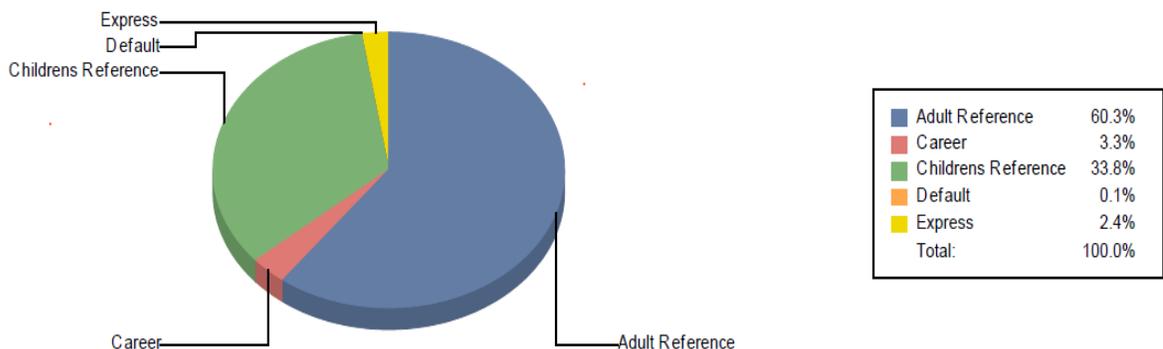
Computers and Wireless Services

Technical Services staff replaced 17 public computers, upgraded five staff computers and replaced seven library catalog computers. Technical Services implemented wireless printing with the *Libraries Illuminated* grant to meet the increasing demand of the public by upgrading to the latest print management software.

Usage of the library’s webpage decreased from 73,762 to 63,669 (15% decrease). There were 69,380 user sessions compared to 80,781 last year for public computers use (16% decrease).

The total public computer time used by patrons in FY 2018-19 was 36,460 hours. Although this is less than last fiscal year, it does not take into account the use of wi-fi on personal devices in the library. Staff cannot track how many people use wireless in the library, but judging by the widespread usage of devices and laptop computers by patrons, it is a very significant amount.

Total Time Per Zone



Databases

The library currently offers content from *Encyclopaedia Britannica*, *TeachingBooks.net*, *Tumblebooks* and *The New York Times*.

Donations

The library added 562 donated books with a value of \$6,929.56.

Interlibrary Loan

The library borrowed seven items from other libraries for our patrons and lent sixteen items to other libraries for their patrons.

Government Publications

In FY 2018-19 the library received 723 physical documents in all formats and discarded 431 which were outdated.

The Library continued to participate in the Federal Depository Library Program's *Cataloging Record Distribution Program*. The Library receives free catalog records for the government documents to allow 24/7 access on the web.

Programming and Services

Library Website

Technical Services Senior Librarian Evena Shu and Children's Acting Senior Librarian Kristin Olivarez participated in the City's Refresh Website committee. They made contributions to the design refresh and updates to the city website. The new design City website went live on June 6.

Open Data

The Library participated in the *Open Data Equity for the Main Street* test beta curriculum, a California statewide project. Technical Services Senior Librarian Evena Shu and Library Technician Jessica Rodriguez conducted four community classes about open data. They provided feedback of the course curriculum with other library participants via several webinars. Reporting of results continued into fiscal year 2018/19.

Coding Classes

Evena worked with Mark Keppel Zero Robotics Club members to present the Coding classes and robotics class using Javascript. Students learned how to use JavaScript to build their websites and online games. There were a total of 120 attendances for the series of coding classes. They showcased the robotics during the last class.



2018 - 2019 TECHNICAL SERVICES GOALS AND OBJECTIVES

GOALS AND OBJECTIVES

PROGRESS

- | | |
|---|--|
| <p>1. Add 20 laptops to provide mobile and versatile alternatives to support the increased computer usage in the library.</p> | <p>Completed. The library purchased 20 Dell laptops. Staff have configured the laptops and installed Microsoft Office 2013 on the laptops. The laptops were used for the Arduino classes for the 2018 Teen Summer Reading Program. 24 Youth signed up for the Arduino classes. They used Arduino to code and use circuits to build LED lights.</p> |
| <p>2. Implement wireless printing to meet the increasing demand of the public for wireless printing and maximize the use the high speed internet.</p> | <p>Completed. Staff worked with Comprise Technical Support Staff to upgrade the SAM printing software on the public computers. Staff were trained on wireless printing using Androids and IOS.</p> |
| <p>3. Plan and support robotics coding program to build 21st Century skills for tweens and teens report the outcome for the grant.</p> | <p>Completed. Staff have implemented robotics series in June and July for the 2018 Teen Summer Reading program. Staff conducted three Robotics Series for the Summer Teen Program. Teen learned to build, code four Lego robots and two EV3 Mindstrom robots. Technical Services Senior Librarian Evena Shu submitted the report for the Edison's Grant and the California State Libraries Illuminated final grant report on January 31st 2019. Tweens and teens gained knowledge in robotics and coding. They feel they are confident in learning robotics and coding.</p> |

CIRCULATION SERVICES

Annual Statistics

Circulation Transactions

Library materials borrowed and renewed by patrons totaled 187,397 items for the year. *Note: for specific library material checkout numbers, see chart.* Patrons returned to the library 161,521 items which were then checked in, sensitized and shelved within 48 hours by Circulation staff.

Library Cardholders

A total of 42,075 library cards are currently active. Approximately 54% are resident cards with 16% issued to children. Of these cards 2,867 were issued this fiscal year.

Holds Requested

Patrons made requests for 646 specific titles. Of those requests Circulation was able to fill 436. The following numbers show the resident cities of those requests that we were able to fill this fiscal year, with Monterey Park residents being the primary users:

Monterey Park		302	
Alhambra			27
Arcadia		2	
Cerritos		6	
Los Angeles County			74
Montebello	2		
Rosemead	43		
Los Angeles (City)			8
Ontario		2	
Orange County		1	
Pasadena			2
Santa Fe Springs			11
OTHER			1
Total			436

Self-Checkout Usage

Customers now expect fast, easy service and advanced technology. The library responded to the challenge by using new, expedient technology for those patrons who want to be hands on. The library's self-checkout machine continues to be popular with 4,755 patrons using self-check to checkout 15,927 items. In addition, the meeScan app on a patron's personal device is an alternative option. 107 sessions were conducted with 452 items checked out on the mobile app.

Services

July 2018 saw changes in fees charged by the library. Staff updated all computer information and patron handouts to reflect the changes.

In August the library hours changed due to fiscal reduction which included closing on Fridays. All hours of operation information including the library brochure was revised. Staff alerted patrons of the change and library system computers were updated so that no library material was due or fines charged when the library was closed on Fridays.



Circulation Library Clerk Jessica Wahl created a display wall featuring copies of a variety of colorful book covers to generate a rainbow in the library lobby! She also created a poetry display during May to celebrate National Poetry Month.

In December Circulation Library Pages shifted the entire Adult Non-Fiction DVDs to allow more space to expand the library's BluRay DVD collection.

In April 2019 **Circulation Supervisor Julie Villanueva** moved new books more than six months old into the regular circulation collection where the books can circulate for three weeks instead of two weeks with no renewal.

May is the City of Monterey Park's birthday and a display of photos showing Monterey Park through the years and also some library photos were featured. This was also the time the Special Collection Room was re-organized by **Reference Librarian Darren Braden** and **Circulation Library Page Emily Thammavongsa** to make it easier to research material.

2018 – 2019 CIRCULATION GOALS AND OBJECTIVES

GOALS AND OBJECTIVES

1. Monitor and allocate as necessary Circulation library pages to ensure shelving of returned materials is accomplished expeditiously.
2. Continue to promote usage of the library's self-checkout technology to facilitate efficient customer service.

PROGRESS

Completed. With the reduction in part-time Library Page hours, it became necessary to monitor the quantity of returned materials to re-shelve and evaluate the allocation of staff to necessary tasks to maintain efficient shelving. Library Clerks working at the Circulation Desk began placing books in order on carts to assist the Library Pages in a more efficient use of their time.

Continuing. Using the new self-checkout technology of a mobile app in addition to the self-checkout machine, a reduction in wait time in line for checkout or renewal could be achieved by patrons. With staff encouragement and support and a new scanner for patrons who do not want to download the app onto their personal device, Circulation continues to strive for expedient, efficient customer service.

LAMP LITERACY AND CITIZENSHIP SERVICES

ESL and Citizenship Preparation Classes

LAMP offered seven ESL classes and three Citizenship preparation classes this year in which 599 students received 18,984 hours of instruction thanks to the 36 volunteers who contributed 1,876 hours of service.

Citizenship Preparation remains as one of the more popular components of the literacy program and attracts students across several counties. This year, LAMP staff and volunteers assisted 66 Citizenship Preparation students gain their Citizenship status by passing their Naturalization Exams.



Claremont College School of Pitzer Partnership

Kathleen Yep, Associate Dean of Faculty in Academic Affairs and Professor of Asian American Studies at Pitzer College, returned with her group of Claremont College students who served as citizenship coaches, providing students with opportunities to practice the various modalities of the Naturalization Exam. A small group of those students also lead a discussion class for intermediate to advanced English speakers from LAMP. The topics of discussion included Community Health and Teaching and Community Listening.



Passports

This year the LAMP Program processed a total of 1,564 applications and 620 photos. Evening hours and weekends continue to be the most popular since it allows parents to apply for their children's passports after school, and it allows working individuals to come after work hours.

With the library now being closed on Fridays, LAMP was unable to increase passport acceptance hours. Instead, staff looked to technology to assist with scheduling appointments. LAMP staff began using an online appointment software called Acuity. Staff added a link to the passport website that takes the patron directly to the appointment page where they can answer a few questions and select the appropriate service. The software allows patrons to schedule their own appointments in 15 minute increments during passport operating hours. Patrons receive an email confirmation when the appointment has been scheduled and also receive a reminder email the day before. In the first year that this service has been available, 511 people used it to schedule an appointment. This has saved both LAMP staff and patrons much valuable time in scheduling appointments.

In April 2019, LAMP staff held another passport event at the City's Cherry Blossom Festival. This being the third year of offering this service, staff was prepared to handle the large number of people that attend, but due to staff shortages, the service was only offered one day instead of two. In total, 43 applications were processed at the event.

LAMP Classes for Fiscal Year 2018/19

Citizenship Preparation	Mondays	6:00 – 8:00 p.m.	Lilian Kawatani
Citizenship Preparation	Wednesdays	10:00 a.m. – 12:00 p.m.	Annabelle Chu
Citizenship Preparation	Sundays	1:00 – 3:00 p.m.	Lee Zambrana
Citizenship Support	Wednesdays	10:00 a.m. – 12:00 p.m.	Betty Li
Citizenship Support	Thursdays	10:30 – 11:30 a.m.	Sam Ma
Citizenship Support	Sundays	1:00 – 3:00 p.m.	Kok Bing Lee
ESL Beginning Literacy	Saturdays	10:00 a.m. – 12:00 p.m.	Phuong Nguyen
ESL Beginning Low	Mondays	6:00 – 7:30 p.m.	Yun Chen
ESL Beginning High	Mon/Wed	12:00- 2:00 p.m.	Sam Fechenbach
ESL Intermediate Low	Tue/Wed/Thurs	1:00-3:00 p.m.	Nancy Gilmore
ESL Intermediate High	Mon/Tue/Wed	3:00 – 5:00 p.m.	Richard Hollingsworth
ESL Advanced	Tuesdays	7:00 – 8:30 p.m.	Sam Fechenbach
ESL Conversation	Sundays	1:00 – 3:00 p.m.	Daisy Liu

2018 – 2019 LAMP GOALS AND OBJECTIVES

GOALS/OBJECTIVES	PROGRESS
1. Enhance Library ESL and Citizenship webpage to include online resources and databases for students and tutors.	Completed: Acting Literacy Administrator Jose Garcia created separate pages for English Programs, Citizenship Preparation and Passports, adding links to additional pertinent resources.
2. Expand professional development opportunities for volunteer ESL instructors and tutors to increase effectiveness of teaching methods and lesson planning.	In Progress: Staff is assessing several CALPRO online training tools to share with ESL instructors and tutors.
3. Boost passport application intake by increasing service hours and designating a specific time-frame for walk-in services.	Modified: This objective had to be reassessed due to the closure of Fridays. Instead of adding additional hours, LAMP staff added an online appointment system that allows patrons to check availability and schedule an appointment even while the library is closed.

CHILDREN’S SERVICES



The Children’s Division continued to foster community partnerships, expand existing offerings and develop new and innovative programs, services and collections to better serve the families of Monterey Park during fiscal year 2018-19.

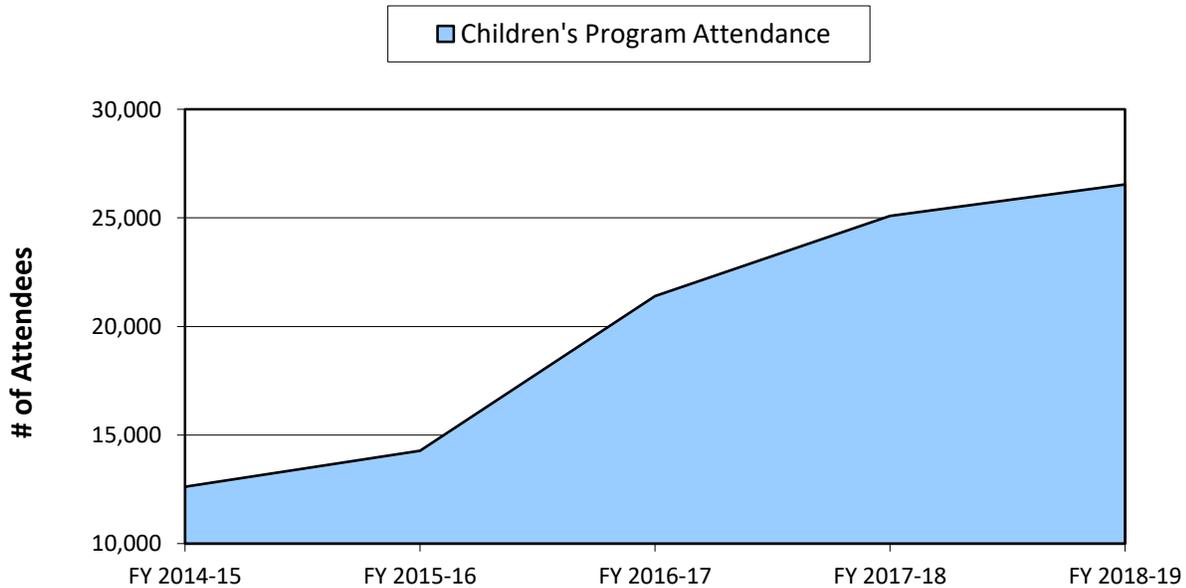
Major changes include the addition of a new monthly Cantonese Bilingual Playgroup for families raising Cantonese/English bilingual children, which began in November 2018; a new partnership with the Edmund D. Edelman Los Angeles County Children’s Court; and the department’s inaugural Preschool Fair.

Annual Statistics

The Children’s Department held **437 programs** for infants through adolescents. Programs included storytimes, homework help tutoring, performances, games, movies, crafts, and science experiments.

In all, **26,546 participants** enjoyed a program inside or outside of the library where they learned, were entertained and expanded their horizons. This year the division **saw a 6% increase in program attendance over FY 2017-18.**

This year Children’s staff answered **6,455 reference questions**. Reference work includes recommending books to children for leisure and learning, assisting parents with finding books to read to their babies and toddlers, helping children do research for school projects and assisting children in using the computers to complete homework assignments.



Programming and Services

Educational and enrichment programs offered in the Children's Division include Third Thursdays, a monthly afterschool program for school aged children; Baby and Toddler Playtime, a bi-weekly sensory play program preceding Baby and Toddler Storytime; holiday programs such as Santa Storytime and the Monster Mash and Movie Bash Halloween program for families; Cantonese Bilingual Playgroup for families raising bilingual children from birth to five; and author visits. These activities serve children birth through 12 years of age, and their families, and are developed to encourage discovery, exploration and learning in the library.



Storytimes



The Children's Division holds five storytimes weekly: two for babies and toddlers, a preschool storytime for 3-5 year olds, and two all ages family storytimes. Spanish Bilingual Storytime is offered monthly and averages 30-40 attendees per session. Storytimes are conducted by Aurora Perez, a trained volunteer, and occur once a month.

These continue to be at the core of the library's early literacy offerings and are designed to model effective reading practices for parents and to inspire a lifelong love of reading in children. Due to the talents of Children's staff storytimes are very well-attended, attracting up to 580 children and caregivers each week.

Attendance at baby storytimes continues to grow, averaging approximately 170-200 attendees in each program.

Cantonese Bilingual Playgroup

In November 2018, Children's Services began offering this new support circle and playgroup for parents raising English/Cantonese bilingual children. This program is being organized in collaboration with Diana Law, a Monterey Park parent and library patron. Attendance continues to grow at this monthly program and averages 30-40 attendees per session.

Monster Mash and Movie Bash

Children's Services, in collaboration with the City's Recreation Department, the Friends of the Monterey Park Library, and the Library Foundation, hosted the first annual Monster Mash and Movie Bash Halloween program in October 2018. **Over 800 individuals** enjoyed carnival games, a costume parade and a movie at the Barnes Park Amphitheater.



Homework Help

The Children's Division offers homework help afterschool during the school year for elementary school children. This program, run using high school volunteers as tutors, continues to be popular with parents and children. During FY 2018-19, the library **served 273 children and assisted with 799 homework questions**, and tutors volunteered **170 hours**.



Reading Incentive Programs:

In-N-Out Cover to Cover Program

Each year the Children's Division partners with In-N-Out to offer the "Cover to Cover" reading program to library patrons ages 4-12. This year the program ran October 6 through November 17. **471 children participated and read a total of 3,805 books** during the 2018 "Cover to Cover" program.

1,000 Books Before Kindergarten

The 1,000 Books Before Kindergarten reading program marked its five year anniversary in 2019. The goals of the program are to encourage parents to begin reading to their child at birth and to make sharing books a daily habit. To date **1,114 children have registered for the program and 51 children have completed the program**, reading at least 1,000 books with their caregivers. In total **participants have read over 169,000 books** together.

Summer Reading 2018

Due to the generous support of Super Geek Box, the Friends of the Library and the Library Foundation, nearly 1,000 children participated in the 2018 Summer Reading Program. In 2018, **999 children signed up and they read a collective total of 12,656 hours** – cumulatively over a year and five months. Super Geek Box donated t-shirts for children who completed 24 hours of reading over the summer.



Summer Reading 2019

The Children's Division's Annual Summer Reading Program began on June 3, 2019. The program ends July 25, 2019, and as of the end of June **859 children signed up** and **read a total of 3,812 hours**. The Summer Reading Program offers weekly movies and children's performances at the library featuring storytelling, music, a bubble show, magic, juggling and a family pool party at Barnes Park Pool. This year Children's Services was fortunate to have Super Geek Box donate a variety of prizes for children who complete 24 hours of reading over the summer.



Outreach

Children's Services continues to focus on creating and nurturing partnerships with schools, non-profits and other community organizations in order to extend programming and services to families in Monterey Park.

There were **70 field trips to the library and 15 class visits to schools** this fiscal year during which a total of **2,519 students, teachers and parents** learned about library services and programs, used resources or enjoyed a tour and a storytime.



Schools which visited the library for field trips included Alpha Shen, St. Stephen's School, Barnes Park Tiny Tots, Brightwood, Monterey Vista, Bella Vista, Hillcrest and Repetto Elementary Schools, SPARK and My Learning Academy summer programs. Schools visited by staff included Hillcrest, Ynez, Brightwood, Bella Vista, Repetto and Monterey Highlands Elementary Schools, Alpha Shen Preschool, and St. Stephen's School.

In February and March 2019, Children's staff worked with Ynez Elementary School to provide bibliographic instruction to all second graders in order to support classroom instruction on research skills and writing. Students and parents learned how to access the library's catalog, how to search for books and find them on the shelves, and how to access and use the library's online Britannica School database.



Edmund D. Edelman Los Angeles County Children’s Court

Children’s Services staff initiated a new partnership in April 2019 with the Edmund D. Edelman Children's Court which handles all of the child welfare cases in Los Angeles County. The Edmund D. Edelman Children’s Court features twenty-five courtrooms designed to be more accessible to children with special waiting areas to reduce stress and trauma and areas to accommodate family visits. There is also a large area in the courthouse which provides daily activities to help occupy children awaiting court appearance.

In early April 2019 Children’s Services staff toured this area and visited with Children’s Court social workers to discuss how the library could deliver services to these children. As a result of these talks, Children’s Services staff set up monthly outreach visits to the Edmund D. Edelman Children's Court where staff alternates programming between storytimes for younger ages and STEAM (science, technology, engineering, arts and math) programs for older ages.

First Annual Preschool Fair

In February 2019 Children’s Services held its First Annual Preschool Fair. This event was held in partnership with the MOMS Club of Monterey Park and brought together local preschools and childcare providers to provide information to parents and caregivers about the plethora of early childhood education options available in Monterey Park and the surrounding cities.

Over 150 caregivers and family members attended the program, where they chatted with private and public preschool providers, including Garvey Head Start, Options State Preschools, Meher Montessori, PALS Academy, Sprout Academy, Alpha Shen and Granada Park United Methodist Nursery School.



Partnerships with Non-Profits and Community Organizations

Asian American Economic Development Enterprises

The Children’s Services division has a long standing partnership with Asian American Economic Development Enterprises (AAEDE). In May 2019, Children’s Services partnered with AAEDE to train and schedule AAEDE interns to assist in Children’s Services during Summer Reading Program. The interns assist with SLP registration, prize distribution, and programs throughout the summer.

MOMS Club of Monterey Park

MOMS Club of Monterey Park is a local chapter of the International MOMS Club and serves as a support group for full or part-time at-home mothers, organizing family activities, playgroups, Mom's Nights Out, park days and field trips. The group held monthly meetings and educational sessions for mothers and children in the library.

Garvey Head Start

In FY 2018-19 representatives from Garvey Unified School District's Headstart visited the library following storytimes and shared information about enrolling children in the preschool program. City Librarian Garcia also serves on Garvey Head Start's Policy Council which comprises parents and representatives from community organizations serving children and is collectively responsible for setting policy for Garvey School District's Head Start program.

Chinatown Service Center

Established in 1971, the Chinatown Service Center is the largest community-based Chinese American health and human services organization in Southern California. The Behavioral Health Division provides linguistically and culturally relevant services to children and families in Asian/Pacific Islander communities. In FY 2018-19 CSC provided bilingual programming for Chinese-American families of Monterey Park. The programs offered by CSC are consistently some of the most popular programs in the Children's Division.



WIC

In FY 2018-19 Spanish, Cantonese and Mandarin bilingual workers from the local WIC Office visited the library to chat with parents about the services they offer and to sign up eligible families for nutritional assistance. The WIC employees set up a table outside of the storytime room where interested individuals could learn about the program, inquire as to their eligibility and fill out applications.



Collection

During FY 2017-18 **148,998 items were checked out from the Children’s collection**– 78% of the total circulation for the library. The Department added **2,840 new items** to the collection.

Deselection is a necessary process in collection development and maintenance and as always, Children’s staff continues to weed materials so that the collection remains fresh, accurate, relevant and up-to-date for the community.

In mid-August 2018 Children’s Services added a new Workbooks section to its non-fiction offerings. These books cover a range of subjects from math and science to language arts and social studies for preschool through 6th grade students and were added to fill a need for supplementary educational materials expressed by patrons.

Training and Staff Development

In July 2018 Katie MacDonald, Child Development professor with ELAC and parenting instructor with Montebello Adult Schools, delivered a training on child development and parenting styles and shared information with Children’s staff about her parenting classes. The library has had a partnership with Katie MacDonald’s Adult Education classroom for many years, and hosts monthly field trips and storytimes for parents and children during the academic year.

Kristin Olivarez, Librarian

This year Kristin was appointed to the Association for Library Service to Children’s (ALSC) Odyssey Award Committee. The Odyssey Award is given annually to the producer of the best audiobook produced for children and/or young adults, available in English in the United States. Kristin attends the American Library Association’s (ALA) Midwinter and Annual Conferences during the two-year appointment, selecting the award winners in January 2020 and awarding the medal in June 2020.

In October 2018 Kristin was accepted to the California Library Association’s *Developing Leaders in California Libraries* program. Kristin was one of 15 librarians state-wide to be accepted into the 2018-19 cohort which brings together a small group of future leaders to develop leadership skills through a series of intensive, hands-

on learning experiences. From October 2018-June 2019 Kristin attended monthly workshops covering a variety of topics, including change management, leadership and communication styles, and leading change. Kristin also benefitted from mentorship from a network of established California library leaders during her program year.

2018-19 CHILDREN'S GOALS AND OBJECTIVES

GOALS/OBJECTIVES

1. Add circulating Starling devices- a new consumer technology which helps caregivers track how much they communicate with their children- to encourage effective early literacy practices in Monterey Park.
2. Provide library outreach to classrooms and host field trips to the library for schools and child care center.
3. Hold a preschool fair at for parents and caregivers to learn about the early education options available and to enroll their children.

PROGRESS

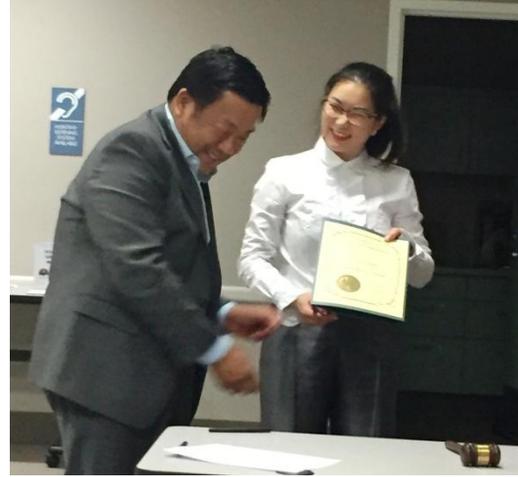
Complete. Children's Staff, working together with Technical Services and Circulation has added Starling devices to the collection. Staff members are currently promoting the devices, training parents on their use, and circulating Starlings.

Complete. There were 70 field trips to the library and 15 class visits to schools this fiscal year during which a total of 2,519 students, teachers and parents learned about our services and programs, used our resources or enjoyed a tour and a storytime.

Complete. The First Annual Preschool Fair was held Sunday, February 3, 2019. Ten preschools and over 150 caregivers and children attended this event.

LIBRARY BOARD OF TRUSTEES

Under Municipal Code 2.80.050, the five-member Library Board makes and enforces all rules, regulations, and bylaws necessary for the administration, government and protection of the Monterey Park Bruggemeyer Library. The second term for Trustee Betty Morín ended in June 2018. Trustee Gloria Guerrero resigned in December 2018. The Library Board of Trustees at the end of 2018/19 consisted of Trustees **Jason Dhing, Andrew Yam, David Barron, Larry Sullivan** and **Lisa Duong**.



The City Council appointed Larry Sullivan (*above left*) to the Library Board of Trustees for his first term (November 27, 2018 – June 30, 2021) and appointed Lisa Duong (*above right*) to serve out the remaining months of former Trustee Guerrero’s term and start her first term (March 19, 2019 – June 30, 2022). Trustee Dhing served as President of the Library Board through June 2019.

The Library Board approved the fiscal year 2019/20 budget submitted by the library to the City Council and members of the Library Board attended the budget hearings in support of the library.

The Library Board considered the library’s proposal to migrate the current ILS to hosted cloud-based storage.

Four members of the Library Board – Trustees Dhing, Yam, Barron and Sullivan – served on two separate panels interviewing candidates in the preliminary round of interviews during the recruitment for City Librarian.

The Library Board of Trustees discussed space management and planning within the facility, inviting a local architect to offer suggestions for improving efficiency and flow.

MONTEREY PARK LIBRARY FOUNDATION

The Monterey Park Library Foundation is a nonprofit 501(c)3 organization which raises funds to supplement the library's budget. The Foundation accepts donations of any size. Organizations, businesses, and individuals who make large donations can have their name listed on the donor board in the library. For \$1,000 donors can list their name, the name of someone who has passed away, their business name or the organization to which they belong.



In the past, the Library Foundation raised more than \$600,000 for the expanded and renovated library which opened September 9, 2006. In addition, the Foundation raised funds for the mural over the west entrance of the library. Annually, the Foundation also supports the library's Summer Reading Program, LAMP Walk for Literacy and Holiday Book Giveaway.

In 2019, the **Monterey Park Library Foundation** generously provided more than \$20,000 to the library for various needs including:

- Wireless handheld microphone and receiver for programs in the Friends Room
- Ten new computers (five public and five staff)
- meeScan mobile app annual license and lease for deactivation station
- Display bins for Children's area

The **Foundation** also agreed to sponsor new furnishings, displays and signage for the Teen Area in the library, voting to contribute \$14,000 towards refurbishing and brightening the room. A ribbon cutting celebration was held to unveil the library's newly updated Teen Room on May 14.



Santa Visit/Book Giveaway

The **Monterey Park Library Foundation** sponsored the annual **Santa Visit/Book Giveaway** on December 3 in the Friends Room. Santa returned to spread holiday cheer and take photos with children. Actually, with the Friends Room decked out in holiday regalia, there were multiple photo opportunities for families – with Santa, under the wreath, against the wall of snowflakes, etc. Each family in attendance was also gifted with a Grinch sticker book and colorful candy canes were also given away.



Santa and his elves: from left, Foundation member Dolores Rillos, Friends President Nancy Ishino-Gilmore, Acting City Librarian Diana Garcia, Foundation member Kristen Phung, Foundation member Theresa Amador, Santa (aka former Foundation member Richard Gorman, Foundation President Bob Gin, Foundation member Carol Sullivan and Library Board President Jason Dhing

The Library Foundation also presented its annual **Holiday Wish List campaign**, receiving donations from generous library patrons donating towards staff-recommended books, DVDs and other media and equipment for the Monterey Park Bruggemeyer Library.

The Library Foundation encouraged library supporters to utilize AmazonSmile to automatically donate to the library by starting shopping at [smile.amazon.com](https://www.smile.amazon.com). Amazon donates 0.5% of the purchase price from eligible AmazonSmile purchases to the Monterey Park Library Foundation.

Wonder-ful Tea Party

The **Monterey Park Library Foundation** presented a festive *Alice in Wonderland*-themed **Wonder-ful Tea Party** at the library on Saturday, April 6. Over 100 guests plunged headfirst down the rabbit hole as the familiar setting of the library was transformed into a topsy-turvy Alice-themed Wonderland of fabulous food, fantastical décor and convivial company.



Photo above: from left, Library staff members Technical Services Senior Librarian Evena Shu, Circulation Services Supervisor Julie Villanueva, Administrative Secretary Gwen Kishida and Acting City Librarian Diana Garcia. Also present at the event was Children's Librarian Kristin Olivarez, who photographed the event.





Photo above: from left, Library Board Trustee Larry Sullivan, Library Foundation Vice President Theresa Amador, Foundation member Alicia Martinez, Library Foundation President Bob Gin, Foundation member Josephine Quach, Library Board President Jason Dhing, Foundation members Carol Sullivan and Dolores Rillos.

Photo at right: Library Board President Jason Dhing

Adding to the celebratory atmosphere, the Kiwanis Club of Monterey Park presented \$5,000 to the library and former City Council member Anthony Wong donated \$5,999.58.



Photo on left: Kiwanis Club of Monterey Park members and Acting City Librarian Diana Garcia and Library Foundation President Bob Gin. Photo on right: Former City Council member David Lau, Mayor Pro Tem Hans Liang, Library Foundation President Bob Gin, former City Council member and donor Anthony Wong, Mayor Peter Chan and City Council member Stephen Lam.

The Library Foundation originally donated \$300 to purchase newly released DVDs and BluRay DVDs to rent to patrons. From that original investment and the proceeds from the rentals, the library has purchased both single title DVDs and combo packs which allow renting the regular DVD and Blu-Ray version separately, increasing revenue on each title. The Foundation has since donated another \$300. **Altogether, the library has purchased 1,027 DVDs including 601 Blu-Ray DVDs from the Foundation donations and subsequent revenues.**

In June 2011, the Library Foundation also donated the funds to replace two existing Konica Minolta color copiers/printers with new Xerox copiers with advanced features – one for the public and one to be used by staff. This allowed the library to offer convenient and better quality copying and printing to patrons and staff as well as the money saved by staff printing posters, flyers and other materials in-house instead of out-sourcing print jobs.

FRIENDS OF THE MONTEREY PARK BRUGGEMEYER LIBRARY



Since 1962 the **Friends of the Library** have continued to be a positive force in the Monterey Park community by providing volunteers and financial support to the Monterey Park Bruggemeyer Library. Membership dues, donations, and proceeds from the sales of donated books in the Friends Bookstore allow the Friends to be an on-going benefactor for the library. The Friends have been able to provide financial support for library programs and have contributed funding for literary, educational, technological and cultural events to serve the diverse needs of this community.

The **Friends of the Library Bookstore**, staffed by a core group of dedicated volunteers, continues to offer discounted books, magazines and DVDs for the education and enjoyment of library patrons. **The bookstore raised \$7,754.25 in sales from July 2018 – June 2019.**

The Friends encouraged Ralphs Supermarket shoppers to register their Rewards Card and designate the **Friends of the Library of Monterey Park** as the recipient of up to 5% of registered Ralphs Reward Card purchases that will go to the Friends of the Monterey Park and thus support the library.

The Friends helped sponsor the Summer Reading Program by funding children's performers at the library. They also fund the refreshments for the various programming throughout the year. The Friends also sponsored a staff appreciation lunch for Library Workers Day during National Library Week.