

Date: April 8, 2021

To: Thomas B. Modica, City Manager *lt*

From: Glenda Williams, Director of Library Services *Glenda*

For: Mayor and Members of the City Council

Subject: **Options to Restructure Library Services**

At its September 8, 2020 FY 21 budget hearing, after much discussion, the City Council requested the Department of Library Services (Library) to provide options to restructure library services, including the potential of expanding library hours at some locations for FY 22. Usage statistics, building conditions, changing usage of library facilities, and other appropriate factors were requested as well. This memorandum is in response to that request.

At its March 2, 2021 meeting, the City Council also requested an additional analysis of how library hours could be modified within the existing Library budget, as well as other items related to the Library Audit. That will be a separate analysis after conducting additional community input on opening hour preferences by the community.

BACKGROUND

As part of the FY 21 budget development process, the Library had been asked to reduce its budget by approximately \$1.5 million (10 percent of the FY 20 \$14.4 million budget). The presentation was provided to the City Council at the August 18, 2020 Special Budget Meeting. The Library proposed a significant restructure of staffing and facilities to address this potential shortfall. The restructure had the benefit of enhancing existing services for the public by expanding hours at the three largest libraries and adding much needed support for the ever-changing nature of public libraries in the form of public health professionals or social workers. The offset for the proposed changes included the closure of nine neighborhood libraries and a reduction of 14 FTE in staff.

The City Council approved the retention of Library funding upon adoption of the FY 21 budget on September 8, 2020. With funding status quo for the upcoming fiscal year, the Library began FY 21 with no changes to service. A summary of *pre-pandemic* library services is as follows:

- 12 operating library facilities including the new Billie Jean King (BJK) Main Library and 11 neighborhood libraries.
- 34 public service open hours per week at 11 neighborhood libraries; BJK Main Library is open 35 hours per week.
- All libraries are open to the public Tuesday through Saturday.
- Public program offerings such as story times in English, Spanish, and Khmer, literary arts and cultural programs, resource and college/career fairs, and both basic and advanced computing classes.
- Homework help and job seeker support at Family Learning Centers.

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- Science, Technology, Engineering, the Arts, and Math (STEAM) learning opportunities for all ages along with resources for local creatives at The Studio (BJK Main Library) and Learning Lab (Michelle Obama Library).
- Center for Adaptive Technology (for persons with different abilities), The Studio and Media Lab at BJK Main Library are open 35 hours per week.

Several factors contributed to the decision to provide library hours uniformly across all locations, the most significant being:

1. *Need for public services staff to work identical shifts.* This allows Library managers to reassign staff from one location to another to cover vacations, leaves of absences, and daily sick calls with no interruption in service or branch closures. Library hours were modified to this schedule in 2013 when the Library eliminated a full-time librarian position from 6 neighborhood libraries to meet budget reduction savings.
2. *Feedback received directly from the community.* In prior fiscal years as a budget reduction strategy, the Library operated with “rolling closures,” meaning that libraries were open to the public on alternating schedules so staff could work at more than one location each week. Feedback on this approach was overwhelmingly negative.

There are numerous options available to consider when planning open library hours. Some of these are briefly detailed below. To remain budget neutral, expansion of hours at some libraries will result in a loss of hours at other library locations. Proposed recommendations as to which locations to expand or reduce are based on usage statistics, geography, and community demographics (Attachment A - Library Comparative Statistics. All libraries have been closed to the public due to the COVID-19 pandemic since March 2020.).

FY 21 Budgeted Library Staffing and Services

Public Service Hours	<ul style="list-style-type: none">• 35 hours per week at BJK Main Library*• 34 hours per week at 11 branch libraries* <p>*COVID-19 pandemic public service hours are 25 hours per week at BJK Main Library, Bay Shore, El Dorado, Bret Harte, Los Altos, Mark Twain, and Michelle Obama Neighborhood Libraries for LBPL To-Go contactless library service</p>
Staffing	129.72FTE
Digital Inclusion Impact	<ul style="list-style-type: none">• WiFi internet access offered at all 12 locations• Public computers and printing services available at all 12 locations during open hours• Computers available in Family Learning Centers available select hours (3-4 hours per day open is typical except at flagship libraries)• Chromebook checkout for in-library use available at BJK Main Library• Chromebook and MiFi device checkout available at 7 locations (launching April 20, 2021)• Advanced computing resources available at BJK Main Library Studio and Media Lab and Michelle Obama Library Learning Lab

Racial Equity Impact	<ul style="list-style-type: none"> • Limited bilingual programming offered regularly in Spanish at BJK Main Library and Michelle Obama Library • Limited bilingual programming offered regularly in Khmer at Mark Twain Library • Bilingual Spanish/English parent engagement initiative coordinated at BJK Main Library as part of state grant through March 2022 • Adult literacy and ESL programs coordinated at BJK Main Library • Family Literacy program coordinated at BJK Main Library • VIP Learning Online resource offers free access to more than fifty vocational and technical courses in topics such as Mechanics, Beauty, Food, Electronics, Education, Locksmith, Welding, English classes, and more in Spanish
Youth Strategic Plan Support	<ul style="list-style-type: none"> • Dedicated Youth Services Librarian at 6 locations • Systemwide reading programs (Summer Reading and Dive Into Reading) coordinated at BJK Main Library; BJK Main Library staff serve on board of LB Early Childhood Education Committee; Dedicated Teen Services Librarian at BJK Main Library; teen focused programming at BJK Main, Mark Twain, and Michelle Obama Libraries
Social Services	<ul style="list-style-type: none"> • Social worker intern project piloted at BJK Main and Mark Twain Libraries in 2019/20 • Veterans Resource Center program at BJK Main Library

LIBRARY RESTRUCTURING OPTION #1

\$2.9 Million Budget Enhancement (~20 percent increase)

Expanded Seven Days of Service at Four Proposed Libraries (BJK Main, Michelle Obama, Mark Twain, and El Dorado). Status Quo for Remaining Eight Neighborhood Libraries.

This option would expand BJK Main, Michelle Obama, Mark Twain, and El Dorado Libraries expand to seven days of library service by providing open library hours on Sundays and Mondays. Both days have been in demand by the public and align with City Council priorities. Those two days amount to 14 additional public service hours per library, bringing the total number of hours offered at the four libraries to 48 per week. In FY 20, these four libraries welcomed 56 percent of all library visitors. Long Beach residents borrowed more than half (54 percent) of all books and other library resources from these libraries. Sixty-four (64) percent of total library programs offered occur at the four proposed flagship libraries, and accordingly, the majority (74 percent) of library event attendance. In addition, the four flagship libraries provide 65 percent of public access computers systemwide, 63 percent of computer sessions systemwide, and 71 percent of Family Learning Center sessions systemwide.

This option maintains current library hours (34 hours per week, Tuesday through Saturday) for eight neighborhood libraries. This scenario includes the addition of three public health professionals to assist people experiencing homelessness, food insecurity, mental health and addiction challenges. Full library services and programming continue at all locations, with a

significant expansion of program offerings at the four flagship libraries, including a greater focus on bilingual services, youth and teen services, and services for people with different abilities.

Change in Public Service Hours	<ul style="list-style-type: none"> • Open 7 days week with addition of 14 hours @ 4 flagship libraries (48 hours/week) • Zero loss of hours remain at 8 of 12 libraries (5 days at 34 hours/week)
Reduction of Library Facilities	None
Changes in Staffing	+30 FTE
Digital Inclusion Impact	<ul style="list-style-type: none"> • Increased wireless internet access • Expanded access to public computers from 5 to 7 days per week at locations with the greatest number of computers available (65 percent of public library computers are located at BJK Main, Michelle Obama, and Mark Twain Libraries) • Family Learning Center resources availability increase from 5 to 7 days per week at flagship libraries for continued support of digital inclusion learning
Racial Equity Impact	<ul style="list-style-type: none"> • Ability to introduce an expansion of racial equity programs for the public • Development, implementation, and evaluation of bilingual services systemwide • Focus on strategic partnerships and dedicated systemwide staff for bilingual services
Youth Strategic Plan Support	<ul style="list-style-type: none"> • Increased staffing for youth services initiatives • Increase youth and family programs in morning, evening, and weekend hours • Additional staff resources dedicated to teen services systemwide
Social Services	<ul style="list-style-type: none"> • 3 public health professionals (social workers) to assist persons in need; will rotate with office hours throughout all 12 libraries
Enhancement Cost	\$2.9 million

LIBRARY RESTRUCTURING OPTION #2

Budget Neutral

Expanded Seven Days of Service at Four Proposed Libraries (BJK Main, Michelle Obama, Mark Twain, and El Dorado). Close Eight Remaining Neighborhood Libraries.

Similar to Option #1, this proposed restructure expands service hours at the four largest and busiest libraries—BJK Main, Michelle Obama, Mark Twain, and El Dorado—to seven days, adding library service on Sundays and Mondays as mentioned above.

To keep this option budget neutral, the closure of eight neighborhood libraries is required. Approximately \$476,597 in savings from the closures can be used to ameliorate the Library's slim book and online resource purchasing budget of \$677,000 (this amount is 25 percent of what it should be for a city with the population of Long Beach). The closed neighborhood libraries could be repurposed for alternate City determinations or sold for additional revenue. The remaining eight neighborhood libraries are also the oldest Library facilities, built between

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1929 to 1969, and in need of repairs and delayed maintenance. Recently completed projects (lighting, restrooms, and roof repairs) made available only because of Measure A funds totaled more than \$600,000 for neighborhood libraries; with the next round of anticipated Measure A projects estimated at \$3.5 million.

Change in Public Service Hours	<ul style="list-style-type: none"> Open 7 days week with addition of 14 hours @ 4 flagship libraries (48 hours/week) Eliminate 34 hours/week at 8 libraries (from 34 hours to 0 hours)
Reduction of Library Facilities	Close 8 of 12 libraries
Changes in Staffing	-3.5 FTE
Digital Inclusion Impact	<ul style="list-style-type: none"> Net decrease in number of public computers at closed neighborhood libraries Expansion of Family Learning Center resources from 5 to 7 days per week at 4 flagship libraries for continued support of digital inclusion learning hours Possible expansion of laptops and wireless hotspot lending at flagship libraries Expanded wireless internet access and access to public computers from 5 to 7 days per week at locations with the greatest number of computers available (65 percent of public library computers are located at BJK Main, Michelle Obama and Mark Twain Libraries) Public computers and wireless internet access are not conveniently available for 8 Long Beach neighborhood libraries
Racial Equity Impact	<ul style="list-style-type: none"> Some staff from closed branches reassigned to flagship library locations with new responsibilities, including expansion of racial equity programs for the public Development, implementation, and evaluation of bilingual services systemwide Focus on strategic partnerships
Youth Strategic Plan Support	<ul style="list-style-type: none"> Increased staffing for youth and teen services programs at flagship libraries, allowing programs to be offered at a wide variety of days/times Additional staff resources available for participation in citywide youth initiatives and outreach to schools
Social Services	<ul style="list-style-type: none"> 3 public health professionals (social workers) to assist persons in need
Enhancement Cost	\$0

LIBRARY RESTRUCTURING OPTION #3

Budget Neutral

Expanded Seven Days of Service at Three Proposed Libraries (BJK Main, Michelle Obama, and Mark Twain). Reduce Service to Only Three Days for Remaining Nine Neighborhood Libraries.

With this option, the three largest public libraries (BJK Main, Michelle Obama, and Mark Twain) would operate seven days a week and the remaining neighborhood libraries would reduce to

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three days of service, Tuesday through Thursday. This approach increases library accessibility in socio-economically challenged areas of the city - Downtown, North, and Central Long Beach; while retaining minimum service levels at smaller neighborhood libraries serving other parts of the city. Staffing costs would be reduced by approximately \$311,656 through the replacement of some professional staff with paraprofessional staff through attrition. The projected savings could be used to improve the General Fund allocation for the book purchasing budget.

Core services such as book borrowing (circulation) and public computer use would be maintained at the nine smaller neighborhood libraries; however, public programs (e.g., story and family time) would decrease due to reduced staff. The three largest and newest libraries would see a robust enhancement in services in addition to core library services, including a full range of public programs for children, teens, and adults and seven-day access to makerspaces via The Studio and Studio Jr. (BJK Main), and the Learning Lab (Michelle Obama), enhanced technology for those with different abilities and special needs at the Center for Adaptive Technology (BJK Main), and Family Learning Centers for students and job seekers.

Change in Public Service Hours	<ul style="list-style-type: none"> • Open 7 days week with addition of 14 hours @ 3 flagship libraries (48 hours/week) • Eliminate 14 hours/week @ 9 of 12 libraries (from 34 hours to 20 hours)
Reduction of Library Facilities	None
Changes in Staffing	0.25 FTE
Digital Inclusion Impact	<ul style="list-style-type: none"> • Access to free public computers limited to 3 days per week at 9 neighborhood libraries • Expanded wireless internet access and access to public computers from 5 to 7 days per week at locations with the greatest number of computers available (63 percent of public library computers located at BJK Main, Michelle Obama and Mark Twain Libraries) • Family Learning Center resources availability increase from 5 to 7 days per week at three flagship libraries
Racial Equity Impact	<ul style="list-style-type: none"> • Some staff from branches reassigned to flagship libraries with new responsibilities, including expansion of racial equity programs for the public • Development, implementation, and evaluation of bilingual services systemwide • Focus on strategic partnerships
Youth Strategic Plan Support	<ul style="list-style-type: none"> • Youth and teen services programs to be offered at a wider variety of days/times at flagship libraries • Additional staff resources at flagship libraries available for participation in citywide youth initiatives and outreach to schools
Social Services	<ul style="list-style-type: none"> • 3 public health professionals (social workers) to assist persons in need available 7 days per week
Enhancement Cost	\$0

LIBRARY RESTRUCTURING OPTION #4

Budget Neutral

Expanded Hours of Service at Three Proposed Libraries (BJK Main, Michelle Obama, and Mark Twain). Close Three Neighborhood Libraries.

With this option, the three largest libraries (BJK Main, Michelle Obama, and Mark Twain) would offer the largest number of expanded morning and evening hours: Tuesday through Thursday, 9 a.m. to 9 p.m. This expansion makes visiting the library more convenient for everyone, including families with young children, students, job seekers, and residents who work during weekdays. Library programs could be offered later in the evening, which allows for greater attendance, and core services such as public computers and homework assistance would be available for additional hours. Story times, children’s programming, and class visits could be scheduled in the mornings when there is the greatest demand for these services.

Three smaller neighborhood libraries would need to close to allow current staff at those locations to be reassigned to the flagship libraries to assist with staffing the additional open hours. No changes would be made to the schedule or staffing of the remaining six branches.

Alternatively, to keep other neighborhood libraries open, it would require an increase of \$1.1 to \$1.4 million based on FY 21 costs at pre-pandemic open services hours and staffing levels.

Change in Public Service	<ul style="list-style-type: none"> • Open 5 days week with addition of 16 hours @ 3 flagship libraries (50 hours/week) • Eliminate 34 hours/week @ 3 libraries (from 34 hours to 0 hours)
Reduction of Library Facilities	Close 3 of 12 libraries
Changes in Staffing	0 FTE
Digital Inclusion Impact	<ul style="list-style-type: none"> • Net decrease in number of public computers at 3 closed branches, but expansion of Family Learning Center resources increase availability of morning and evening hours 3 days per week at three flagship libraries • Possible expansion of laptop and wireless hotspot lending • Expanded wireless internet access and access to public computers 3 days per week at locations with the greatest number of computers available (63 percent of public library computers located at BJK Main, Michelle Obama and Mark Twain Libraries) • Public computers and wireless internet access are not conveniently available for three Long Beach neighborhood libraries
Racial Equity Impact	<ul style="list-style-type: none"> • Staff from closed branches reassigned to flagship locations with new responsibilities, including expansion of racial equity programs for the public • Development, implementation, and evaluation of bilingual services systemwide • Focus on strategic partnerships

Youth Strategic Plan Support	<ul style="list-style-type: none"> Increased programming for youth and teens during expanded hours at flagship libraries Additional evening hours at Family Learning Center for homework assistance and college prep and participation in citywide youth initiatives and outreach to school
Social Services	<ul style="list-style-type: none"> 1 public health professional (social worker) to assist persons in need available
Enhancement Cost	\$0

CHANGING USE OF PUBLIC LIBRARIES

More than ever, public libraries are serving as community gathering hubs, offering a wide variety of programs and services that are educational, skill building and culturally relevant. They are places for communities to connect and learn with and from each other. All public library programs and services are free and open to all and are inherently equitable. The Library supports digital inclusion by providing free access to public computing and wireless Internet access.

While the Library has continued to offer core services such as book lending, youth enrichment programs, learning opportunities for adults, public computing access, job assistance, and more for all, the Library has also welcomed people experiencing homelessness, mental health and addiction challenges. Due to many complex issues, there has been an increase of people that need social services to improve their quality of life. This trend aligns with what has been observed in other large urban cities and public library systems across the country. As a result, the Library has witnessed the need for alternative and innovative approaches to assist the most vulnerable of our population. The Library had begun to pilot, prior to the pandemic, social work (MSW) interns at the Mark Twain and BJK Main Libraries in partnership with the Department of Health and Human Services (DHHS). The successful pilot provided 143 interactions the first six months of FY 20; with half of the referrals for housing assistance, and approximately 20 percent of referrals for mental health and employment assistance. In December 2020, DHHS was notified of an allocation from a second round of Homeless Housing, Assistance, and Prevention (HHAP) state funding for Long Beach. This additional funding initiated the planning process, which included the provision of public health professionals in the BJK Main, Michelle Obama, and Mark Twain Libraries for two years. There is also the potential for public health professionals to rove and assist with additional libraries based on need. Social services for those most vulnerable in our community will be available once public health professionals are hired and after we open our libraries to the public, once it has been deemed safe to do so.

THE LIBRARY'S PANDEMIC RESPONSE: DIGITAL AND VIRTUAL LIBRARY SERVICES

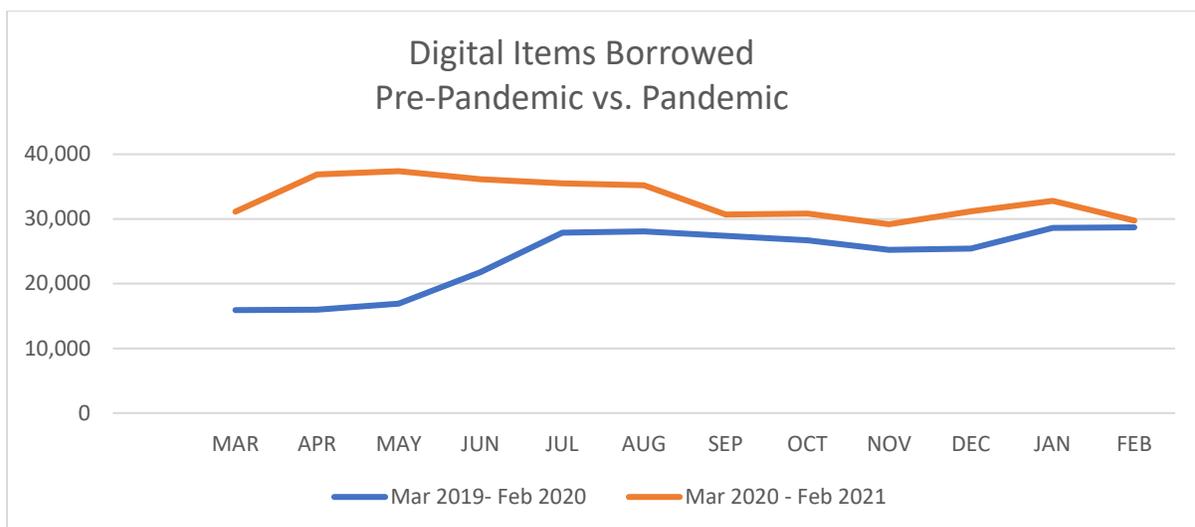
The onset of the COVID-19 pandemic in March 2020 was a sea change that required Library staff to be reassigned and assist with the City's unified pandemic response (shelter support, contact tracing, data entry and quality assurance, answering senior help lines, DHHS operational support, CARES Act administrative support, digital navigators, Joint Information Center support and translation, and vaccine call center support), with many Library staff still currently redeployed. In addition, ingenuity was required in reimagining library services at a time when they were even more vital to meet the needs of our Long Beach community. Library staff quickly pivoted and began providing online events and services. More than 13,000 people

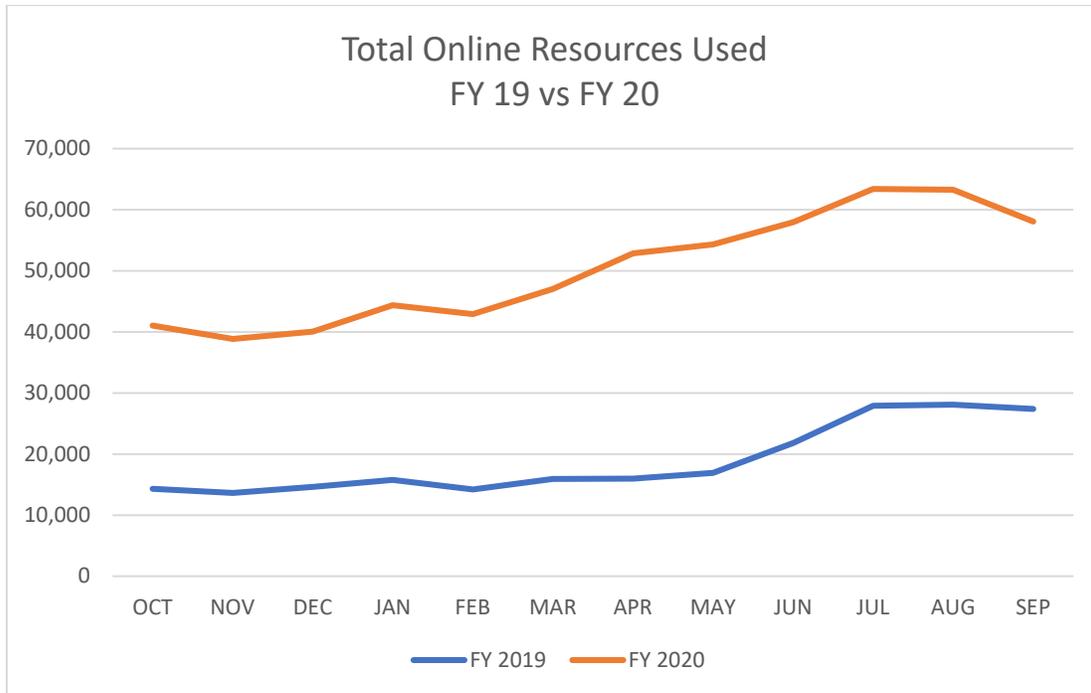
attended our virtual programs last summer, and for the first time the annual Summer Reading Club (SRC) was virtual with more than 1,800 participants. The Long Beach History Podcast was featured as part of our virtual SRC and is now available on our website. Most recently, *Cáigale al Zoom* was launched. It is a weekly program for Spanish speakers where Library staff demonstrate how to access our different digital resources and online resources.

Families were faced with the challenge of schooling their children at home, finding high quality sources for online learning and enrichment, and in some cases, searching for ways to improve their job skills in an increasingly uncertain economy. Library staff provided free, online support for all of this at Long Beach Public Library's [Your Library at Home](#) webpage, designed to be a "one-stop shop" of online resources for families during the Safer at Home Health Order period. Residents were also able to sign up for library cards online and take advantage of e-books, and stream movies and music.

As the City shut down in-person services in March 2020 and employees began telecommuting, it was a perfect time to launch new digital resources, including: *Homework Central*—six resources in one to support school-age learning; *Udemy*—4,000+ on-demand video courses on business, technology, and communication skills; *Chilton Library*—online vehicle maintenance and repair; and, most recently *VIP Learning*—Spanish language vocational and technical courses with free access to more than 50 vocational and technical courses. More than 3,000 new titles have been added to our digital magazine collection, and we have continued to grow our e-book collections for all ages in English and Spanish.

As a result of the high demand for online content, circulation of our digital e-books, magazines, music, and movies has increased 67 percent from FY 19 to FY 20, with growth continuing into FY 21. There has been a 90 percent increase in digital movie watching (Kanopy) in the March 2020 to March 2021 period, compared to the previous year during the same period. E-book usage has increased 40 percent during the March 2020 to March 2021 period, compared to the previous year during the same period.





While many people enjoyed our virtual and online services, print and media library resources are still in high demand during the pandemic. The Library’s response was to launch LBPL To-Go. Contactless curbside library service began the end of June 2020 at four libraries: Billie Jean King Main Library, Bay Shore, Mark Twain and Michelle Obama. El Dorado, Bret Harte and Los Altos Libraries were added in August. Similar in concept to restaurant takeout service, library cardholders order books or DVDs online or via phone and schedule an appointment to pick up those items at the designated library from 10:00 a.m. to 3:00 p.m., Tuesday to Saturday. Almost 40,000 patron reservations have been fulfilled from June 23, 2020 through March 25, 2021. Minimal Library staff also worked in the five remaining closed libraries (Alamitos, Ruth Bach, Brewitt, Burnett and Dana) to fulfill patron holds, answer questions from the public, empty the book drops, and process returned materials. Remaining Library staff continue with their redeployment assignments.

The Library will continue to change and expand library services to bring people back into our buildings and eventually resume in-person workshops, events, and programs with a phased approach when deemed safe to do so.

FACILITY CONDITIONS

Data collected by the Library indicates that the most heavily used of all Long Beach public libraries are also those that are the newest and largest of the 12 facilities. The four newest locations include BJK Main (2019), Michelle Obama (2016), Mark Twain (2007), and El Dorado (1970) Libraries. Michelle Obama and Mark Twain Libraries are both LEED Silver-certified and BJK Main Library is LEED Platinum-certified, making these three the City's most environmentally-friendly Library facilities.

Based on facilities conditions assessments conducted by the Department of Public Works in 2019, it is estimated that \$4.2 million is needed in immediate capital improvement investment for the eight oldest library facilities to address structural, electrical, mechanical, and ADA accessibility issues (Attachment B - Long Beach Public Library Facilities Condition Assessments 2019). This is unsurprising considering that the majority of these eight locations were built during 1957-1958. Los Altos Library, built in 1948, requires an estimated \$1.3 million in immediate capital improvement. In recent fiscal years, the emergency repairs due to deferred maintenance at these older locations have cost the Library thousands of dollars in unbudgeted funds. Critical infrastructure needs will be addressed in partnership with the Department of Public Works as funding becomes available.

FINAL COMMENTS

Subsequent to the request from the City Council on September 8, 2020, City Auditor Laura Doud released a Library Services Performance Audit in February 2021, focused on equitably meeting diverse community needs. The Library exists to partner with all Long Beach residents to meet their educational and personal goals. The Library agrees with the City Auditor's report and will implement the recommendations as we are able to do so.

Lastly, although the above restructuring options require enhanced funding or are budget neutral, it is important to note that if the City is facing reductions due to significant shortfalls in outyears, the Library, along with other City departments, will need to offer solutions where services are reduced. Those solutions will be reviewed and assessed as part of future proposed budget processes.

Thank you for the opportunity to provide the rationale behind current open library hours and options for restructuring the Library. If you have any questions, please contact me at (562) 570-6016.

ATTACHMENTS: A - LIBRARY COMPARATIVE STATISTICS

B - LONG BEACH PUBLIC LIBRARY FACILITIES CONDITION ASSESSMENTS 2019

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MONIQUE DE LA GARZA, CITY CLERK (REF. FILE #[28-0831](#))
DEPARTMENT HEADS

Long Beach Public Library
Comparative Statistics
FY 18 - FY 20

Location	Sq. Ft.	# of Volumes	% Annual Visitors			% Items Borrowed			% Programs			% Program Attendees			% Computer Use			% WiFi Use			% Volunteer Hrs			% of FLC Use		
			FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18
BJK Main*	94,000	32%	22%	5%	13%	18%	5%	13%	25%	9%	27%	30%	12%	22%	24%	9%	23%	35%	14%	25%	56%	16%	15%	35%	1%	15%
Alamitos	7475	4%	5%	8%	7%	3%	5%	4%	3%	4%	3%	2%	3%	2%	5%	7%	5%	5%	6%	4%	0%	21%	0%	2%	2%	1%
Bach	7000	6%	5%	5%	5%	8%	10%	8%	3%	5%	6%	3%	5%	6%	3%	3%	3%	6%	6%	6%	2%	2%	4%	2%	3%	1%
Bay Shore***	6900	6%	8%	11%	11%	11%	9%	8%	10%	8%	4%	7%	11%	8%	4%	4%	3%	5%	5%	4%	7%	7%	8%	0%	0%	0%
Brewitt	5225	5%	4%	5%	5%	4%	6%	5%	2%	5%	4%	1%	5%	5%	3%	4%	4%	5%	5%	4%	0%	5%	6%	2%	2%	2%
Burnett***	7500	5%	6%	7%	6%	3%	5%	4%	3%	4%	5%	2%	3%	4%	8%	12%	10%	5%	8%	9%	4%	4%	15%	16%	26%	20%
Dana	6800	6%	6%	7%	7%	7%	8%	8%	5%	7%	6%	4%	13%	7%	5%	5%	4%	4%	5%	5%	4%	15%	6%	2%	4%	2%
El Dorado***	8160	8%	8%	10%	9%	14%	15%	14%	5%	6%	6%	8%	9%	8%	3%	4%	3%	4%	4%	4%	2%	6%	4%	0%	0%	0%
Bret Harte	6500	5%	5%	5%	5%	3%	4%	4%	3%	3%	3%	1%	1%	2%	4%	5%	5%	4%	5%	4%	0%	0%	1%	4%	6%	5%
Los Altos	6750	6%	6%	6%	6%	8%	9%	9%	6%	7%	8%	6%	7%	7%	5%	5%	4%	3%	4%	3%	3%	5%	10%	0%	0%	1%
M Obama***	24,665	9%	15%	16%	15%	14%	15%	14%	20%	20%	13%	27%	18%	19%	19%	21%	19%	15%	21%	19%	13%	10%	9%	21%	31%	34%
Mark Twain	16,000	9%	11%	14%	12%	8%	9%	8%	15%	21%	20%	9%	13%	10%	17%	21%	17%	9%	15%	13%	8%	9%	20%	16%	24%	19%

*Billie Jean King Main Library closed January 2019 - September 2019 to prepare for the move into the new facility

**All Library facilities closed to public March 15, 2020 - Sept 2020 due to COVID-19 pandemic closures

***Sunday hours were available at Bay Shore, Burnett, El Dorado, and Michelle Obama Libraries in FY 18 and FY 19

FLC = Family Learning Center

Location	Sq. Ft.	# of Volumes	# of Annual Visitors			# of Items Borrowed			# of Programs			# of Program Attendees			Computer Use Sessions			WiFi Use Sessions			# of Volunteer Hours			# of FLC Visitors		
			FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18	FY20**	FY19	FY18
BJK Main*	94,000	228,960	103,030	50,282	148,199	86,306	44,303	121,376	497	312	969	11,031	7,625	16,806	19,370	17,117	54,798	30,113	19,321	42,436	1,995	1,164	1,025	4,464	231	3,300
Alamitos	7475	32,131	25,692	81,060	80,745	14,835	44,850	39,988	51	135	129	647	1,898	1,633	4,110	12,483	12,063	4,437	8,499	7,136	-	1,499	28	213	394	234
Bach	7000	43,361	23,160	55,514	56,947	36,427	82,296	79,684	68	183	226	1,083	3,428	4,979	2,777	7,172	7,111	5,474	7,981	9,701	62	172	310	215	457	323
Bay Shore***	6900	43,070	39,745	111,028	124,994	49,189	73,901	71,396	200	290	146	2,738	7,204	5,880	3,264	7,470	7,767	4,428	7,031	7,452	251	465	577	-	-	-
Brewitt	5225	34,310	20,606	52,375	51,970	20,905	49,217	51,390	33	159	157	549	3,422	3,965	2,731	7,268	8,266	4,003	6,484	6,330	10	331	424	295	405	407
Burnett***	7500	34,722	28,105	74,815	74,344	14,507	38,613	40,276	63	140	204	739	1,959	3,422	6,141	22,196	23,015	4,046	11,351	15,109	152	311	1,053	2,034	4,311	4,463
Dana	6800	40,481	29,823	72,166	76,144	31,676	72,342	77,398	93	262	235	1,525	8,558	5,212	3,574	9,519	9,550	3,858	6,978	8,653	142	1,036	424	250	582	448
El Dorado***	8160	57,313	38,444	97,234	103,351	63,708	129,581	135,611	93	216	230	3,029	6,061	6,400	2,315	6,919	6,984	2,661	5,807	7,106	70	417	304	-	-	-
Bret Harte	6500	37,655	22,301	53,811	56,551	15,442	34,705	38,238	62	94	118	396	938	1,564	3,214	9,988	11,001	3,599	6,882	7,520	5	12	67	470	960	1,062
Los Altos	6750	40,424	27,099	62,926	63,373	36,232	80,228	84,452	109	253	317	2,130	4,368	5,663	3,730	9,224	10,371	2,980	5,263	5,831	123	330	722	-	-	126
M Obama***	24,665	62,520	69,502	165,415	177,317	63,278	127,297	133,204	396	714	518	9,754	12,224	14,497	14,753	38,670	43,467	12,794	30,680	33,510	460	694	613	2,727	5,147	7,594
Mark Twain	16,000	64,154	50,885	141,678	134,268	35,523	76,343	73,890	286	753	817	3,162	8,401	7,665	13,883	38,847	40,478	7,752	20,804	21,723	279	642	1,346	2,055	4,008	4,324

**Long Beach Public Library
Branch Facilities Conditions Assessments 2019/2020
Capital Improvement Needs Summary**

			Immediate	Future
	Yr Built	Sq Footage	Capital Needs (Yr 1)	Capital Needs (Yrs 2-10)
Alamitos	1938	7475	\$ 401,055	\$ 269,060
Bach	1958	7000	\$ 721,370	\$ 277,149
Bay Shore	1958	6900	\$ 403,482	\$ 42,587
Brewitt	1948	5225	\$ 472,318	\$ 51,040
Burnett	1969	7500	\$ 199,963	\$ 379,462
Dana	1958	6800	\$ 312,847	\$ 14,147
El Dorado*	1970	8160	\$ 748,458	\$ 320,676
Harte	1957	6500	\$ 357,028	\$ 428,279
Los Altos	1957	6750	\$ 1,331,040	\$ 265,430
Mark Twain*	2006	16,000	\$ 521,550	\$ 882,916
Michelle Obama*	2016	24,665	\$ -	\$ 968,620
Totals		102975	\$ 5,469,111	\$ 3,899,366

*Largest neighborhood libraries