



FY 2019–2020 ANNUAL REPORT

ANNUAL REPORT FISCAL YEAR 2019–2020

The past year demonstrated Sacramento Public Library's ability to meet the community's needs despite a shifting landscape. The library continued to foster community connections, both in-person and online, through its innovative, creative and customer-centric approach.

HIGHLIGHTS

Engaging in community conversations



In 2019, Sacramento Public Library conducted 83 community conversations across all 28 locations to uncover the most pressing community issues and identify ways to meet those needs. Facilitated by Rich Harwood, *Stepping Forward* author and Harwood Institute president, the conversations surfaced common concerns: community, safety, accessibility, homelessness, government involvement, stewardship, acceptance, diversity and action. These findings were shared with community leaders through a series of roundtables designed to develop common ground solutions. The library has since adopted the themes of acceptance, inclusion and accessibility as guiding principles in its strategic plan, programs and services.

Investing in our spaces



The library continually invests in its facilities to provide the community with dynamic and functional public spaces. The team developed and implemented plans to improve the landscaping at Southgate, South Natomas, Valley-Hi North Laguna, Sylvan Oaks and Colonial Heights libraries and installed enhanced safety features throughout the library system. In July 2019, the newly renovated Sylvan Oaks Library reopened to the public. The \$2.5 million project included an enhanced children's area, new homework help zone, updated teen space, new computers and AV system, two quiet rooms, energy-efficient lighting, an enhanced community room and the addition of a multi-purpose room. New collections of Russian, Spanish and Ukrainian books were also added.

Rising to challenges in the pandemic



As Sacramento County faced shelter-in-place orders in March 2020, the library quickly shifted away from in-person services to digital and touchless services. While the library doors were closed, its virtual doors remained open. Circulation of our digital collection surged in the spring contributing to an increase of 25% over the previous year. A total of 21 new programs and services were launched between March and June 2020. Library staff leveraged digital and social channels to offer virtual programs and introduced new services such as virtual job coaching and a suite of educator resources. Library staff also supported the local pandemic response through non-traditional work with government, first responders and community organizations. In May, the library resumed some in-person services through curbside pickup, computer appointments and mobile services.

COMMUNITY IMPACT

Meals @ the Library sets records, adds after school supper

Lunch @ the Library served healthy meals to 21,555 children at 13 library sites throughout the summer, increasing 58% over the previous year. A variety of activities, resources and partnerships deepened the impact of meal services through health education, free eye exams, STEM and art programming. The teen program coordinators managed daily operations and were critical to the program's success. Teens developed workforce readiness skills, and learned about the library and their own abilities in the process. Meal service expanded into the school year with After-School Supper at nine locations. A total of 6,947 after school meals were served before ceasing service in March due to the pandemic.



By the numbers:



13
LOCATIONS



8
WEEKS



21,555
CHILDREN SERVED



58%
INCREASE YOY

Bringing the library to the community

The mobile services team debuted a new outreach van called Vincent Van Go (a.k.a. Vinny), acquired through the State Library's Pitch-an-Idea Grant in late 2019, expanding the fleet of two bookmobiles. Mobile services bring the library to the community and travels an average of 8,000 miles each year with stops as far south as Galt and as far north as Citrus Heights. The mobile services team makes regular visits to more than 50 locations, including shelters, affordable apartment complexes, senior residential centers and retirement communities. Mobile services also makes weekly visits to Rancho Murieta, a small community east of the City of Sacramento, otherwise not having any nearby library services.



By the numbers:



8,000
MILES EACH YEAR



500
LOCATIONS



3
VEHICLES

Health literacy program launches

As part of the library's health literacy program, health liaisons were introduced at 29 locations, including mobile services to provide health education and resources to patrons. The Library partnered with Samuel Merritt University to have registered nurses provide blood pressure checks and heart health education workshops. A new Brain Health Initiative in partnership with the Alzheimer's Association offered Fidget Blanket workshops as well as educational programs on Alzheimer's disease and brain health.



COVID-19 RESPONSE

As COVID-19 shut down the Sacramento region in March 2020, the library suspended all in-person operations and shifted its service model to meet the community's needs. The library's digital collection and new virtual programs and services such as storytime, job coaching and book clubs served needs during the pandemic's early months. As students transitioned into distance learning, the library adapted resources for the virtual space.



Increased digital collection usage, virtual library cards

The library's digital doors are always open. Immediately following shelter-in-place orders in March, demand soared for the digital collection, including ebooks and audiobooks. The library responded by shifting over \$500,000 in collection development funds to expand digital offerings. Digital checkouts for fiscal year 2020 reached 2,612,738, an increase of 20% over fiscal year 2019. This includes usage from avid digital collection users as well as demand from new users. During the last four months of the fiscal year, 10,174 virtual library cards were issued.



New services introduced during the pandemic

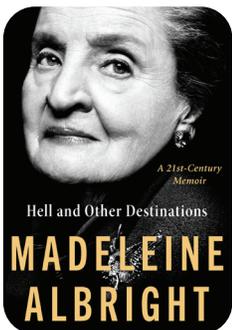
Library staff found creative ways to provide services and support for patrons during the pandemic. Career development services migrated online with virtual job coaching. Patrons were able to request assistance in finding professional development opportunities, online training and learning resources via Learn How Now. By May, limited in-person services resumed with computer appointments, mobile services and the introduction of curbside pickup with new safety protocols.



Shift to virtual programming

A robust schedule of virtual programming was developed within days of the library's closure and continues to grow. Staff produced 171 live virtual programs and 124 pre-recorded programs between March and June, which garnered 19,698 views.

To provide early learning support, storytimes were available on-demand on the library's website and YouTube channel along with live bilingual and hip-hop storytimes on Facebook. New programs supporting mental health helped teens and tweens engage and connect. Librarians adapted teen volunteer opportunities, met virtually with teen advisory boards and continued popular teen programs in Zoom, such as trivia, book clubs and Teen Space programs.



A variety of adult programs were also introduced ranging from virtual book clubs, live reading recommendations and happy hours to author visits. More than 550 attendees tuned in for the library's first virtual Authors Uncovered event with former Secretary of State Madeleine Albright.

COVID-19 RESPONSE

Support for distance learning

As schools worked to bridge the distance-learning gap, youth services staff created resources to help, including a series of videos for virtual classes and school visits. Between April and June, 1,800 students were reached through school and community visits. Teachers requested presentations ranging from how to research a history project on the “Big Four” for fourth graders to a virtual tour of the library for high school students and services for students “who are reluctant readers, reading below grade level and speak English as a second language.”



Librarians conducted two live virtual visits a week to the City of Sacramento’s emergency childcare sites for youth ages 6 to 13 to share stories, poems, music and movement activities. The library also provided books and Summer Reading materials to families participating in meal distribution.

Local pandemic response

During the pandemic, library staff provided support for local government, first responders and community organizations through non-traditional work, including:



15,775

CENSUS 2020 OUTREACH CALLS TO PATRONS



400+

FACE SHIELDS PRODUCED ON LIBRARY 3D PRINTERS FOR PUBLIC HEALTH STAFF WORKING AT COVID -19 TESTING SITES AT CAL EXPO AND ST. PAUL’S CHURCH, LONG-TERM CARE AND SKILLED NURSING FACILITY NURSES AND LIBRARY STAFF



286

SURPLUS COMPUTERS FOR SACRAMENTO COUNTY OFFICE OF EDUCATION DISTRIBUTED TO SPECIAL EDUCATION FAMILIES IN NEED



178

HOURS OF PHONE OUTREACH FOR MAYOR’S OFFICE OF CIVIC ENGAGEMENT’S GREAT PLATES DELIVERED



6

LIBRARY LOCATIONS HOSTED FREE WEEKLY WI-FI BUS VISITS THROUGH A PARTNERSHIP WITH SACRT, CALIFORNIA STATE TRANSPORTATION AGENCY AND CITY OF SACRAMENTO

LIBRARY AT A GLANCE FY 2019–2020

299
FTE EMPLOYEES

766,505
LIBRARY CARD HOLDERS

2,653,910
ANNUAL VISITS

7,000,691
ANNUAL CIRCULATION

772
COMPUTERS IN BRANCHES

388,212
COMPUTER HOURS OF USE

7,011
LIBRARY PROGRAMS

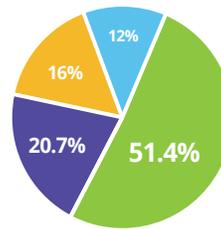
148,851
PROGRAM
ATTENDANCE

68,829
VOLUNTEER
HOURS

1,473,755
TOTAL POPULATION
SERVED

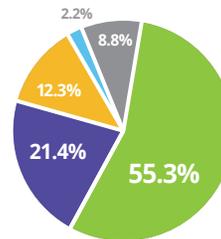
\$265,743
FRIENDS OF THE
LIBRARY SUPPORT

\$51,486,500
ANNUAL BUDGET



Revenue Sources

- County Property Taxes
- City General Fund & Measure U
- City Parcel Taxes
- Other



Cost Allocation Distribution

- Salaries
- Services & Supplies, Deferred Maintenance
- Books & Materials
- Capital Projects
- Other

RECOGNITION

- **Rivkah Sass**, Public Library Association Charlie Robinson Award – June 2020
- **Sacramento Public Library**, Public Library Association Overdrive recognition for 2 million eMaterial checkouts Award – June 2020
- **Amber Clark**, Mover and Shaker Award from Library Journal – March 2019
- **Sacramento Public Library**, Inaugural Kline Prize – October 2019
- **Sacramento Public Library**, 2020 ALSC May Hill Arbutnot Honor Lecture featuring Neil Gaiman

PARTNERS AND SUPPORT

In August 2019, Sacramento Public Library Authority Board approved an action to make Friends of Sacramento Public Library the official fundraising partner of the library. The Friends advocate, raise funds and provide crucial support to the system's 28 libraries. Together Sacramento Public Library and the Friends collaborate on programs to promote literacy and expand community access.

- Friends of the Sacramento Public Library
- ABC10
- B Street Theatre
- California State Library
- Capital Adult Education Regional Consortium (CAERC)
- Capital Public Radio
- CBS 13
- Crocker Art Museum
- Delta Dental
- Elk Grove Adult and Community Education
- Fairytale Town
- Macy's
- Sacramento County Office of Education
- Sacramento County Sheriff (Sacramento County Jail)
- Sacramento County Voter Registration and Elections
- Sacramento First 5 Commission
- Sacramento Food Bank & Family Services
- Sacramento Meals Coalition
- Sacramento Municipal Utility District
- Sacramento Theatre Company
- Samuel Merritt University
- Training Toward Self-Reliance (TTSR)
- UC Davis Medical Center
- United Way California Capital Region
- Sacramento County Voter Registration and Elections
- Vision to Learn
- Wells Fargo