



AGENDA

Regular Meeting Board of Library Trustees | Altadena Library District
Community Room – Main Library – January 27, 2019 – 5:00 p.m.

PUBLIC REQUESTS FOR DOCUMENTS: The District provides a public inspection copy of all materials included in the agenda packet distributed to the Board members. Members of the public who wish to obtain a copy of any document may do so by completing a Request for Public Document form and submitting it to Administration who will arrange for the documents to be copied at a charge of 15¢ per page. Request forms are available at the District Administration offices.

In compliance with the Americans with Disability Act, if you need special assistance to participate in the meeting, please contact Kylvynn Chaney at (626) 798-0833 x118 at least 48 hours prior to the meeting so the Altadena Library District may make reasonable arrangements to ensure accessibility to the meeting.

1. Call to order

2. Open Session

- a. Roll Call
- b. Approval/Reordering of Agenda Items
- c. Adoption of Agenda
- d. Public Comment on Non-Agenda Items

3. Consent Calendar

The Board of Library Trustees hereby approves the items and recommended actions in the Consent Calendar listed below:

- Approval of Minutes – Regular Meeting held December 16, 2019 Pages# 3-5
- Departmental Monthly Reports – December 2019 Pages# 6-14
- Statistics Pages# 15-21

4. Consideration of Items Removed from the Consent Calendar

Items removed from the Consent Calendar discussed individually at this time.

5. Reports (Information)

- a. Reports of Support Groups
 - (i) Altadena Library Foundation
 - (ii) Friends of the Altadena Library
 - Troop 1 Scout Presentation
- b. District Director's Report – December 2019 Pages#22-24
 - (i) Library General Operations
 - (ii) Marketing and Communications Presentation
- c. Financial Reports – November 2019
- d. Committee Reports
 - (i) Budget Committee
 - (ii) Facilities Committee Page#25
 - (iii) Strategic Planning Committee
 - (iv) California Voting Rights Act Committee Pages#26-27
 - (v) District Director Evaluation Process Pages#28-35
 - District Director Introductory Period Evaluation Form
- e. Trustee Reports

6. **Unfinished Business**
 - a. Review of Committee Membership (Action)
 - b. Appointment of Liaison to the Friends Board, Foundation Board and Government Relations Liaison (Action)
 - c. Review and Approval of Final Strategic Plan 2020-2023 (Action) Pages# 37-185

7. **New Business**
 - a. Review and Approval of ALD Operational Plan 2020 (Action) Pages#186-190
 - b. Review and Approval of DDC Rooftop Project (Action) Pages#191-206
 - c. Review and Approval of Updated Volunteer Policy (Action) Pages#207-211

8. **Correspondence** Pages#212-218

9. **Proposed Future Agenda Items**

10. **Adjournment**



AGENDA

Regular Meeting Board of Library Trustees | Altadena Library District
Community Room – Main Library – December 16, 2019 – 5:00 p.m.

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1. **Call to order - 5:02 p.m.**
2. **Open Session**
 - a. Roll Call
 - b. Approval/Reordering of Agenda Items
 - c. Adoption of Agenda

Moved by Trustee Clark to adopt the Agenda
Second by Trustee Kahn
Aye: Trustee Kahn, Trustee Andruess, Trustee Clark, Trustee Capell
Absent: Trustee McMullins

 - d. Public Comment on Non-Agenda Items
3. **Election of Officers**

Trustee Kahn nominated Trustee Clark for Board President
Second by Trustee Capell
Aye: Trustee Kahn, Trustee Andruess, Trustee Clark, Trustee Capell
Absent: Trustee McMullins

Trustee Andruess nominated Trustee Capell for Board Secretary
Second by Trustee Clark
Aye: Trustee Kahn, Trustee Andruess, Trustee Clark, Trustee Capell
Absent: Trustee McMullins
4. **Consent Calendar**

The Board of Library Trustees hereby approves the items and recommended actions in the Consent Calendar listed below:

 - Approval of Minutes – Regular Meeting held November 25, 2019
 - Departmental Monthly Reports – November 2019
 - Statistics

Moved by Trustee Capell to approve the Consent Calendar
Second by Trustee Andruess
Aye: Trustee Kahn, Trustee Andruess, Trustee Clark, Trustee Capell
Absent: Trustee McMullins
5. **Consideration of Items Removed from the Consent Calendar**

Items removed from the Consent Calendar discussed individually at this time.

6. Reports (Information)

- a. Reports of Support Groups
 - (i) Altadena Library Foundation
 - (ii) Friends of the Altadena Library– **Joy Strayer reported.**
- b. District Director's Report – November 2019
 - (i) Staff Milestone Awards –
Director Winslow presented six Staff Milestone Awards.
 - (ii) Library General Operations - **Director Winslow reported.**
 - (iii) Christopher Kellermeier, I.T. Manager –
Christopher Kellermeier presented.
 - (iv) New Payroll Schedule
- c. Financial Reports – October 2019 – **Nicole Fabry reported.**
- d. Committee Reports
 - (i) Budget Committee - **Trustee Andrues reported.**
It was noted the Budget Committee would be meeting in January for the Mid-Year Budget Review.
 - (ii) Facilities Committee – Trustee Capell reported.
It was noted there will be two Town Hall meetings in January.
 - (iii) Strategic Planning Committee – **Trustee Clark reported.**
 - (iv) California Voting Rights Act Committee
- e. Trustee Reports
Trustee Kahn, Trustee Andrues, Trustee Capell

7. Unfinished Business

- a. Brown Act Refresher (Information) – **Kylynn Chaney presented.**
- b. Pasadena Unified School District - Franklin Elementary Discussion (Information)
Trustee Clark reported.
Public Comment: H. Shakur

8. New Business

- a. Creation of Ad-Hoc Committee for District Director Evaluation Process (Action)
Trustee Kahn and Trustee Andrues were appointed to an ad-hoc committee to create a format for the Director's evaluation and work with the HR Consultants for an ongoing evaluation process. Trustee Kahn was appointed as chair.
- b. Review and Approval of Strategic Plan Executive Summary (Action)
Moved by Trustee Andrues to approve the Strategic Plan Executive Summary
Second by Trustee Kahn
Aye: Trustee Kahn, Trustee Andrues, Trustee Clark, Trustee Capell
Absent: Trustee McMullins
- c. Review and Approval of Proposal for Historical Designation Eligibility of Main Library (Action)
Public Comment: Jim L.
Director Winslow and Trustee Capell reported.
Moved by Trustee Kahn to approve the proposal by ARG
Second by Trustee Capell
Aye: Trustee Kahn, Trustee Andrues, Trustee Clark, Trustee Capell
Absent: Trustee McMullins
- d. Review and Approval of Proposal for Seismic Study of Main Library (Action)
Director Winslow reported.
Moved by Trustee Andrues to approve proposal by Holmes Structures
Second by Trustee Kahn
Aye: Trustee Kahn, Trustee Andrues, Trustee Clark, Trustee Capell
Absent: Trustee McMullins

e. Review and Approval of RFP for Rooftop Unit DDC Project (Action)

Jonathan Arevalo presented.

Moved by Trustee Capell to approve the RFP

Second by Trustee Andruess

Aye: Trustee Kahn, Trustee Andruess, Trustee Clark, Trustee Capell

Absent: Trustee McMullins

f. Review and Approval of Revised Outside Employment Policy (Action)

Director Winslow reported.

Moved by Trustee Capell to approve the revised outside employment policy.

Second by Trustee Kahn

Aye: Trustee Kahn, Trustee Andruess, Trustee Clark, Trustee Capell

Absent: Trustee McMullins

g. Appointment of Liaison to the Friends Board, Foundation Board and Government Relations Liaison (Action)

It was noted that Trustee Kahn would continue as Government Relations Liaison, Trustee Andruess offered to be Liaison to the Friends Board, and Trustee Capell offered to be liaison to the Foundation, though it was noted this item would be revisited at the next Regular meeting to give Trustee McMullins the opportunity to serve as a liaison.

h. Updated Salary Schedule (Information) – **Nicole Fabry reported.**

9. Correspondence

10. Proposed Future Agenda Items

Strategic Plan Documents and Committee Dissolution, Audit, Census, Liaisons

11. Adjournment

Moved by Trustee Andruess to Adjourn

Second by Trustee Kahn

Meeting Adjourned at 7:41



**BOARD OF LIBRARY TRUSTEES
REPORT for January 2020**

DEPARTMENT: Adult Services

MEETING DATE: 01/27/2020

PREPARED BY: Jesse Lopez

LOCATION: Community Room

In **December 2019** Circulation staff were reorganized into my Adult Services team. Adult Services & Circulation (AS&C) now consists of 10 staff and two librarians. Stella and I have discussed evaluations, scheduling, and some new regular tasks (reports) that will be expected of our revamped unit. Having Adult Services and Circulation combine makes practical sense as both units staffed the information desk but previously reported to different managers. Now the desk is consolidated and makes communication and scheduling much easier.

Our One City, One Book Campaign is in the planning stages. The program will be titled "Readadena" and the book is "Wild LA" <https://www.amazon.com/Wild-Explore-Amazing-Nature-Angeles/dp/1604697105> . On Monday 12/9, I met with Charles Hood and on Tuesday 12/10 Chloe and I spoke with Lila Higgins, 2 of the 4 authors of the book. The committee met Tuesday 12/10 and everyone is currently brainstorming programming for our next meeting in January. On Friday, December 27th, Chloe and I were invited to a private tour of the Natural History Museum by Lila H; we attended and found a lot of value in terms of connections and potential programming ideas from this excursion. At the end of the month, I reached out to several local science/nature groups to gauge their interests on participating in Readadena.

On 12/11, several of my team members and I went to Long Beach for Google Search training by Daniel Russell, Google Senior Research Scientist and author of the newly released The Joy of Search: A Google Insider's Guide to Going Beyond the Basics (The MIT Press).

In terms of transparency, accessibility and infrastructure, an ALD Master Calendar, the AS&C weekly desk schedule, and a timecard adjustment sheet all went live on the staff intranet this month. Ideally, having these editable documents accessible to everyone will increase efficiency and accountability and make scheduling easier.

December is a relatively quiet month for programming, but we still held reoccurring events like: All ages chess night, open mic night, seed library, crochet club, Community & Culture night (Zetz Klezmer Ensemble) No Guilt Book Club, and Open Enrolment with Chapcare.



**BOARD OF LIBRARY TRUSTEES
CHILDREN'S REPORT for December 2019**

DEPARTMENT: Children's & Family Services

MEETING DATE: January 27, 2020

PREPARED BY: Amanda Toledo

LOCATION: Community Room

The time of school breaks, holidays, and travel, December is always a slower month for Children's and Family Services. We offered 11 programs for 150 children and their caregivers this month before starting our three-week programming hiatus.

12 elementary aged children created wintry scenes of snowmen, snowflakes, and globes at the snow paint craft early in the month. A group of bilingual storytime attendees got a special treat in Cindy co-running storytime. Having practiced various songs for weeks, she played The Itsy-Bitsy Spider on her ukulele to the delight of the children present, and she'll be incorporating ukulele more in her solo storytimes beginning in January!

The programming break allowed for some much-needed preparation time. Cindy planned storytimes and began developing a recommendation list of beginning reader books for families. Helen prepared for the return of Pages & Popcorn tween book club which she'll be spearheading. I began solidifying some of the details for the grant-funded programs of Spring 2020 (the Ezra Jack Keats graphic novel making mini grant for tweens and the Abriendo Puertas/Opening Doors parenting workshops grant). The Growing Together PASadena group involved in Abriendo Puertas convened to coordinate the parenting workshops that will be offered at multiple sites throughout the Pasadena-Altadena area.

Children's staff also brainstormed and finalized departmental goals for 2020 that align with the strategic pillars and values set out in the executive summary. Programming resumed the first week of January and I continued outreach about partnership opportunities with JPL and PUSD. Everyone in the department is looking forward to welcoming and working with the new Children's and Family Services manager, Mylinh Hamlington in January! There are abundant opportunities to learn and grow as a library and community in the coming year and we're all eager to get started.



**BOARD OF LIBRARY TRUSTEES
TEEN SERVICES REPORT for December 2020**

DEPARTMENT: Teen Services

MEETING DATE: January 27, 2020

PREPARED BY: Isabelle Briggs

LOCATION: Community Room

Programming Highlights:

Teen Services offered four programs this month with a total of 12 individuals attending. During Teen Gaming Hours, offered three days a week, there were a total of 44 participants. The best attended program was our screening of the movie *Mean Girls*.

Class Visits:

No visits with schools this month.

Outreach:

Alongside the Marketing and Community Engagement Manager, we met with teens at the two locations of the Boys and Girls Club of Pasadena. We saw over 40 students and talked with them about their interests, hopes and anxieties for the future, and the things they would like to learn more about. Data was collected as notes during our conversations and in the form of a survey. This information is being collected in order to better inform teen programs and services, and we plan on conducting further conversations in the new year.

**BOARD OF LIBRARY TRUSTEES
BRANCH REPORT for December 2019**

DEPARTMENT: Bob Lucas Branch

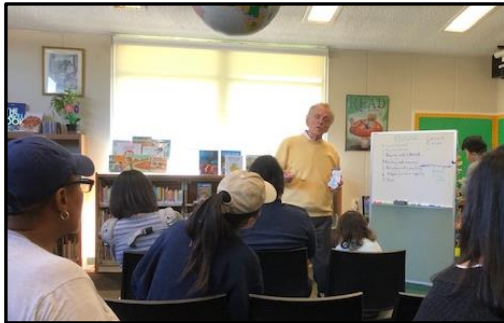
MEETING DATE: January 27, 20

PREPARED BY: Carlene Chiu

LOCATION: Community Room

During December 2 toddler story times and 2 baby/infant story times were conducted. Story times now has its share of regulars and it has been great seeing the kids become less timid over time and become familiar with the songs and movements! After each toddler story times, caregiver/parent and child enjoy making a craft together. The caregivers/parents enjoy socializing with one another while the children play together and make friends. This month's we had less story times due to our winter hiatus. The hiatus allows us time to prepare upcoming story times and crafts and start fresh in January.

In December we welcomed cacao and chocolate connoisseur Lee Theisen to the Branch who taught the audience about cacao. He explained where cacao comes from and how to look for when buying cacao and chocolate. Best of all he gave out samples so to the audience so that they could taste the difference themselves between the different types of chocolate.



An audience member smells a cacao pod

More fun times continued with our snow globe all ages crafts. Participants enjoyed creating their own winter wonderlands out of mason jars and decorations.





Many visitors have donated to our Giving Tree. One of our adult literacy students made a silver bow for our tree!

Our dedicated literacy tutors have been going strong in the Fall – averaging 160 tutoring sessions in a month! For December there was a slight dip in the tutoring sessions as tutors and learners went on vacation for the holiday season. In December, we had held 14 ESL class sessions with a total attendance of 48. That is 21 hours of instruction by our Library Clerk, Modesta!

The final CLLS (California Library Literacy Services) report for 2018-2019 has been submitted! The final report states that the total number of adult learner instruction hours for this reporting period was 1,188! That's 1,188 volunteer hours from our dedicated tutors! Many thanks to our tutors!



An update to our facilities - no more bars!!



BOARD OF LIBRARY TRUSTEES

I.T. REPORT for December 2019

DEPARTMENT: Information Technology

MEETING DATE: January 27, 2019

PREPARED BY: Christopher Kellermeyer
Room

LOCATION: Community

The District has terminated its contract with Unique Management to perform debt collection. The District will continue to send a mailed notice to patrons that have overdue items to inform them they will lose access to Library services until the items are returned or debts are paid. In concert with this change, the District has turned on auto renewal of items. Items will renew one day prior to their due date; all existing renewal restrictions still apply, such as: item has hold, patron owes over \$10, or renewal limits have been reached. Patrons receive a notice via email or text message (if enabled) if the auto-renewal was unable to be completed—along with a brief description of why it could not be completed.

Miscellaneous Notes:

- Server OS upgrades were completed.
- Evaluating CCTV expansion; will do proof of concept for Cloud CCTV in January.
- We are evaluating deploying an audible alert system, pending ARG.
- We are evaluating the purchase of a PA system for events.
- Additional software options for the iMac Desktops are being evaluated.
- Fresh ranks of print material were purchased for 3D printers.
- Public Windows 10 Desktops near the Main Information Desk are being upgraded to SSD.
- Translation of Language alternatives is underway.
- To contend with Mobile Hotspot attrition, we have been given the go ahead for a special patron category, which will also help to facilitate the Library of Things initiatives.



**BOARD OF LIBRARY TRUSTEES
PUBLIC SERVICES DIRECTOR'S REPORT for January 2020**

DEPARTMENT: Public Services Director
PREPARED BY: Estella Terrazas

MEETING DATE: January 27, 2020
LOCATION: Community Room

Due to the holidays, my taking some additional vacation days, and, unfortunately, a nasty cold that put me out of commission for several days, the last month of 2019 became a shorter working month than other months. I look forward to a very busy and productive 2020!

In early December Nikki and I interviewed candidates for the Library Manager, Children's and Family Services position. We found Mylinh Hamlington to be the right fit and I am happy to announce that Mylinh started her first day of employment with Team ALD on January 13th. I want to extend a very large Thank You to Amanda for serving as Acting Children's Librarian for six months! Amanda did a fabulous job in her temporary position, guiding the Children's Team in providing good service to our youngest patrons. In December, Diana requested to extend her maternity leave, so instead of coming back to work in February, we will see her in March.

The Season of Giving was the theme for the main display at the Mariposa location. As noted on the sign, the display of books focused on kindness, resilience and generosity. The display coordinated well the Giving Tree placed near the Reading Court.

On the collections front, Vicky, Selena and I had our first conference call with our new Baker & Taylor Customized Library Services Representative. Our former representative retired in September. The conference calls enable us to discuss any problems with invoicing, cataloging and processing of materials by B&T. I also met with the Tech Services Team to discuss their annual goals in anticipation of setting library wide goals for the coming year.



As part of the Growing Together PASadena network, we have a subgroup of librarians that try to meet on a monthly basis. Our December meeting focused on discussing the 1000 Books Before Kindergarten program. Some of the grant funds received by GTP will be funding 1000 Books for the three library systems. Although we already have the program in place, it is great to know that our local libraries will also be promoting literacy via this program.

Working the Christmas Tree Lane Winter Festival and Lighting event makes for a very long, but, very rewarding day! My day started by helping to direct the vendors' entering the parking lot and manning the gate. During the event, I walked our grounds checking to make certain everything was okay and everybody on our grounds was safe. I encountered a small group of tweens skateboarding down our sidewalk in the middle of a sea of people. The kids were sitting on their skateboards as they flew down the hill, making them less visible to people walking. Of course, the minute I walked away after asking them to stop riding their boards, they immediately started up again! They finally left the area after they realized I was not going to allow them to crash into people. Other kids having fun but needing to be reminded they were not at the playground,

included several boys jumping off our back wall of the parking lot. As this activity was next to the Friends' Book Sale, it was causing a bit of disruption. My workday concluded as it began, by directing the traffic as vendors packed up and vacated the premises.

During the
Vicky
at our



CTLA event, Chloe and
represented the District
Library table.



**BOARD OF LIBRARY TRUSTEES
FACILITIES REPORT for DECEMBER 2019**

DEPARTMENT: Facilities
PREPARED BY: Jonathan Arevalo

MEETING DATE: January 27, 2020
LOCATION: Community Room

Facilities Highlights for the Month of December:

The Facilities Department continues in the month of December to expedite projects and issues that were mentioned in our Facilities Assessment Report and the normal day to day operations of the library.

At the Main Library, a AC high wall unit was added in the Circulation Office that will help with our heating and cooling fluctuations that occur there. This addition will be part of our infrastructure for any future renovations.

Easier access to the roof was made by installing an external Ship Ladder to the west side of the Main Library. The ladder was also installed with a padlocked enclosure cabinet to prevent unwanted roof access.

An RFP was posted on our website for installation of Direct Digital Controls (DDC) in our Air Handler Units (AHU) which will allow us to adjust the temperature from any web based browser and also have our units in sync on one timer. This will be an upgrade from our current analog control system.



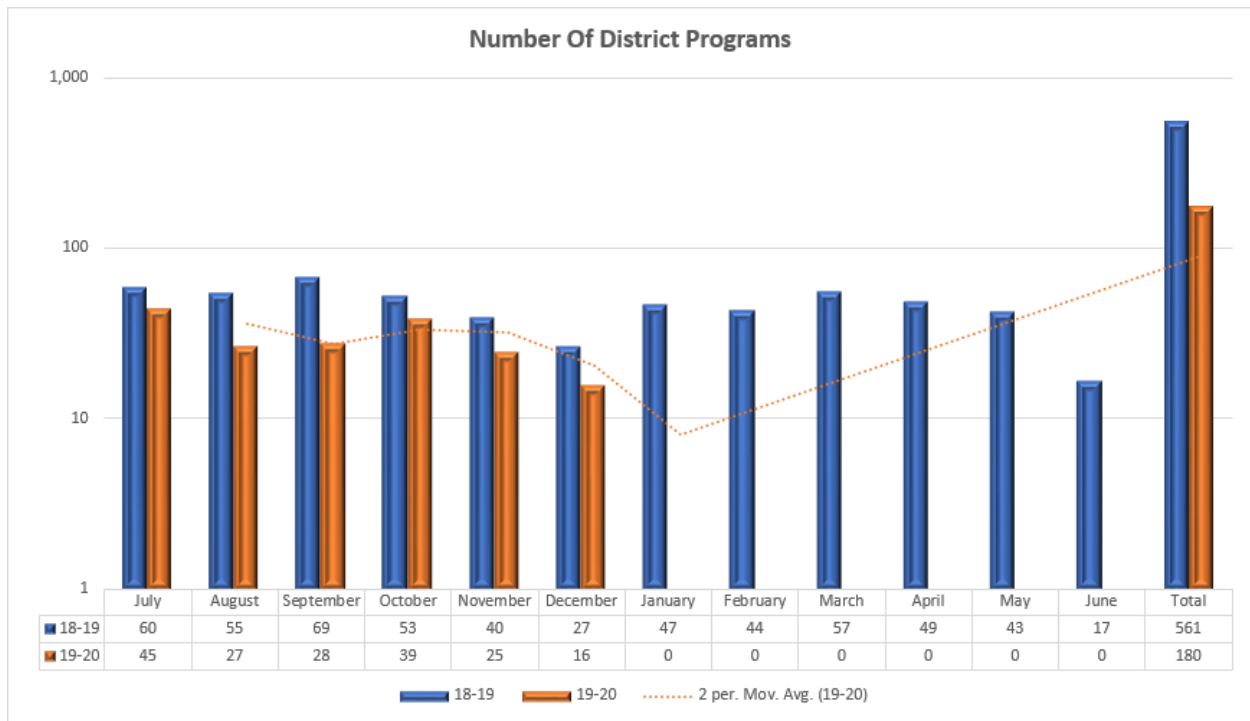
**BOARD OF LIBRARY TRUSTEES
December 2019 Statistics**

DEPARTMENT: Administration

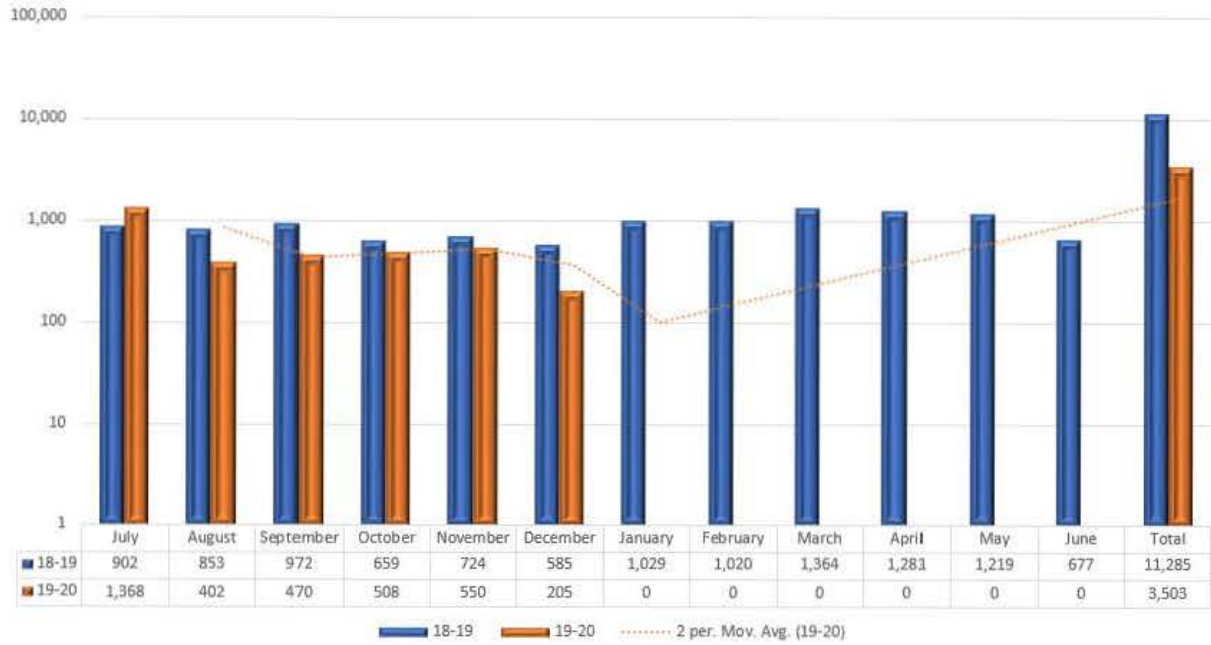
MEETING DATE: January 27, 2020

Main Lib: 25,950 sq ft
 Circ: 0.482 books/sq ft
 Visits: 0.361 visits/sq ft
 Card Holders: .813 affiliated with Main / sq ft
 Card Holders Active Checkout in Last Month Main Affiliated: 0.055 unique patrons / sq ft
 Card Holders Active Checkout in Last Year Main Affiliated: 0.26 unique patrons / sq ft

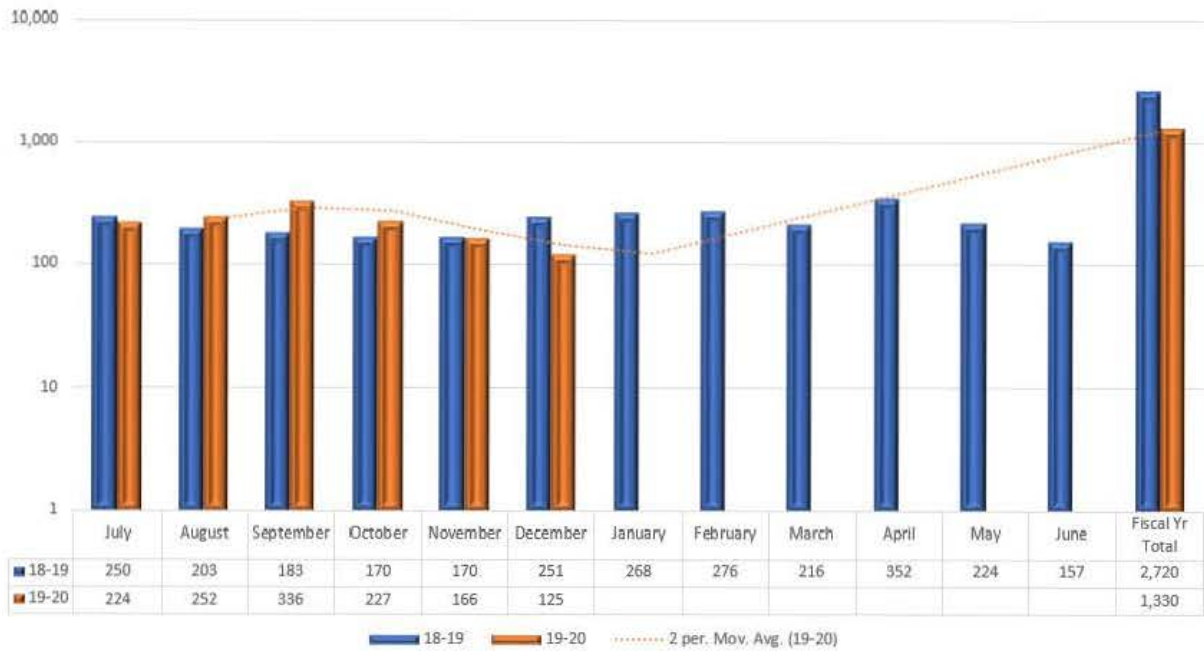
BLPL: 1,800 sq ft
 Circ: 0.512 circ/sq ft
 Visits: 1.37 visits/sq ft
 Card Holders: 1.21 affiliated with Bob / sq ft
 Card Holders Active Checkout in Last Month Bob Affiliated: 0.069 unique patrons / sq ft
 Card Holders Active Checkout in Last Year Bob Affiliated: 0.309 unique patrons / sq ft

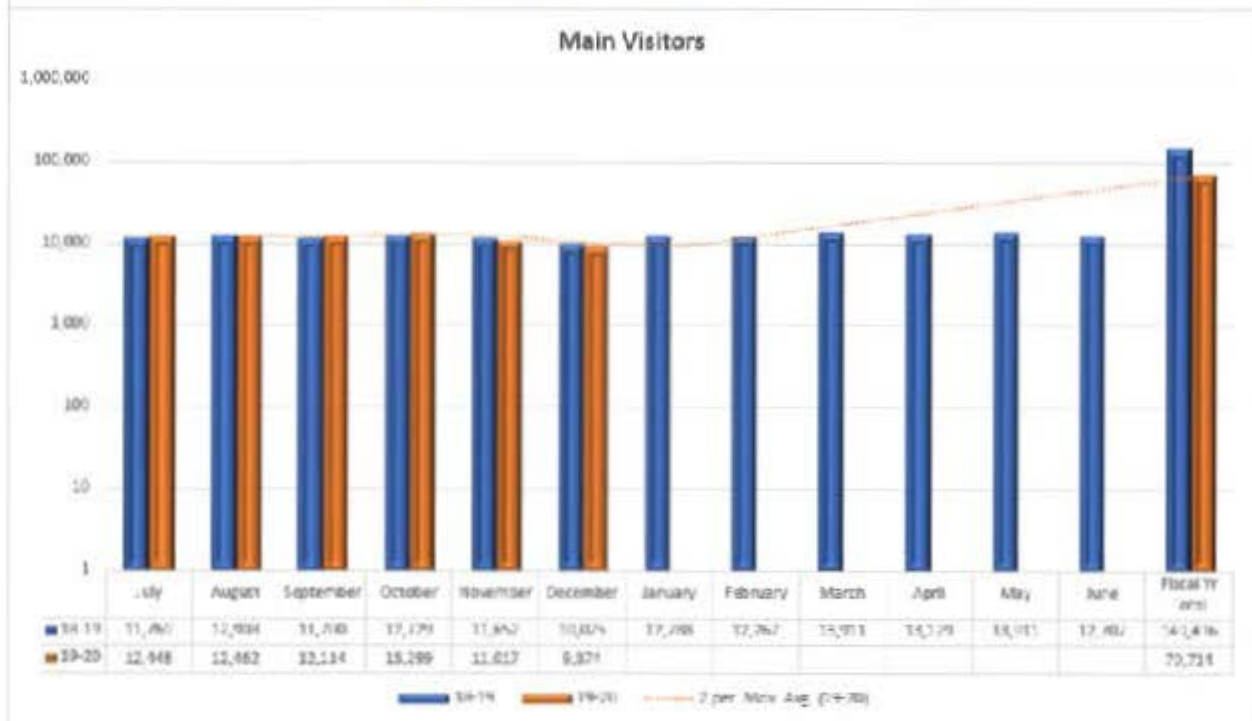


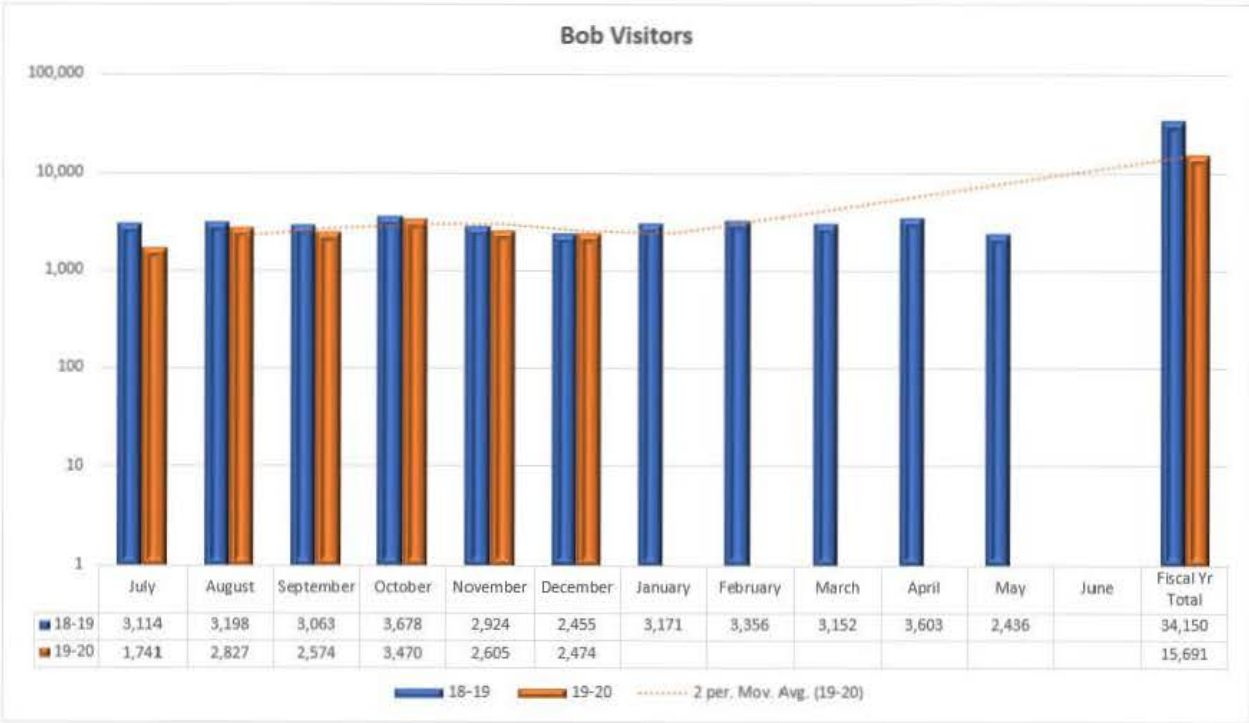
Attendance Of District Programs



New Cardholders Main







Total Checkouts By Item Type

| December | |
|-------------------|------|
| Audio Books | 314 |
| Computer | 110 |
| Interlibrary Loan | 22 |
| Kits | 48 |
| Magazine | 137 |
| Mobile Hot Spot | 52 |
| Music | 438 |
| On The Fly Record | 10 |
| Serial | 37 |
| Small Study Room | 30 |
| Video Game | 220 |
| E-Book | 534 |
| E-Audio Book | 379 |
| Books | 9287 |
| Visual Materials | 3052 |

Combined Total Collection By Item Type

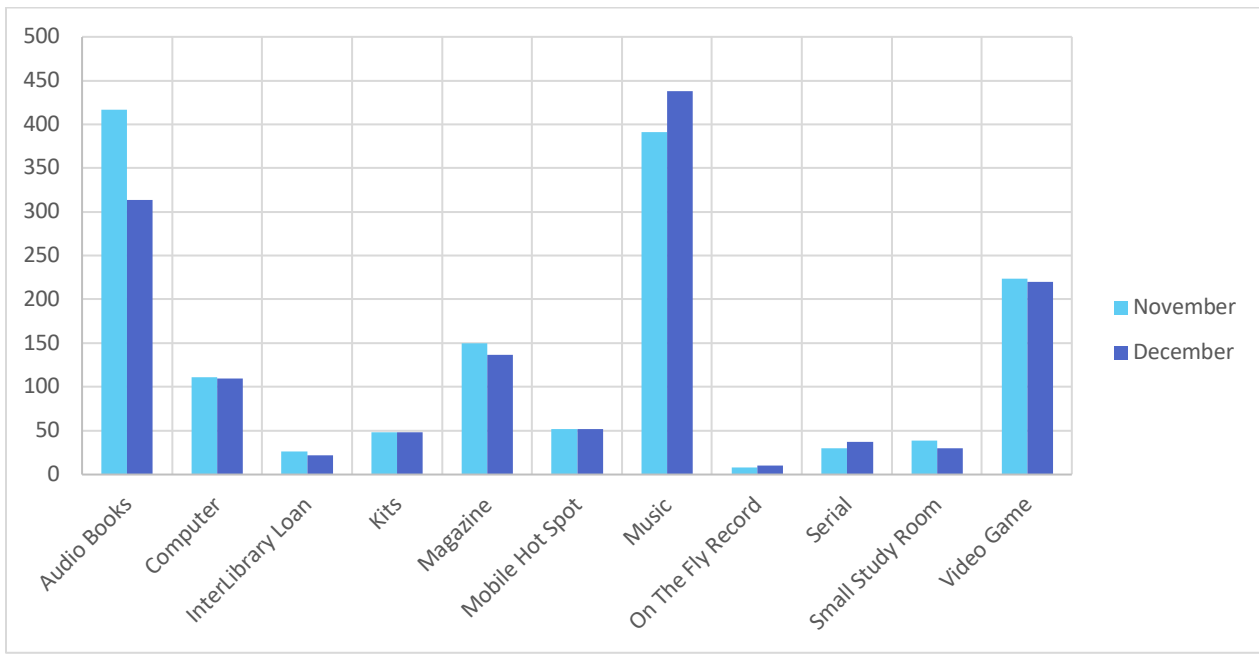
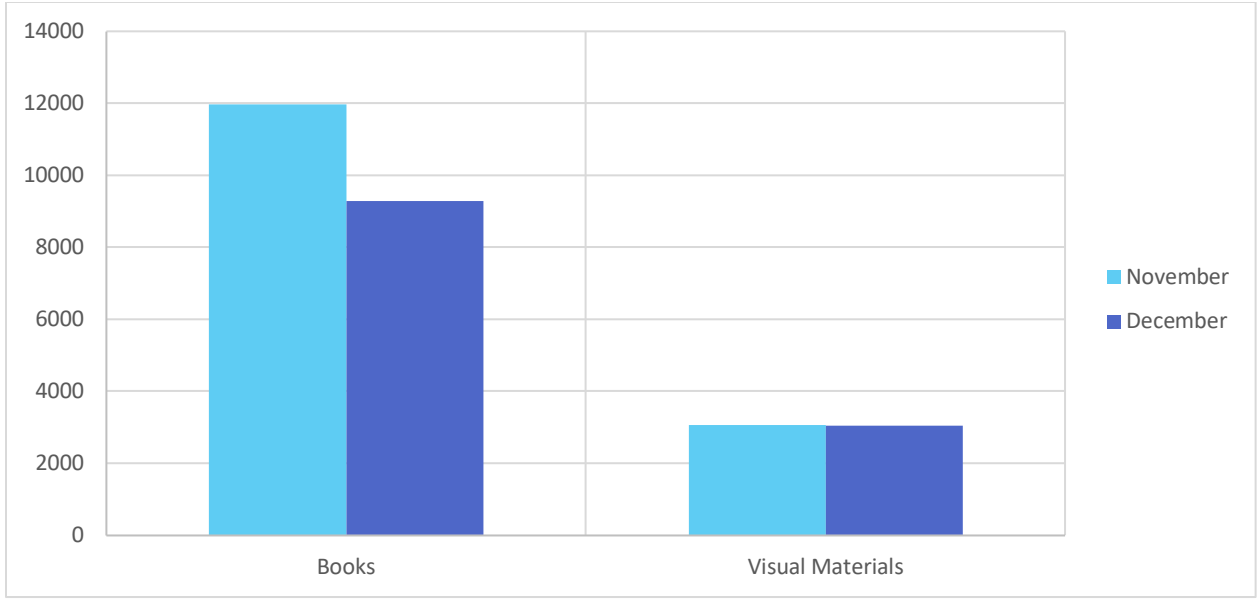
| December | |
|---------------------------|-------|
| Item Type | Count |
| Audio Books | 2620 |
| Books | 65318 |
| Computer | 55 |
| Interlibrary Loan | 23 |
| Kits | 371 |
| Magazine | 2486 |
| Mobile Hot Spot | 27 |
| Motorola Handheld Radio | 15 |
| Music | 2984 |
| Newspaper | 11 |
| Non-Circulating Magazines | 173 |
| On The Fly Record | 50 |
| Serial | 249 |
| Small Study Room | 2 |
| Video Game | 494 |
| Visual Materials | 6418 |

Total Checkouts By Item Type

| November | |
|-------------------|-------|
| Audio Books | 417 |
| Computer | 111 |
| InterLibrary Loan | 26 |
| Kits | 48 |
| Magazine | 150 |
| Mobile Hot Spot | 52 |
| Music | 391 |
| On The Fly Record | 8 |
| Serial | 30 |
| Small Study Room | 39 |
| Video Game | 224 |
| E-Book | 347 |
| E-Audio Book | 345 |
| Books | 11965 |
| Visual Materials | 3063 |

Combined Total Collection By Item Type

| November | |
|---------------------------|-------|
| Item Type | Count |
| Undesignated | 1 |
| Audio Books | 2604 |
| Books | 64939 |
| Computer | 55 |
| InterLibrary Loan | 23 |
| Kits | 371 |
| Magazine | 2419 |
| Mobile Hot Spot | 30 |
| Motorola Handheld Radio | 15 |
| Music | 2952 |
| Newspaper | 11 |
| Non Circulating Magazines | 171 |
| On The Fly Record | 46 |
| Serial | 244 |
| Small Study Room | 2 |
| Video Game | 491 |
| Visual Materials | 6377 |





**BOARD OF LIBRARY TRUSTEES
DIRECTOR'S REPORT for January 2020**

DEPARTMENT: Administration

MEETING DATE: January 27, 2020

PREPARED BY: Nikki Winslow

LOCATION: Community Room

Update from our Teams:

- **Management Team:** I met with the Management Team on 1/7 to develop our goals and objectives to support the Strategic Priorities that were approved by the Board in December. We identified the more overarching goals for each priority area and then individually added all of our objectives to meet these goals. We also shared this document with the staff before finalizing to make sure we included their feedback as well. This is included as an Action item for the Board to approve this month.
- **Programming & Engagement Team (PET):** Led by Jesse Lopez, the PET met for the first time in January and discussed system-wide programming efforts for the spring and moving forward. The big initiative they are focusing on right now is Readadena, our first effort at a one book that the entire community reads together. There will be an abundance of information coming out about this as we get closer to the launch this spring.
 - **2nd Saturday Sub-Team:** I organized a small group of us to talk about 2nd Saturday moving forward. We decided to do two sets of submission periods so that we identify bands for the Fall in early June and then for the Spring/Winter in September. We also talked about putting a call out for more vendors to see if there is interest from others in the community.
- **Staff Recognition Team:** Nicole Fabry is leading this team and is in the process of selecting members interested in helping out. She is planning to meet with them for the first time in February and come up with some good staff recognition ideas.
- **Display Team:** Mikayla has taken charge of this group and met with them this month to plan all displays for the spring. They plan to meet quarterly.
- **Emergency Action & Safety Team (EAST):** This team is led by Helen Milner. She assembled her group on 1/10 to develop an evacuation plan for both buildings, including a drill procedure. They will also be discussing upgrading medical supplies and disaster kits as well as providing necessary staff training to make sure we are all prepared in the event of an emergency.

Human Resources Study: We were excited to kick off the Classification and Compensation Study with the Management Team and Staff on Thursday, January 16. Koff & Associates first met with the managers to talk about the process and how to guide staff with any questions or concerns that may arise. Following that we offered two workshops in the afternoon for staff to be oriented on what this study will look like in terms of tasks to complete and timeline.

The next step in this process requires all staff, including me, to fill out a Position Description Questionnaire (PDQ), informing the firm about all that their jobs entail. These are due to their manager by the end of January. The managers will then review each PDQ and provide commentary on a designated page then submit it to the next level manager or me. Once all have been reviewed by the appropriate manager(s), they will be given to Koff & Associates to

compile and start analyzing all of the data provided. At this same time, I will also be working with the staff and the Board of Trustees to identify 10-12 other library systems or districts to share with Koff & Associates for the comparative part of the compensation study.

Overall, I think staff is happy with all of the information that was shared through the orientation process and excited to see what this study will reveal.

Census 2020 Update: Chloé and I have started putting plans into place for ALD's support of the Census. We have established contact with a Partnership Specialist with the Census Bureau who will support our efforts, including:

- *Awareness/Resources:* marketing campaign through library's platforms, a robust featured section of the website on the Census, displays at both libraries with census information and resource guides
- *Events:* "Job Fair" for Census jobs at the Branch, informational forums about the Census, laptop open hours for census form, census pop-ups around Altadena with laptops and information, tabling at local churches/businesses/Senior Center/other local events
- *Incentives:* Distribution of "I've Been Counted" stickers, bookmarks, giveaway drawings for event participants

These efforts offer many opportunities for collaboration with local entities, and Chloé is in the process of reaching out to potential partners for the events and outreach. Our biggest push will take place during Phase One of the Census, from mid- to late March, as the enumerators are sent out. From there, we will continue our support with reminders and ongoing events.



Bibliotheca CloudLibrary Digital Resource Platform: As I mentioned in my report last month, we have contracted with Bibliotheca to acquire their software CloudLibrary as our new e-book and e-audiobook platform. I am excited to share that we will be starting the transfer of materials from our existing platform on February 18th so all of our existing titles will be ready to use on February 19th in the new app. We will have access to all of the other 140,000+ volumes in CloudLibrary starting on February 27th.

Please download the new app when you have a chance so you are ready when all the content is available!

Pasadena Federal Credit Union (PFCU): The Library was approved by the National Credit Union Association to enter into a partnership with the PFCU. Representatives from PFCU will attend the Library's next all-staff meeting on January 31, 2020 to open accounts for any District staff who are interested.

New Board Package Preparation Calendar: In an effort to standardize the process and timeline for releasing the Board Package each month, Kylynn and I have developed a calendar that identifies the deadlines for agenda items and reports from staff and the Trustees. It is our goal moving forward to get the Board Package published either the Monday or Tuesday (in case of a holiday) before the Board meeting so Trustees will have a full week to review the package. Please see the attached calendar.



Board Package Preparation & Distribution

2020

JANUARY

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |

- Jan 10: Department Reports Due
- Jan 13: Agenda Review Meeting
- Jan 15: Financial/Trustee Reports Due
- Jan 17: Finalize Agenda and Package
- Jan 21: Board Package Distribution
- Jan 27: Board Meeting

FEBRUARY

| S | M | T | W | T | F | S |
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| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
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- Feb 7: Department Reports Due
- Feb 10: Agenda Review Meeting
- Feb 12: Financial/Trustee Reports Due
- Feb 14: Finalize Agenda and Package
- Feb 18: Board Package Distribution
- Feb 24: Board Meeting

MARCH

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| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |

- Mar 6: Department Reports Due
- Mar 9: Agenda Review Meeting
- Mar 11: Financial/Trustee Reports Due
- Mar 13: Finalize Agenda and Package
- Mar 16: Board Package Distribution
- Mar 23: Board Meeting

APRIL

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| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 1 | 2 |
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- Apr 10: Department Reports Due
- Apr 13: Agenda Review Meeting
- Apr 15: Financial/Trustee Report
- Apr 17: Finalize Agenda and Pac
- Apr 20: Board Package Distribut
- Apr 27: Board Meeting

MAY

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- May 8: Department Reports Due
- May 11: Agenda Review Meeting
- May 13: Financial/Trustee Reports Due
- May 12: Finalize Agenda and Package
- May 15: Board Package Distribution
- May 18: Board Meeting

JUNE

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- Jun 5: Department Reports Due
- Jun 8: Agenda Review Meeting
- Jun 10: Financial/Trustee Reports Due
- Jun 12: Finalize Agenda and Package
- Jun 15: Board Package Distribution
- Jun 22: Board Meeting

JULY

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- Jul 10: Department Reports Due
- Jul 13: Agenda Review Meeting
- Jul 15: Financial/Trustee Reports Due
- Jul 17: Finalize Agenda and Package
- Jul 20: Board Package Distribution
- Jul 27: Board Meeting

AUGUST

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- Aug 7: Department Reports Due
- Aug 10: Agenda Review Meeting
- Aug 12: Financial/Trustee Report
- Aug 14: Finalize Agenda and Pac
- Aug 17: Board Package Distribut
- Aug 24: Board Meeting

SEPTEMBER

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| 27 | 28 | 29 | 30 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |

- Sep 11: Department Reports Due
- Sep 14: Agenda Review Meeting
- Sep 16: Financial/Trustee Reports Due
- Sep 18: Finalize Agenda and Package
- Sep 21: Board Package Distribution
- Sep 28: Board Meeting

OCTOBER

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| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
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- Oct 9: Department Reports Due
- Oct 12: Agenda Review Meeting
- Oct 14: Financial/Trustee Reports Due
- Oct 16: Finalize Agenda and Package
- Oct 19: Board Package Distribution
- Oct 26: Board Meeting

NOVEMBER

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- Nov 6: Department Reports Due
- Nov 9: Agenda Review Meeting
- Nov 11: Financial/Trustee Reports Due
- Nov 13: Finalize Agenda and Package
- Nov 16: Board Package Distribution
- Nov 23: Board Meeting

DECEMBER

| S | M | T | W | T | F | S |
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| 27 | 28 | 29 | 30 | 31 | 1 | 2 |
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- Dec 4: Department Reports Due
- Dec 7: Agenda Review Meeting
- Dec 9: Financial/Trustee Reports
- Dec 9: Finalize Agenda and Pack
- Dec 11: Board Package Distribut
- Dec 14: Board Meeting

**Altadena Library District
Ad Hoc Facilities Report
January 2020
Jason Capell**

It continues to be exciting times for our Ad Hoc Facilities' Committee. On January 13th we had our second town hall meeting at the Bob Lucas Memorial Library attended by 9 community members in addition to library staff and trustees. Three days later on January 16th we held our second town hall meeting at the Main Library where we had a full house of more than 25 community members as well as staff and trustees.

It was great to see the community so engaged with the process of reimagining our libraries and the passion everyone has for both the physical spaces and the services we provide in them. The meetings were also very productive with some clear preferences for both facilities rising to the top including:

1. Finding ways to utilize as much outdoor space as possible at the Bob Lucas library, specifically along Lincoln Avenue to increase the visibility of the library;
2. increasing privacy for both staff and literacy students at the Bob Lucas Library;
3. approaching the ADA deficiencies at the Main Library from a belief of universal accessibility. The idea that everyone should have full access to all of the library regardless of their personal situation. This was most apparent in the approach to creating an entrance from the parking lot that would be universally used;
4. There was also a consensus that we should do as much as possible to find local talent to meet these challenges;
5. We should be using these opportunities to increase support for the libraries and provide volunteer opportunities. One specific idea was to organize a community day to help improve some of the landscaping at the Bob Lucas Library.

Next Steps:

The Ad Hoc Facilities committee will be meeting to finalize plans based on the community feedback from our January Town Hall meetings and also begin to review the costing plans to get all of the work done.

Our goal right now is to be able to bring a final plan to the full Board of Trustees at our March meeting for approval. We will then have to begin the work of deciding on funding plans to get all of this work done.

Jason Capell
Chair, Ad Hoc Facilities' Committee

ALD Board of Trustees
CVRA Committee Report (January 2020)

Committee Members: Katie Clark (chair), Betsy Kahn

I. Formation & Scope of Work

The Strategic Planning Committee is an ad-hoc advisory committee tasked with overseeing, researching, and advising the full Board on the specifics of the California Voting Rights Act (CVRA), future redistricting efforts, and its implications for the Altadena Library District.

II. Committee Activity

ALD's redistricting process is projected for late spring of 2021, following the release of the 2020 Census data in March 2021. Because the drawing of fair and representative districts relies on obtaining the most accurate possible Census count, there is a strong connection to the work of this committee to ensure that the data on which districts are based is as accurate as possible, especially in those regions of Altadena where Census response has traditionally been under-represented.

In a committee meeting with the District Director and with Marketing and Community Engagement Manager Chloé Cavelier, ALD's outreach, education, and participation efforts around the 2020 Census were discussed, and a summary - either already underway or projected (courtesy Chloé Cavelier's excellent notes) is listed below.

CENSUS SUPPORT 2020

Altadena Libraries' Role:

- *Marketing Support*
 - Social media posts with information/Event boosts
 - Weekly e-blasts (mid-February – end of March for active Phase 1)
- *Awareness/Resources*
 - Website landing page with information and FAQs
 - Displays at both libraries with census information/resources (LA City resource guides)
- *In-House Events*
 - Hiring Event/"Job Fair" at Branch (12pm-3pm on a Sunday)
 - Census FAQs
 - Allotted Computer Time for Census (laptops)
- *Outreach Events Around Altadena*
 - 3-Hour Census Pop-Ups (computers, forms, informational materials)
 - Informational Tables at Local Orgs (churches, businesses, Food Truck Fridays, Farmers Market, Super King, Charles White and Triangle Park, etc.)
 - Homebound patrons
 - Computer time at Senior Center
- *Incentives/Collateral*
 - "I've Been Counted"/"Altadena Counts" stickers at every census event
 - Bookmarks throughout library

One immediate cross-over/partnership opportunity will be at the upcoming 2/23/2020 Hidden Histories event (to be held at the Seventh-Day Adventist Church next to the Bob Lucas Branch). Pending approval from the church, the plan is to hold a hiring event/Census job fair that afternoon (12-2pm) alongside a community resource fair, in advance of the Hidden Histories program from 2-4pm. Hidden Histories is being presented in conjunction (as before) with the Historical Society and with Town Council representatives Veronica Jones and Antonio Becerra from CT 4610, one of the census tracts which was under-represented in the 2010 Census.

There was also discussion about how to have a good presence at local parks - particularly Charles White, Loma Alta, and Triangle Park, and ways to coordinate census outreach efforts with Readadena programming goals. One of the largest investments that ALD's outreach will entail is staff time, and so there is considerable opportunity for Trustees, FOAL and Foundation members, and other volunteers to supplement and assist staff outreach efforts. Two

ALD Board of Trustees
CVRA Committee Report (January 2020)

Committee Members: Katie Clark (chair), Betsy Kahn

informational sessions have been scheduled with Census officials to help answer questions, dispel concerns, and allay fears about data usage and overreach, for the following dates:

10:00am-12:00pm on Saturday, 2/29/2020 at the Main Library, and
11:00am-1:00pm on Wednesday, 3/4/2020 at the Bob Lucas Branch

On a personal note, I would mention that the efforts of staff on this front are particularly impressive, and indicate a real desire and willingness to engage in meaningful and sustainable ways with the community; it is truly impressive!

III. Recommendations

No formal action to recommend at this time, although the committee would encourage all Board members to coordinate with the Director if they have any time to volunteer in census-related outreach efforts alongside staff.

Report prepared by:
Katie Clark, CVRA Committee Chair

**Altadena Library District
Ad Hoc HR Committee Report
January 2020
Betsy Kahn, Chair**

Committee Formation and Charge

As an extension of our work as the ad hoc Search Committee, Terry and I met with Nikki immediately after her appointment in early November to facilitate her on-boarding process and to establish some work goals and objectives for her first several months as ALD Director. Since the Search Committee had officially disbanded with Nikki's appointment, and the on-boarding process will need some continued oversight, Terry and I were appointed at our December Board meeting as ad hoc Human Resources Committee with myself as Chair. Our main goal is to keep the channels of communication open and functional between the Director and the Board, and to provide Nikki with any support and guidance she might need as she acclimates to her new role.

According to Section 8.7 of our Bylaws (June 2019),

The District Director shall, upon his or her appointment, have an introductory period of 12 months. A series of preliminary evaluations shall take place at three and six months with the Board of Trustees, with a final evaluation and determination upon passage of the introductory period at one year. Thereafter, the Board shall undertake a formal evaluation of the Director annually, and may, at their discretion, undertake special evaluations as needed, if such a special evaluation is approved with the vote of a majority of the Board.

Evaluation Process Update

The ad hoc HR Committee met with Nikki in December to discuss this process. Nikki showed us her recordkeeping method to track her own progress on her goals and objectives, and updated us on her various projects. She offered to draft an interim evaluation form (attached) to be used for the 3- and 6-month "preliminary evaluations" laid out in our Bylaws. I sent this form along with some questions to Ruben Duran, who passed it on for review to Roger Crawford, one of Best Best & Krieger's employment attorneys.

Roger advised that it is not necessary for the Board to formally approve of this form, but in the spirit of transparency it is included here for review by the Board. The committee is certainly open to any suggestions for improvement. His advice as to the process to conduct the "preliminary evaluation" is as follows:

- Nikki will complete her portions of the form in advance of our February Board meeting.

- The completed form will be distributed confidentially via email to each Trustee, along with (in Roger’s words) a “statement reminding Board members that distribution was for informational purposes only, that it’s a confidential personnel record not to be discussed outside of closed session, and that any discussion on the evaluation should be reserved for closed session.”
- Each Trustee will carefully review the form in advance of the February meeting, and be prepared with any commentary on Nikki’s first three months of performance, along with any ideas for goals and objectives for the 6-month preliminary performance evaluation at the May meeting.
- The February meeting will include a closed session at the beginning of the agenda, which will begin with just the Trustees present for an initial discussion about the process. We will then invite Nikki to join us for the evaluation discussion, and decisions on the next set of goals and objectives.
- As the Chair of the ad hoc HR Committee, I will serve as scribe during this process to capture the discussion for the record, and finalize it in writing within one week of the February Board meeting, for Nikki to use as her guide for her work until the next preliminary evaluation at our May meeting.

Future Committee Work

I would anticipate that the HR Committee will meet with Nikki at some point in late March or early April to get an update on progress during the second 3-month period and provide Nikki with support as needed. We will also be monitoring the work of the HR consultant with an eye to whether we can be of any assistance in the audit of the Director position, any updates to that job description, and the development of a permanent annual evaluation form that would be prepared for use by Nikki’s one-year anniversary of employment in November 2020. If the Director or other Trustees have suggestions for additional tasks this committee should take on, please bring them up for discussion.

**ALTADENA LIBRARY DISTRICT
DISTRICT DIRECTOR PERFORMANCE EVALUATION
INTRODUCTORY PERIOD – 3 AND 6 MONTH PLAN**

| | | | |
|------------------------|-------------------|--|---|
| Director's Name | Start Date | <input type="checkbox"/> 3 Month <input type="checkbox"/> 6 Month | Review Date Due: Given: |
|------------------------|-------------------|--|---|

District Director's 3 and 6 Month Plan

| 3 Month Goals | District Director Commentary | Board of Trustees Commentary |
|----------------------|------------------------------|------------------------------|
| #1 | | |
| #2 | | |
| #3 | | |
| #4 | | |
| #5 | | |

District Director's Additional Comments:

Board of Trustees' Additional Comments:

| 6 Month Goals | | |
|--|---|------------------------------|
| 6 Month Goals | District Director Commentary | Board of Trustees Commentary |
| #1 | | |
| #2 | | |
| #3 | | |
| #4 | | |
| #5 | | |
| District Director's Additional Comments: | | |
| Board of Trustees' Additional Comments: | | |
| GOALS AND OBJECTIVES FOR THE FOLLOWING 6 MONTHS | | |
| Goal | Performance Competency: (Leadership, Budget, etc.) | Plan of Action |
| #1 | | |
| #2 | | |
| #3 | | |
| #4 | | |
| #5 | | |
| Additional Commentary: | | |

| SIGNATURES |
|---|
| District Director's Signature and Date: |
| Board of Trustee's Signature and Date: |
| Board of Trustee's Signature and Date: |
| Board of Trustee's Signature and Date: |
| Board of Trustee's Signature and Date: |
| Board of Trustee's Signature and Date: |

Board Comments and Rating

Board Member comments and rating

Member Name _____

Comments:

Overall Performance: (please check one) ____ Exceeds Expectations ____ Meets Expectations ____ Needs Improvement

Signature _____ Date _____

Board Member comments and rating

Member Name _____

Comments:

Overall Performance: (please check one) ____ Exceeds Expectations ____ Meets Expectations ____ Needs Improvement

Signature _____ Date _____

Board Member comments and rating

Member Name _____

Comments:

Overall Performance: (please check one) ___ Exceeds Expectations ___ Meets Expectations ___ Needs Improvement

Signature _____ Date _____

Board Member comments and rating

Member Name _____

Comments:

Overall Performance: (please check one) ___ Exceeds Expectations ___ Meets Expectations ___ Needs Improvement

Signature _____ Date _____

Board Member comments and rating

Member Name _____

Comments:

Overall Performance: (please check one) ____ Exceeds Expectations ____ Meets Expectations ____ Needs Improvement

Signature _____ Date _____

Acknowledged--District Director's Signature and Date:



**BOARD OF LIBRARY TRUSTEES
APPROVAL OF THE FINAL STRATEGIC PLAN 2020-2023**

DEPARTMENT: Administration

MEETING DATE: January 27, 2019

PREPARED BY: Nikki Winslow

LOCATION: Community Room

TITLE: Review and Approval of the Final Strategic Plan 2020-2023

BACKGROUND:

The ALD Board of Trustees identified the development of a new Strategic Plan as a priority in 2019. They put together an Ad Hoc Committee, led by Katie Clark, to oversee this process. Through a Request for Proposal, Margaret Sullivan Studios was hired as the consultant to facilitate this process. Several meetings with the staff and the community were held to gather feedback and guide the plan to inform the final strategic planning documents being presented tonight.

This work yielded the following documents for the Board's review and approval:

- Executive Summary
- Strategic Road Map Document
- Data Report

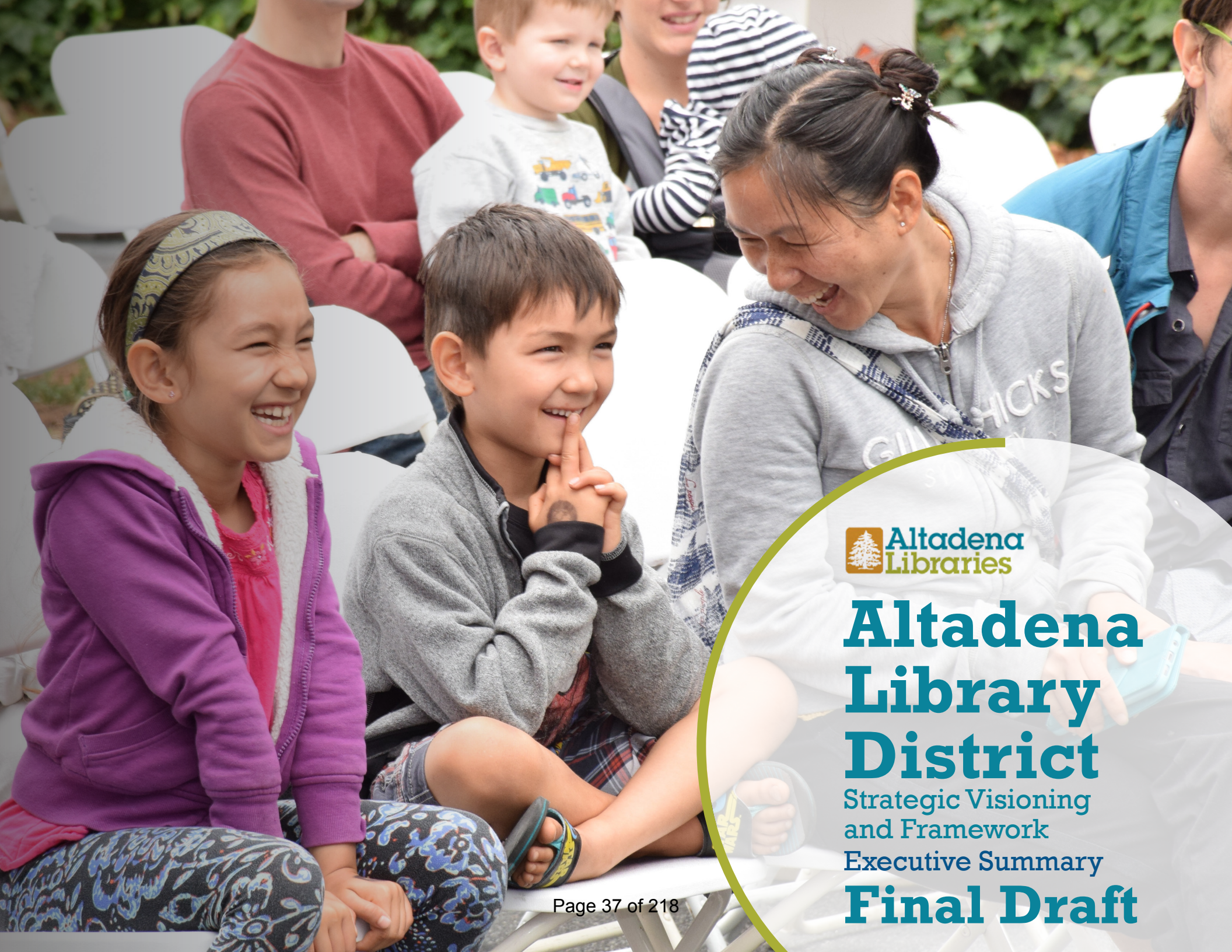
We feel confident that ALD will use these resources to guide our future goals and objectives in an inclusive, innovative and empathetic manner.

FISCAL IMPACT

None.

RECOMMENDATION

Staff recommends that the Board review and approve the Final Strategic Plan 2020-2023.



Altadena Library District

Strategic Visioning
and Framework

Executive Summary

Final Draft

Board of Trustees

Terry Andrues
Jason Capell
Katie Clark
Betsy Kahn
Gwendolyn McMullins

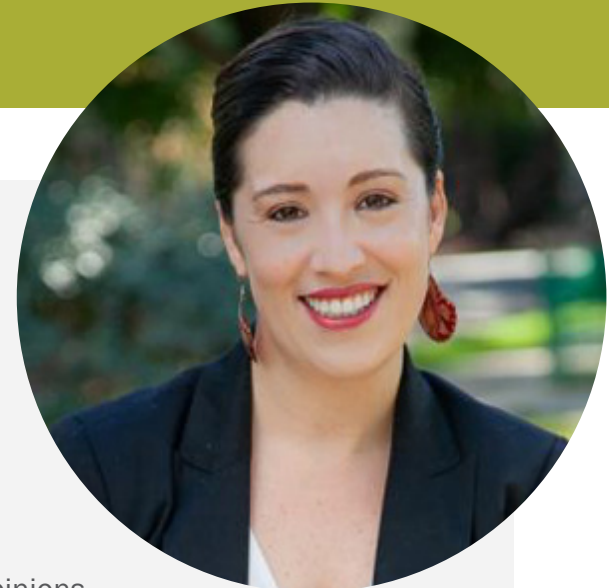


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| 02 | Letter from the Director |
| 03 | Introduction |
| 04 | The Strategic Process |
| 05 | Mission, Vision, Values |
| 06 | Strategic Priorities |
| 07 | Moving Forward |
| 08 | Thank You |

Letter from the Board



The Altadena Library District is remarkable in so many ways - as the oldest special library district in the state of California, we're used to being on the frontiers. And since the 1920s, Altadena has had a unique and important place for our library - nearly a century later, that could not be more true or more relevant. As we approach 2020, Altadena today is vastly different than the Altadena of a hundred years ago, yet profoundly similar - we are still a vibrant, diverse, interesting community with strong opinions, deeply-held beliefs, and a shared love for our mountain town. As Trustees of a special district, we have a special responsibility and a special relationship to uphold, which means ensuring that our Library District is focused on serving our entire community, and meeting the needs that we have in a real and sustainable way. It means finding and securing a strong financial footing for the future, addressing our facilities and services so that they are truly accessible and welcoming to everyone, and measuring our performance in a real, transparent, and public way. This strategic framework is the first step in a much larger conversation with the entire community, and I look forward to meeting with more of my neighbors to hear from you in the coming year. My fellow Board members and I are deeply honored to be entrusted with the care of our much-loved Altadena public libraries. We are proud of the improvements we have seen in the last year, and profoundly optimistic about our path forward. Thank you for allowing us to watch over this remarkable public agency on your behalf.

Katie Clark,
ALD Board of Trustees

Letter from the Director



As the newly appointed District Director, I am excited to lead the Altadena District Library into a new era of community-driven services. As we launch this strategic plan, you will see us practicing our values - empathy, innovation, and equity - and you will see our strategic priorities executed with intention, joy, and a renewed commitment to all of our neighbors. This strategic plan is bold, inclusive, and optimistic. It positions ALD as a central anchor and leader of the community's aspirations. We will work differently in the years ahead – learning with the community, planning with the community, and co-creating services with the community to break down barriers and provide opportunities for all to enjoy what our unique town has to offer. We are curious. We are connecting. We are neighbors. I am thrilled to lead the years ahead, as we activate and honor this promise to you.

**Nikki Winslow,
ALD Director**

Introduction



In late 2019, the Altadena Library District (ALD) undertook a comprehensive strategic planning process facilitated by Margaret Sullivan Studio (MSS). Over the course of four months, MSS conducted a highly participatory process that included the contributions of the Board of Trustees, the community-based Strategic Planning Committee, all members of the Altadena Library District Staff, representatives from the Friends of the Altadena Library, and the Altadena Library Foundation. The plan incorporates specific community input from a diverse cross-section of Community members, Town Council members, and Altadena Library District patrons. This input was gathered through a series of community engagement sessions, focus groups, one-on-one conversations, and a community survey.

The goal of this process was to develop a flexible strategic framework for the future of the Altadena Library District. ALD will continue to be a central organizing hub that serves a diverse set of patrons, provides a wide range of services, and overlaps with many other community assets, institutions, and groups in Altadena.

This document encapsulates the results of the strategic process. It sets out a strategic framework for the Altadena Library District's future that prioritizes the community's needs and aspirations while honoring the unique characteristics that make Altadena a special community. The next-generation Altadena Library District will be a powerful contributor to the civic, cultural, economic, and educational health and well-being of all Altadena's residents. Our library district can and should be a national example of how a public library creates a stronger community.



ALD staff serves Altadena with great enthusiasm.

The Strategic Process

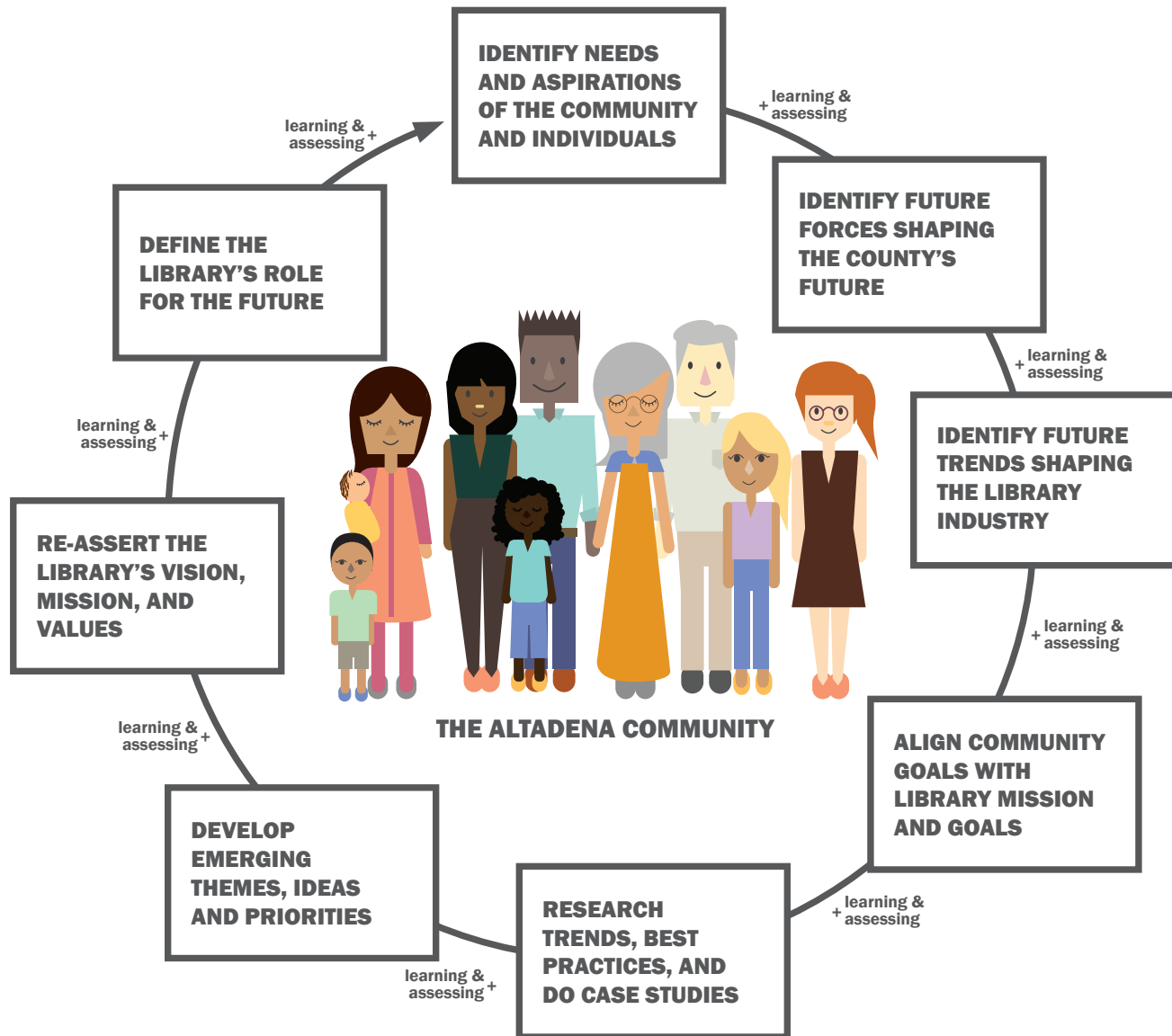


Our work always begins and ends with the community. In years past, libraries have been more passive resources, providing information in a world that lacked other options. Our world today - and the world we will face in the coming years - is changing rapidly, and so are the needs of our community. Our core mission has always been to connect people and ideas, and while the methods by which we do that may change, the mission will not. We undertook this work in the belief that the key to successful strategies is listening to, and learning from, our neighbors.



Town council member focus group.

THE STRATEGIC PROCESS



With every new initiative, new program, new idea, and new venture (as well as our old ones!) we will ask ourselves: does this help build an Altadena where all of us can learn, grow, and thrive together? We are a special district, in a unique community, and we are eager to continue learning from and listening to our neighbors in this next chapter of our public library.

Our Mission

We bring people and ideas together.



Partnerships fuel educational experiences for our community.



Expanding astronomy at the library.

Our Vision

An Altadena where all are learning, growing, and thriving together.



Fostering discovery with
DIY slime at the library.



A Second Saturday concert
at the Main Library.

Our Values



Equity

Innovation

Empathy



Strategic Priorities

We are... curious.

We are... connectors.

We are... neighbors.

We are... curious.

We are teachers, learners, and seekers. We are interested in you, your life, your needs, and how we can help. We want to learn from and with our community, and we want to constantly develop, improve, and build our skills to serve you better. We value curiosity and are open to new ideas.



Some of our neighbors learning Final Cut Pro.

We are... connectors.

We lead constructive collaborations and partnerships, break down barriers, connect groups of neighbors, and centralize communication to improve the quality of life for all of us.



A conversation about shared values during a community town hall at the Main Library.

We are... neighbors.

We are more than eight square miles. We are neighbors helping neighbors, whether it's on the next block or in the next city. We embody the best of our unique town and our diverse community.



All smiles at the Altadena Library District.

Moving Forward



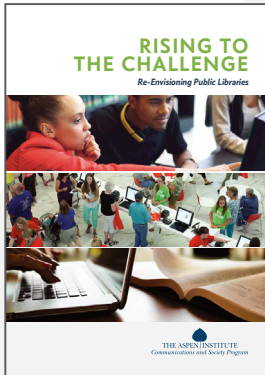
In the coming years, you will see ALD provide services that are...

- Enhancing local communication and access to information, in ways that ensure better access for all residents.
- Meaningfully engaging a wider swath of Altadena in events, programming, collection growth, and services.
- Finding ways to contribute intentionally on serious problems facing our community, including homelessness, mental health, affordable housing, income gaps, and a shrinking middle class.
- Improved transparency and accountability at all levels.
- Acting as a reliable and good-faith partner with local institutions, organizations, and community groups.
- Continuing to advance our available technology.
- Promoting local industries and enterprises.
- Promoting the library and library services in new and different methods.
- Seeking equity in provision of services across neighborhoods, populations, and areas of Altadena.
- Continuing to build the relevance of our work into the future and communicating it effectively to all of Altadena.
- Approaching all patrons, experiences, opportunities, and situations with compassion.
- Constructing and nurturing viable community feedback loops, to consistently improve the provision of library services.

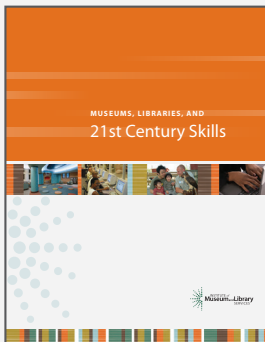
Additional Reading



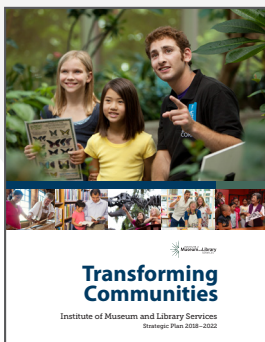
In imagining a renewed and re-engaged Altadena Library District, these were a few of the key resources which guided our thinking. Please see the Strategic Visioning and Framework for additional detail.



1. Rising to the Challenge: Re-Envisioning Public Libraries, a report of the Aspen Institute



2. Museums, Libraries, and 21st Century Skills, produced by the Institute of Museum and Library Services



3. Transforming Communities, a Strategic Plan produced by the Institute of Museum and Library Services

4. Library as Movement, article by David Lankes

Thank You



We are profoundly grateful to all of our neighbors, friends, peers, and colleagues who gave so generously of their time, insight, and experience throughout this process. Over three months, we had the opportunity to hear from more than 300 of our neighbors about what they wanted in a public library, and in a community. We appreciated the chance to take this first step together, and are looking forward to engaging a much wider range of our diverse, interesting, vibrant Altadena in the months to come. We don't see our work as finished, but only as grounded in a set of principles and a vision that will guide us forward and allow us to incorporate an ever-increasing set of voices into our plans for the future.



Patrons participating in the "Poetry and Cookies" event.



Creating Altadena's Community Asset Map during Strategic Planning Workshop.



So to all of you who have been part of this process, to all who are joining this conversation now, and to all who will help us grow and evolve in the future: thank you! We can't wait to hear your thoughts as we move forward. What we have come to understand over the course of this process is that developing a strategic framework is not a final, static, finished product, but rather a flexible architecture that will let us imagine and create together, as a community, the public library system that we want.

Community Stakeholders



The Altadena Library District sought community engagement at every turn. Participants from across the community, including members of the Friends of the Altadena Library and the Altadena Library Foundation, as well as our colleagues from the Altadena Town Council, shared their thoughts and vision with us. The opportunity to gather a deeper understanding of the needs, challenges, and aspirations of Altadena residents was invaluable. In addition to focused conversations, staff conducted 30 individual patron interviews, and we received more than 200 responses to our online survey. For a deeper dive into the data, please see the Strategic Visioning and Framework. (Note: all materials for meetings and surveys were available in English and Spanish.)

“Collaboration makes our library and our community stronger.”
- **Bridget B.**

Altadena Library Foundation Board of Directors

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Mark Mariscal
Treasurer

Cushon Bell

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Jason Capell

Cynthia Carmona

Anne Chomyn

Katie Clark

Cindy Cleary

Sharon Collins

Juanita Gutierrez

Monica Hubbard

Veronica Jones

Cherri King

Strategic Planning Committee



The Strategic Planning Committee was composed of long-time library and community advocates, local leaders, and diverse voices from Altadena. They met regularly to think deeply about the process, results, and opportunities available to the Altadena Library District, and assisted the Board in outreach, communication, vision, and structure. The committee, chaired by Trustee Katie Clark, was a tremendous asset throughout this process, and we look forward to their continued involvement, advice, and insight as we move forward.

“As a team, we have laid the groundwork for a bright future for ALD and our community.”

- Cindy C.

Leadership Working Group



The Leadership Working Group is comprised of ALD’s Leadership Team and provided valuable insight into the process, and synthesized the interviews, research, and observations to inform strategy, goals, and objectives. They learned the techniques of community-centered design, and built on existing institutional skill-sets of community conversations. In the future, these leaders will work closely with the District Director to create the implementation plan for each year. These leaders are visionary, innovative, and committed to Altadena. They are emboldened and empowered to lead the community!

“Our strategic plan will guide and empower us to respond to our community’s needs!”

- Nicole F.

Nikki Winslow
District Director

Jonathan Arevalo
Facilities Manager

Chloé Cavelier d’Esclavelles
Marketing & Community Engagement Manager

Carlene Chiu
Library Manager
Technical Services

Cindy Cleary
Interim District Director

Nicole Fabry
Business Manager

Christopher Kellermeyer
IT Manager

Jesse Lopez
Library Manager
Adult Services

Estella Terrazas
Public Services Director

Amanda Toledo
Acting Library Manager
Children’s & Family Services

Diana Wong
Library Manager, Bob Lucas
& Literary Services

Leadership Working Group members working on a community needs and aspirations worksheet.

Our Staff



ALD Staff functioned as an energized, collaborative team ready to work differently, to listen and learn from the community, and create scenarios for intentional elevated patron experiences. With a unified purpose, shared language around values, mission and vision, this team will improve opportunity, and instill joy and vibrancy into the lives of all who engage with the Altadena Library District.

“Deeper engagement with our community will enrich ALD’s resources and services for years to come.”

- Melissa

Hector Acosta
Library Clerk

Antonia Aguilar
Library Associate

Melissa Aldama
Library Clerk

Selena Alegria
Library Clerk

Jonathan Arevalo
Building Projects Manager

Mikayla Arevalo
Library Clerk

Gerardo Avila
Custodian

Isabelle Briggs
Librarian
Teen Services

Helen Cate
Library Associate

Chloé Cavellier d’Esclavelles
Marketing & Community Engagement Manager

Kylynn Chaney
Administrative Assistant

Carlene Chiu
Library Manager
Technical Services

Sue Colasurdo
Library Associate

Ben Eisen
Library Page

Vicky Escobar
Library Associate

Nicole Fabry
Business Manager

Anthony Green
Library Monitor

Deborah Gueringer
Library Clerk

Natalie Herrera
Library Clerk

Michelle Hoskins
Library Associate

Christopher Kellermeyer
IT Manager

Aaron Kimbrell
Library Clerk

Yuni LaFontaine
Volunteer Coordinator

Jesse Lopez
Library Manager
Adult Services

Ricardo Loza
Gardener

Quarece Martinez
Library Page

Helen Milner
Library Associate

Modesta Nava
Library Clerk

Lori Newfang
Library Clerk

Mark Parsons
Library Associate

Estella Terrazas
Public Services Director

Cynthia Teyolia
Library Associate

Amanda Toledo
Library Associate

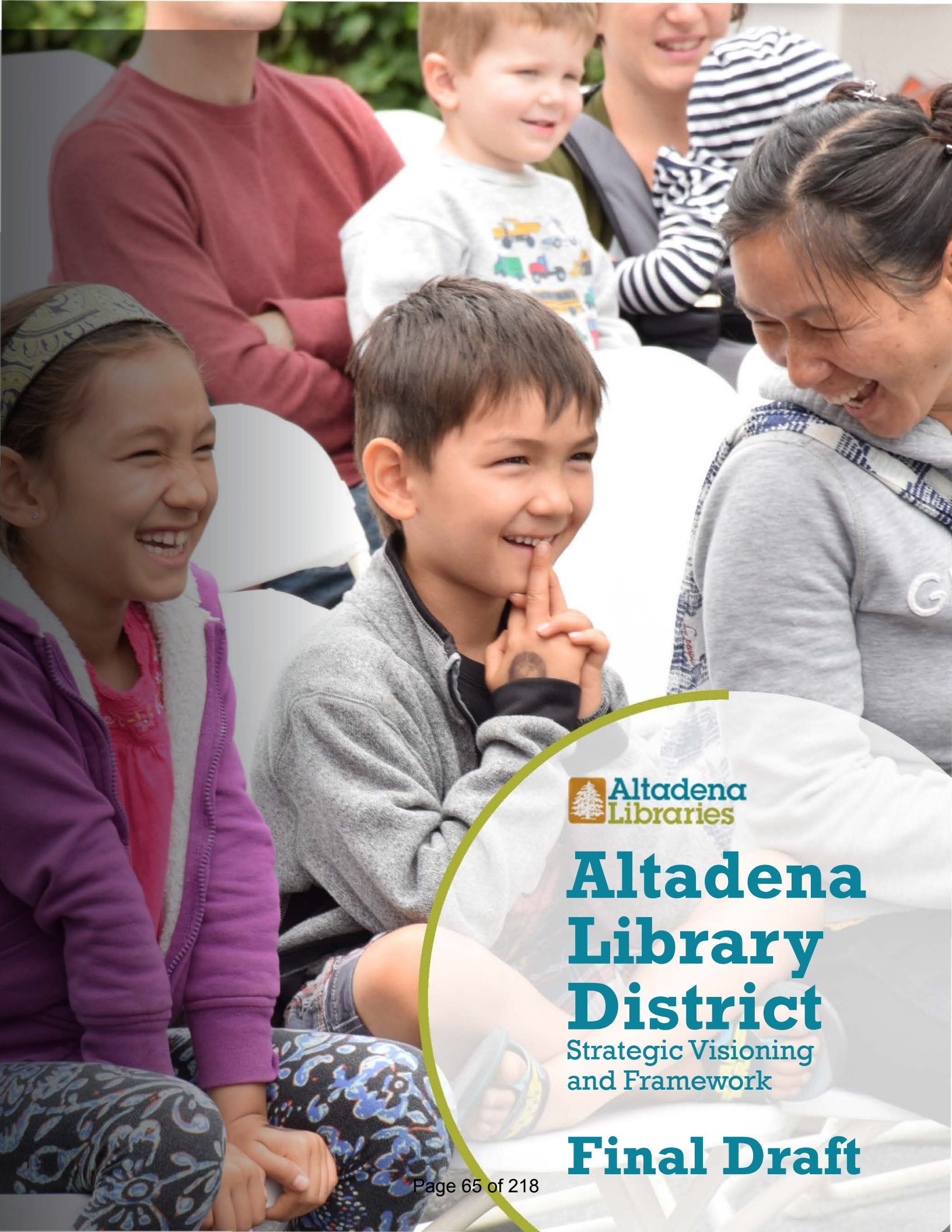
Nikki Winslow
District Director

Diana Wong
Library Manager
Branch & Literacy Services

Alice Wynne
Library Clerk



Altadena Library District
600 E Mariposa Street
Altadena, CA 91001



Altadena Library District

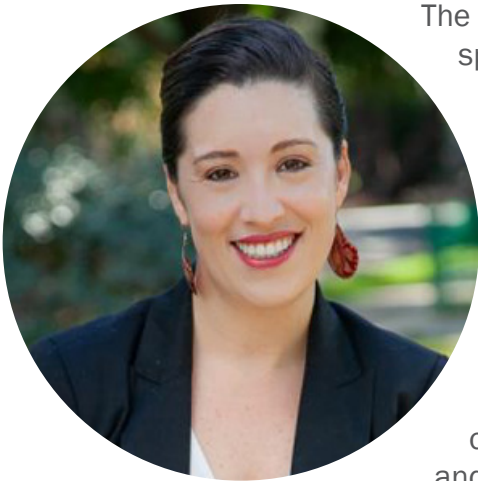
Strategic Visioning
and Framework

Final Draft

Altadena Library District Board of Trustees

Terry Andruess
Jason Capell
Katie Clark
Betsy Kahn
Gwendolyn McMullins





The Altadena Library District is remarkable in so many ways - as the oldest special library district in the state of California, we're used to being on the frontiers. And since the 1920s, Altadena has had a unique and important place for our library - nearly a century later, that could not be more true or more relevant. As we approach 2020, Altadena today is vastly different than the Altadena of a hundred years ago, yet profoundly similar - we are still a vibrant, diverse, interesting community with strong opinions, deeply-held beliefs, and a shared love for our mountain town. As Trustees of a special district, we have a special responsibility and a special relationship to uphold, which means ensuring that our Library District is focused on serving our entire community, and meeting the needs that we have in a real and sustainable way. It means finding and securing a strong financial footing for the future, addressing our facilities and services so that they are truly accessible and welcoming to everyone, and measuring our performance in a real, transparent, and public way. This strategic framework is the first step in a much larger conversation with the entire community, and I look forward to meeting with more of my neighbors to hear from you in the coming year. My fellow Board members and I are deeply honored to be entrusted with the care of our much-loved Altadena public libraries. We are proud of the improvements we have seen in the last year, and profoundly optimistic about our path forward. Thank you for allowing us to watch over this remarkable public agency on your behalf.



Katie Clark,
ALD Board of Trustees

As the newly appointed District Director, I am excited to lead the Altadena Library District into a new era of community-driven services. As we launch this strategic plan, you will see us practicing our values - empathy, innovation, and equity - and you will see our strategic priorities executed with intention, joy, and a renewed commitment to all of our neighbors. This strategic plan is bold, inclusive, and optimistic. It positions ALD as a central anchor and leader of the community's aspirations. We will work differently in the years ahead - learning with the community, planning with the community, and co-creating services with the community to break down barriers and provide opportunities for all to enjoy what our unique town has to offer. We are curious. We are connecting. We are neighbors. I am thrilled to lead the years ahead, as we activate and honor this promise to you.




Nikki Winslow,
ALD Director





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"The 21st century library nurtures the social, economic, and educational well-being of communities and individuals."

Introduction

In late 2019, the Altadena Library District undertook a comprehensive strategic planning process, facilitated by Margaret Sullivan Studio (MSS). Over the course of four months, MSS conducted a highly participatory process that included the contributions of the Board of Trustees, the community-based Strategic Planning Committee, all members of the Altadena Library District staff, representatives from the Friends of the Altadena Library, and the Altadena Library District Foundation. The plan, as documented in this report, also incorporates specific community input from a diverse cross-section of community members, Town Council members, and Altadena Library District patrons. This input was gathered through a series of community engagement sessions, focus groups, one-on-one conversations, and a community survey.

The goal of this process was to develop a flexible strategic framework for the future of the Altadena Library District. As our community changes and shifts in the coming years, our Library District will be a central pillar, and can be a catalyst for a town that truly thrives.

This document encapsulates the results of the strategic process. It sets out a strategic framework for the Altadena Library District's future that prioritizes the community's needs and aspirations, while honoring those unique characteristics that define Altadena as a special community. The next-generation Altadena Library District will be a powerful contributor to the civic, cultural, economic, and educational health and well-being of all Altadena's residents. Our library district can and should be a national example of how a public library creates a stronger community.

02 Philosophy & Process

Philosophy & Process

The Changing Role of Libraries

New technologies, modes of communication, competitors, and models of service combined with ever-expanding patron expectations, interests, and needs, are requiring all institutions to adapt and innovate – and libraries are no exception.

In the past, libraries relied on passive models: patrons would come into the library, request materials or collection items, and take them away. It was a transaction model grounded in a physical collection that grew over time. Today, the library of the 21st century exists in an entirely different context, and while the historical legacy of libraries will always be a core component of our work, it is no longer sufficient as our *only* work.

Libraries in the 21st century must be active: not just in our efforts to engage patrons, but in our programs, our services, and our thinking. Libraries are one of the few remaining public spaces for learning, connection to ideas, and to serve an essential role in a democratic, free society where access is available to all. The primary mode of library service has shifted away from transactions to the creation of intentionally designed human-centered experiences.

The Altadena Library District has recognized this moment as an ideal opportunity to strengthen community relationships and to adapt and adopt new techniques of service. This is an opportunity to more effectively, and more intentionally, provide relevant, transformational services for all.

The Altadena Library District's role and fundamental mission has not changed, but the ways in which the library executes that mission can either lag behind and react to a changing world, or the library can take a proactive role in transforming our community. We choose the latter.



Town council member focus group.

Community-Centered Planning

The active community participation in this plan development has affirmed that the Altadena Library District is an essential community institution, playing a key role in the areas of learning and literacy, family-centric services, and community gathering.

This process has also enabled the library to engage in conversations with the community to build deeper, richer, and more meaningful relationships.

This planning process was undertaken with a community-centered approach, and it is an approach that ALD will continue to prioritize in the implementation of our strategic framework. It is clear from this, and other recent experiences, that while our efforts to reach out to and engage the community have been a good start, there is a great deal of work left to do. Being responsive to a community's needs means hearing from - and representing - the entire community, not only the self-selected portions who already engage with the library.

Our work will require a continuous, evolving awareness of what our patrons expect us to provide. We will work with all of Altadena to understand how to strengthen core services and how best to provide resources to empower and transform all the lives in Altadena.



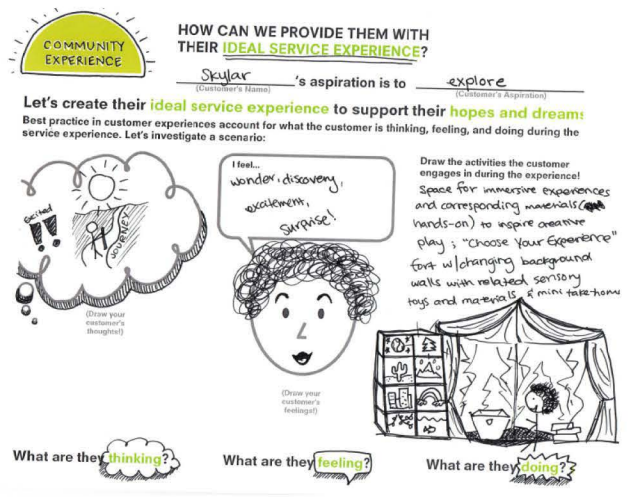
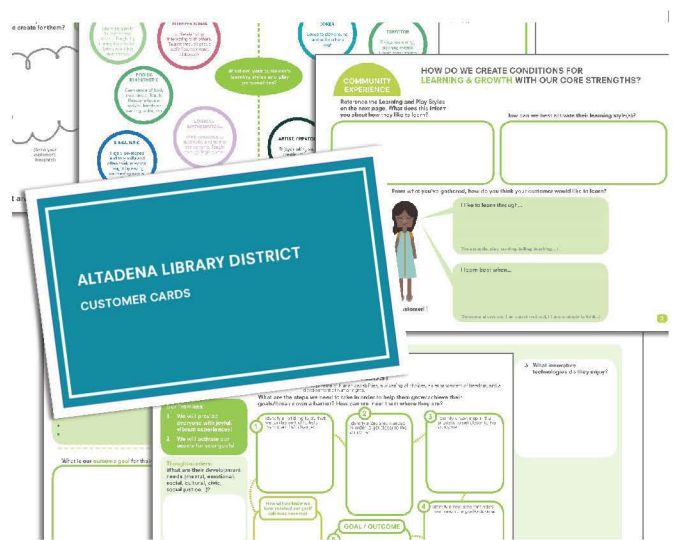
Staff workshop activity to discover community needs that ALD can develop into core services for the community.

Time of Transition for ALD

ALD is in a position of strength to lead the town’s community development agenda with new leadership, an energetic and talented staff, an active board, a Foundation eager to engage in robust fundraising, and a supportive and stalwart Friends group. In the past year, a committed staff, volunteers, and community leaders have been building the infrastructure and support to position our public libraries as a dynamic force. All of us will unite with a shared vision, mission, and set of values - set out in this strategic plan - that clearly define what we plan to do, why, and in service of what ends.

As a special District, ALD is uniquely positioned to operate with agility, speed, and independence. This gives us the opportunity to proactively set a course for the future and execute it more rapidly than many other peer institutions.

We are also anticipating a redistricting effort that will take place after the 2020 census, shifting the representation of the Board from at-large elections to by-district elections. In an effort to make our democratic process more inclusive, more representative, and more accessible, this shift falls in line with our many transitions writ large.



Journey through the Framework worksheets that Staff engaged in to design ideal customer experiences for the Altadena community.

03 Strategic Planning Process

Strategic Planning Process

Over the course of four months, ALD, in conjunction with MSS, conducted a highly participatory process that included the contributions of the Board of Trustees, the community-based Strategic Planning Committee, all members of the Altadena Library District Staff, representatives from the Friends of the Altadena Library, and the Altadena Library District Foundation. The following outlines the process.

Phase I

The purpose of ALD's Strategic Planning Phase I process was to gather information, analyze this information for context, and to introduce participants to the community-centered planning process.



Staff researching case studies for community-centered activities.

Pre-Work

In July 2019, the following preparation work occurred:

- A. The Strategic Planning Committee (SPC) and the Board of Trustees articulated goals and objectives of the Strategic Planning process and how ALD will continue its relevance into the future.
- B. A Leadership Working Group was identified to assist in developing strategic priorities and to learn service design thinking methodologies to better understand and respond to patron and community needs.
- C. The Board of Library Trustees provided their input to the process. The Consultant Team had conversations with individual board members to gain insight into ALD's history and the Board's vision for the library's future.
- D. The SPC, Board of Trustees, and Leadership Working Group were provided materials to read in preparation of the Strategic Planning work which included:

1. Rising to the Challenge: Re-Envisioning Public Libraries, a report of the Aspen Institute
2. Museums, Libraries, and 21st Century Skills, produced by the Institute of Museum and Library Services
3. Transforming Communities, a Strategic Plan produced by the Institute of Museum and Library Services
4. Library as Movement, article by David Lankes

stronger Altadena. Participants were introduced to how libraries and public institutions across the country are addressing complex community conditions. Community members worked collectively to identify challenges, needs, and opportunities.

Using the Healthy Community framework, participants engaged in discussion around Civic Health, Cultural Health, Educational Health, Economic Health, and Personal Health.

AUGUST 2019 - PHASE ONE

In August 2019, the consultant team met with all of the staff to kick-off the Strategic Planning Process. Workshop #1 engaged the staff in two days of workshops and presentations; the purpose was to introduce the staff to service design methodologies, and to illuminate barriers, difficulties, and challenges library patrons face.

Phase One concluded with a Strategic Planning Committee Meeting. Building on the work to date, SPC members contributed to an understanding of community conditions to evolve the strategic themes. The complete Phase I Point In Time Deliverable can be found [here](#).

The consultant team also facilitated a Town Hall Meeting for all community members, leaders, and staff members. The goal of the meeting was to involve and update the community in the Strategic Planning process and to facilitate dialogue to that was framed around how the library can create a role in contributing to a



Town Hall meeting during Phase One.

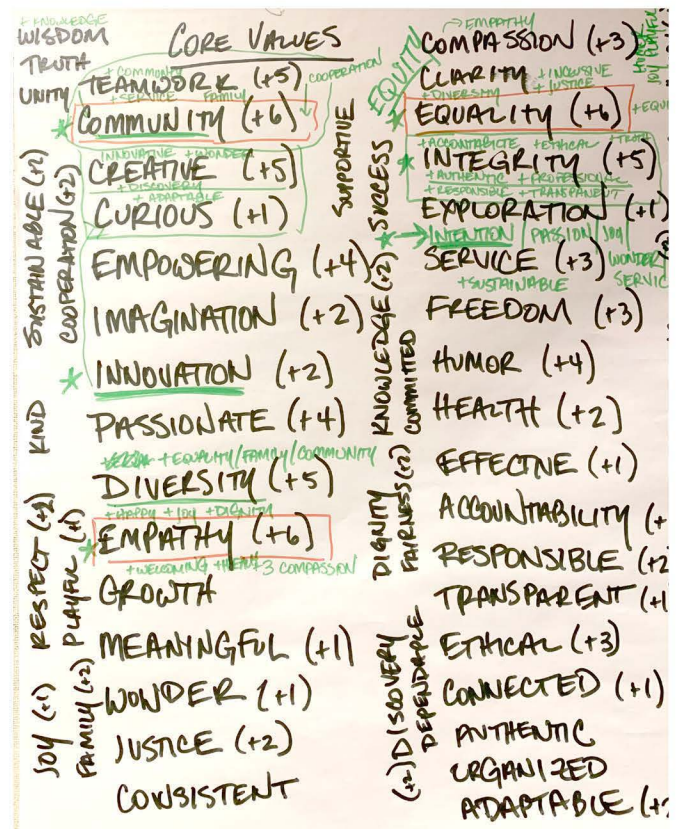
SEPTEMBER 2019 - PHASE TWO

The consultant team met with all members of the staff, with members of the Town Council, with leadership and members of the Friends and Foundation support groups, with the Facilities Committee, and with the Strategic Planning Committee. The purpose was to work with all stakeholders to identify emerging strategic themes and opportunities for the library district as a whole.

A two-day workshop with staff was held to engage the group in a series of activities to synthesize their learnings from patron interviews and observations, to identify gaps in their synthesis (to inform the next phase of work), to envision future scenarios of activities, programs, and resources to improve the community and their patron’s lives, and to align the work with emerging strategic themes.

Staff also developed a set of Core Values which was combined with those previously identified by the Strategic Planning Committee. They created the outlines and first phase of a Community Asset Map, and came to the workshop with information they had gathered through directed storytelling (in-depth patron interviews) and

ethnographic observations with current patrons. The Staff participated in a series of activities to better understand and analyze “patron journeys” in order to improve future patron experiences. These activities helped Staff identify patron needs, motivations, and challenges and identify opportunities for the library’s role in the future in meeting patron needs.



Core Values developed by the Staff.

A meeting with the Facilities Committee was focused on how the library’s facilities update (currently in its planning phases) can best align with the strategic planning work. It brought up the ways in which physical spaces will need to play a role in activating the strategic work; how future leadership can think about the “town” as the library’s domain, and the “brand experience” of the library. It reiterated the need for funding strategies for facilities in the future to be innovative, to serve Altadena’s needs and to support equity.

The Strategic Planning Committee engaged discussions around the future of the Altadena Library and its role as an essential contributor to community. The work to date provided a broader context to Committee member’s understanding of the library’s role in improving quality of life for Altadena’s residents. The complete Phase II Point In Time Deliverable can be found [here](#).



Staff workshop activity to discover patron needs from customer interviews.

OCTOBER & NOVEMBER 2019 - PHASE THREE

During Phase Three, the consultant team worked with the Board of Trustees, the Strategic Planning Committee, the staff Leadership Team, and the new Director to synthesize, define, and articulate a strategic vision. Consultants and staff also facilitated a public community conversation at the Bob Lucas Branch. In that conversation, neighbors in attendance provided feedback on the work completed to date, and spoke to their concerns, priorities, and goals in the work that will take place after the planning process is complete. The major goal of Phase Three was to refine all the data, conversations, and observations from Phases One and Two into usable, strategic documents that can guide the implementation planning process.



Staff workshop activity to discover patron needs from customer interviews.



04 Discoveries

Discoveries

As part of this process, community feedback was garnered from four primary platforms:

1. Patron Interviews
2. Community Town Halls
3. Community Survey
4. Town and Library Leadership Conversations

1. PATRON INTERVIEWS

Staff engaged in intensive one-on-one interviews with core patrons to learn how the library can be a valuable partner for their personal goals. These conversations provided anecdotal evidence that allowed library staff to understand their current service strengths, and how future services can be refined to better serve our community.

(A) Community Cohesion and Enjoyment

- Patrons come to ALD for enjoyment, to participate in programs, to meet friends, to utilize communal space, to simply be in a comfortable environment, to have fun with friends and staff, to watch movies, to enjoy events, and to use and experience our many resources (including toys, drawing, coloring, reading, chess, games, exploring, and playing).

• Patrons are in need of community and support.

(A) Community Cohesion and Enjoyment
Why patrons need ALD

| | |
|--------------------------|-----------------------------------|
| Enjoyment | Communal Space |
| Life Transition Support | Our Resources |
| Community & Support | Programs & Events |
| Fun with Friends & Staff | Building Connection & Friendships |

(B) Education and Information
Why patrons need ALD

| | |
|-----------------------------|--|
| Life Transition Support | Community & Support |
| Programs & Events | Enjoyment |
| After School Support | Developing Passion for Lifelong Learning |
| College Prep & Job Training | Building Connections & Friendships |

(C) Creation and Innovation
Why patrons need ALD

| | |
|--------------------------|-------------------------|
| Accessing Technology | Playing & Growing |
| Learning | Discovering Interests |
| Exploration | Programs & Events |
| Preparing for the Future | Developing Independence |

Summary of patron needs discovered through patron interviews by staff.

(B) Education and Information

- Patrons come to us to work on school projects, study, use the internet, access tutoring, home-school, find answers, read, and assist in early literacy. They are looking for help with homework, for help with job searches, and for help preparing for their individual futures.
- **Needs identified include:** testing boundaries, developing a passion for lifelong learning, providing after school support, helping with homework, developing life skills, preparing for college and job training, assisting with financial literacy, providing resources for health and wellness, family planning and support, building on a career, retirement planning, accessing technology, and enhancing food security.

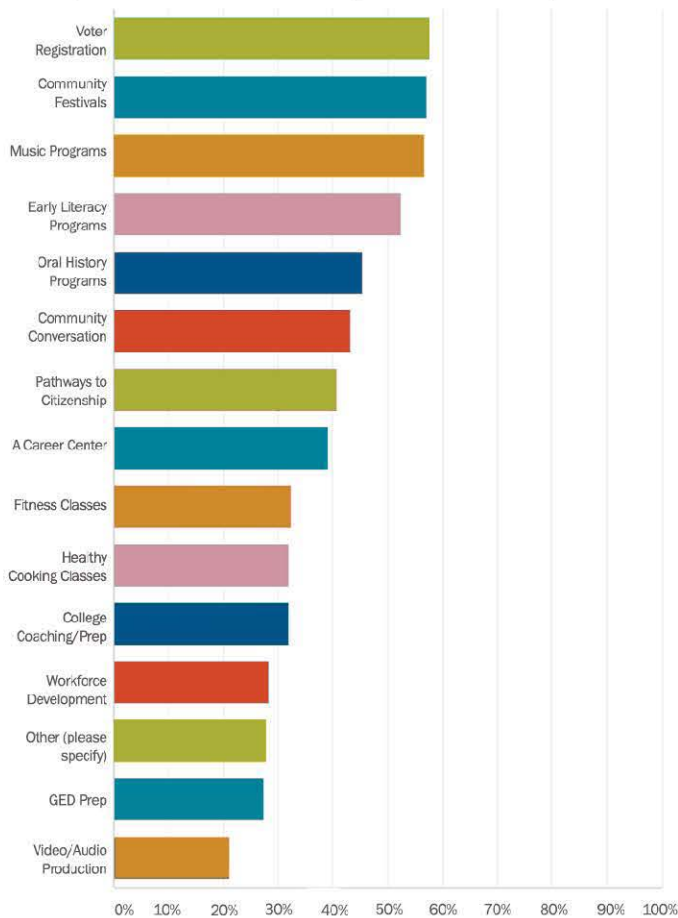
(C) Creation and Innovation

- Patrons come to us for printing, 3D printing, VR, home-school materials, computer access, learning new and interesting things, preparing for their futures, growing, playing, and exploring.
- **Needs identified include:** providing safe places to explore, discovering and exploring interests, developing independence, developing personal identity, developing passions, accessing technology.



Community Town Hall participants sharing their thoughts.

What programs/services can the library develop that contribute to our civic, economic, educational, and personal health, as well as our community's cultural identity?



Results of community survey question: What programs/services can the library develop that contribute to our civic, economic, educational, and personal health, as well as our community's cultural identity?

2. COMMUNITY SURVEY

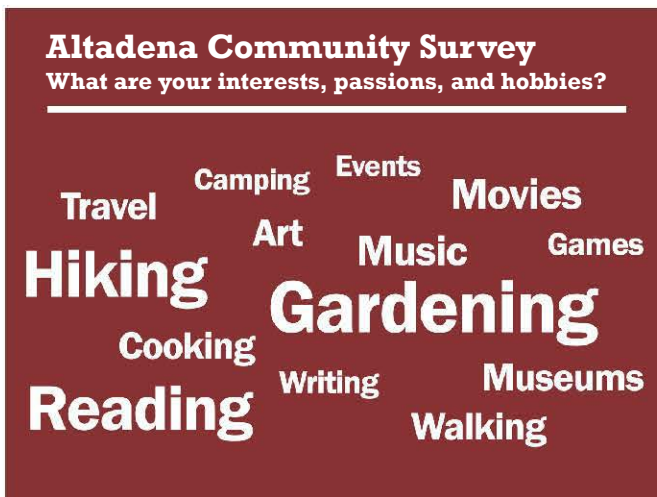
Over 200 residents have taken the community survey to date. The following is a synthesis of the results.

Respondents describe themselves as people who:

- Mostly using the Altadena Library, followed by the Pasadena Central Library.
- Love doing outdoor activities (especially biking and hiking), playing and attending sporting events, making art and visiting art museums, reading, traveling, and many other fun activities.
- Love ALD's great programs, its welcoming and cozy space, its convenience, and its librarians.
- Come to the library for materials, programs, and for renewing passports.
- Find their greatest challenges in the rising cost of living, coming together as a community, and aging/health.
- Enjoy that the library offers voter registration, community festivals, music programs, early literacy programs, oral history programs, and pathways to citizenship.
- Find information about their community through Nextdoor, the Library website, Facebook, and the Pasadena Star-News.
- Get to the library by car, usually solo.
- Would like to learn new skills, strengthen

basic and complex digital skills, learn how to sew, learn new art techniques, improve writing skills and meet with other local writers, and learn to speak new languages.

- the key challenges the community is experiencing that prevent these outcome goals, and
- the potential role the library can play to provide services that will foster the health and well-being of everyone in the community.



Summary of ALD Community interests, passions, and hobbies from the community questionnaire.

3. COMMUNITY TOWN HALLS

The consultant team and ALD also facilitated community conversations framed around the Healthy Communities model of community development. This provided an opportunity for community members to articulate

- shared characteristics of what it means to be a healthy Altadena,

The following identify the characteristics of community health identified in our conversations. It is worth briefly outlining the definitions for our major areas of concentration - respondents then discussed the particular local contours of these areas, identifying key challenges and needs.

Community Cohesion is achieved when a community is invested and participating; when it accepts, understands, and empathizes with diversity; when it celebrates diverse skills and talents; when it is self-reliant; when it discusses its issues and works together to create solutions; when it is created and built by its people (the members are the core); when it is connected; when it supports and welcomes its newcomers; and when it is affordable.



Participants sharing their thoughts.

With regards to education and information, a healthy community understands how government systems work; is informed; has access to materials for knowledge growth and to support lifelong learning; supports its youth and future generations; and values the health and well being of its members (through nature, exercise, nutrition, healthcare, classes, workshops).

When it comes to creation and innovation, a healthy community is improving; supports its local small businesses; creates and shares its stories; and offers access to exciting and diverse innovations that its community needs and desires. Common themes that arose from these conversations are similar to those that many communities are experiencing nationally: lack of access to quality education for all,

scarcity of transportation options as a barrier to opportunities (including access to library services), the need to overcome poverty and inequality, and the stresses that demographic shifts are having on the community’s diversity, equity and inclusion values.

We were able to hear how those challenges are expressed uniquely in Altadena, as well as what residents identified as desirable in addressing them.

Community Cohesion: Local Challenges

- Scarcity of transportation options as a barrier to opportunities (including access to library services);
- Overcoming poverty and inequality;
- Stresses that demographic shifts are having on the community’s diversity, equity and



Community Town Hall participants discussing local challenges.

inclusion values;

- Being unincorporated;
- Lack of coordinated communication about Altadena’s resources;
- Concerns about gentrification and the lack of affordable housing;
- The implications that development will have on the community’s shared values;
- The need for intentional efforts to foster positive social interactions to reflect Altadena’s diversity; and
- Lack of walkability.

Community Cohesion: Altadena Wants & Needs

- Opportunities for civic engagement;
- A place to gather to discuss local events and concerns;
- For its members to understand government;
- Awareness of local events;
- To combat difficult problems (e.g. homelessness); and
- Safer and more walkable/active streets and parks.

Education and Information: Local Challenges

- Lack of access to quality education for all;
- Need for effective information dissemination;
- Connecting to schools;
- Language diversity;
- Lack of healthcare awareness and

information; and

- Lack of healthy food options.

Education and Information: Altadena Wants & Needs

- To engage, empower, and inform its youth;
- A resource for information, services, and voting;
- To help people find jobs;
- Guidance on educational materials;
- To catalyze relationships between public schools and other community institutions;
- Improved and more equitable education; and
- Access to, and information on healthier eating practices

Creation and Innovation: Local Challenges

- No local newspaper;
- Disengaged community members;
- Lack of empathy; and



Community Town Hall participants sharing their thoughts.

- Difficult for small businesses to survive.

Creation and Innovation: Altadena Wants & Needs

- Pop-ups to engage the community;
- A local newspaper to share its stories; and
- To leverage its local resources.

Key Takeaways From the Evidence

It is essential to identify the ways in which the Altadena Library District can play a role in answering some of these challenges. While of course ALD cannot - nor should it! - do all things, it can play a meaningful role in addressing some of our community’s identified problems.

It is also essential to remember that the evidence gathered in this strategic planning document is drawn from a very small, and in no way demographically representative, sample of citizens (relative to Altadena as a whole). While this feedback is very valuable in identifying contours of the larger conversation, it is a starting point for further investigation and conversation to be undertaken as part of our work going forward, not a definitive answer to a question.

This process garnered feedback on how the community currently uses ALD, what it most values about ALD, and how core patrons envision using library services in the future. It is confirmed that Altadena residents use and value the library for the services they have enjoyed throughout their lives, including checking out books and movies, studying, research, and family-centered activities.

The community also expressed appreciation that the library facilities provide spaces for community meeting, quiet spaces for reflection, reading, and escape, and spaces for teens to hang out. We learned about programs that are currently popular: youth service programs, community-centered programs, art exhibits and STEM programs. In fact, during this process, the library conducted



Community Town Hall participants engaging in conversation on community needs.



Community Town Hall participants engaging in a workshop activity to gather information on community needs.

innovative new programs that were extremely well attended.

These included an event that ALD hosted at the Bob Lucas Branch long-time residents with a diverse background of lived experiences shared their “Altadena” stories; ALD hosted a panel discussion celebrating the achievements of talented scientific innovators, all women who are making an impact in the fields of astrophysics, engineering, biology, and chemistry; and the Main Library hosted a family festival to celebrate the Summer Reading program.

We also learned that the community is largely

eager to embrace an expanded role of the library in order for the Altadena to reach its potential. At the same time, it is true that some residents expressed frustration that the role of the library was changing - in the words of one respondent, “Why can’t you just check out books?”

The answer to this is simple: ALD does check out books. As a Library District, we have, until recently, largely embodied the traditional model of library usage throughout the twentieth century, and it is safe to say that we have neither the resources nor the square footage to be a major research library on the scale of, say, the main branch of the LA County Library.

It is also true that continuing to solely pursue our traditional, twentieth-century model of library service would not serve all our constituents. Adding more books to a collection will continue but will not address the many other needs of Altadena residents who do not currently use the library, or who don’t think that the library is a place that is welcoming, relevant, or useful to their lives.

And finally, it is undeniable that the world is changing rapidly. We can either take proactive

steps to decide how to deal with that change, or we can deny its reality. It is our belief that our task as a public library system is to serve all of Altadena to the best of our ability: to connect our neighbors to ideas, experiences, and learning opportunities that will directly and indirectly make their lives better.

Our role as a library district is not to do all things for all people, but rather to be intentional and deliberate about how to best align the services, resources, and experiences we can provide with the needs of our town. In some areas, the library absolutely can and should be a leader - in other areas, we envision ourselves bringing value more as a partner or supporter.

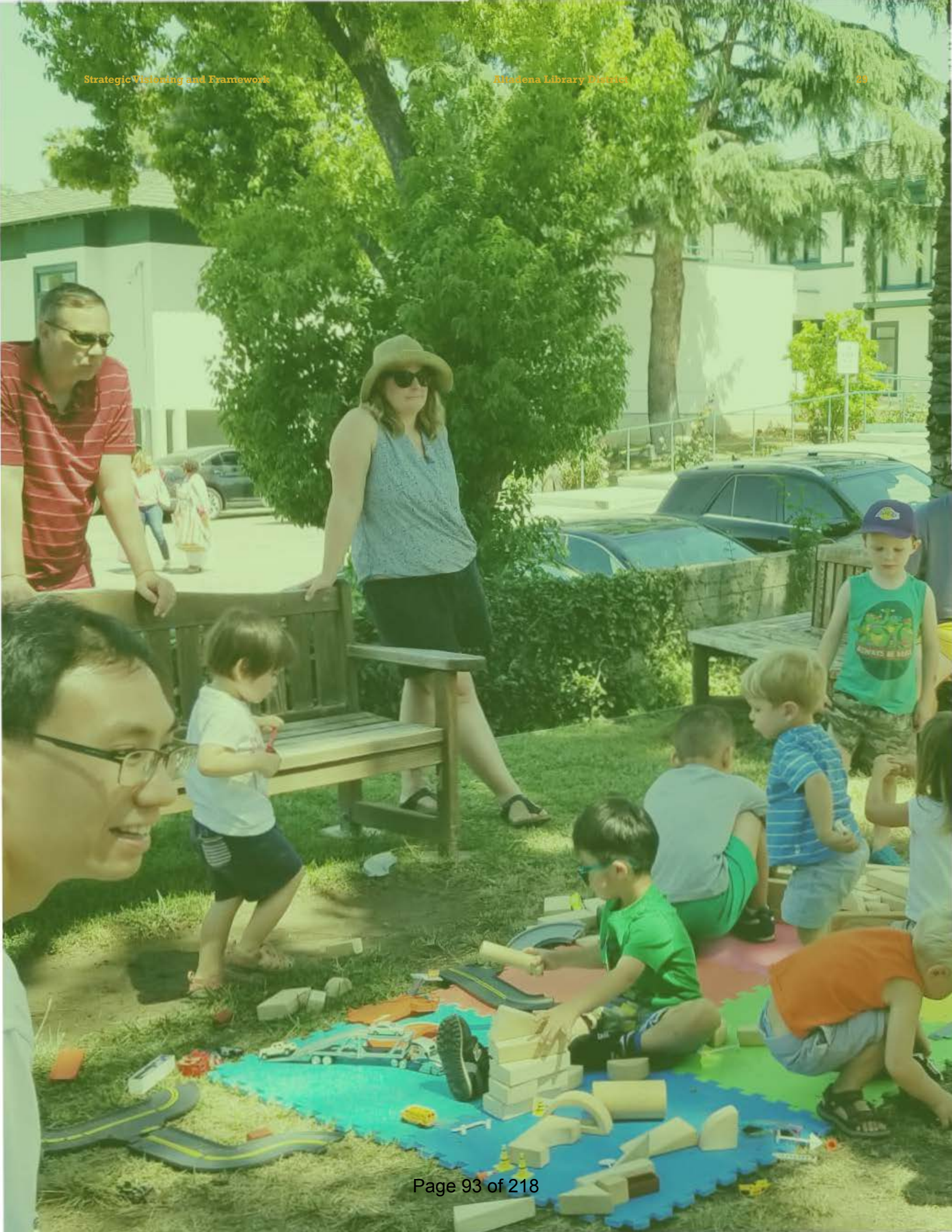
To that end, the Strategic Planning Committee, the Staff, and the Board of Trustees are recasting our mission, our vision, our core values, and our strategic priorities to represent the Altadena Library District as it currently exists in the community, and as we envision it moving into the future in a bold, innovative, and courageous way.



Staff workshop activity to discover patron needs, aspirations, and challenges.



Staff participating in the workshop activity.



05 Mission

We bring people and ideas together.

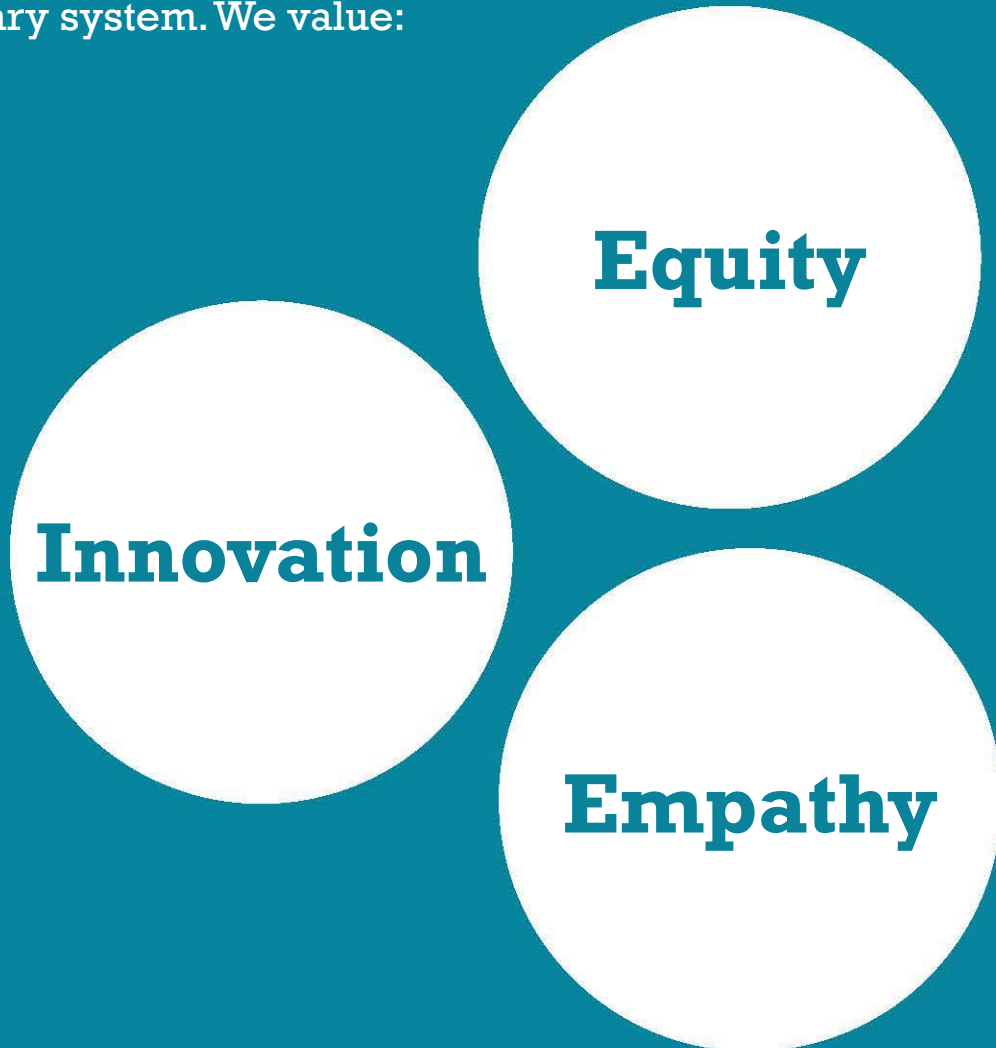
Vision

An Altadena where all are learning, growing, and thriving together.

Values

Our core values are ALD’s enduring, passionate, and distinctive core beliefs that will guide everything we do, define our organizational culture, and serve as the foundation for our strategic objectives.

These values articulated by the community and by the staff are in alignment and serve as the bedrock of our library system. We value:



06 Strategic Priorities

Strategic Priorities

We are... curious.

We are teachers, learners, and seekers. We are interested in you, your life, your needs, and how we can help. We want to learn from and with our community, and we want to constantly develop, improve, and build our skills to serve you better. We value curiosity and are open to new ideas.

We are... connectors.

We lead constructive collaborations and partnerships, break down barriers, connect groups of neighbors, and centralize communication to improve the quality of life for all of us.

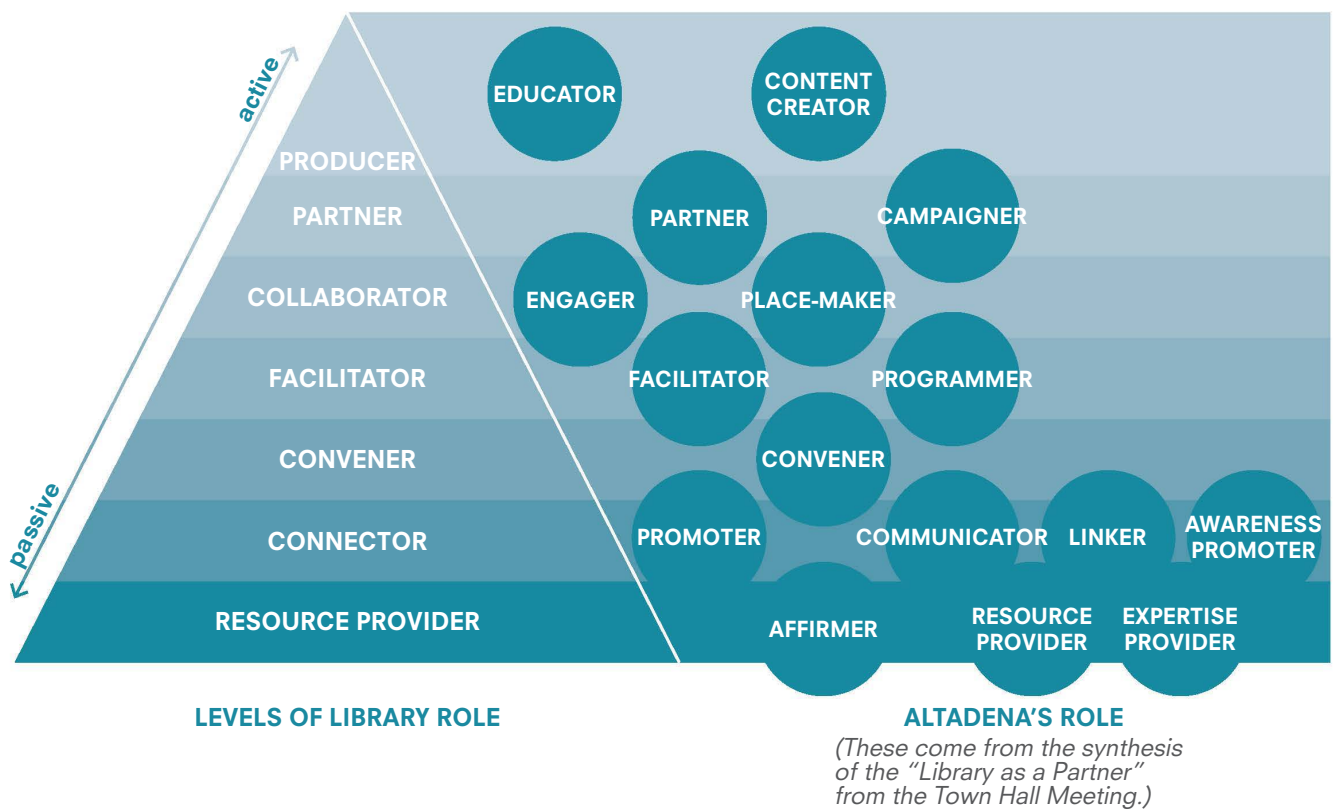
We are... neighbors.

We are more than eight square miles. We are neighbors helping neighbors, whether it's on the next block or in the next city. We embody the best of our unique town and our diverse community.

In the next years you will see ALD providing services that embody our mission, vision, and values in the following ways:

- Enhancing local communication and access to information, in ways that ensure better access for all residents.
- Meaningfully engaging a wider swath of Altadena in events, programming, collection growth, and services.
- Finding ways to contribute intentionally on serious problems facing our community, including homelessness, mental health, affordable housing, income gaps, and a shrinking middle class.
- Improved transparency and accountability at all levels.
- Acting as a reliable and good-faith partner with local institutions, organizations, and community groups.
- Continuing to advance our available technology.
- Promoting local industries and enterprises.
- Promoting the library and library services in new and different methods.
- Seeking equity in provision of services across neighborhoods, populations, and areas of Altadena.
- Continuing to build the relevance of our work into the future and communicating it effectively to all of Altadena.
- Approaching all patrons, experiences, opportunities, and situations with compassion.
- Constructing and nurturing viable community feedback loops, to consistently improve the provision of library services.

The Library's role is shifting from passive to active contributor to our community.



07 Next Steps & Implementation

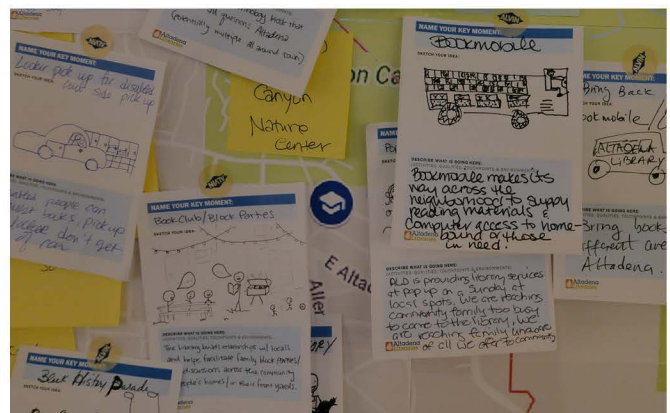
Next Steps & Implementation

The board will adopt this plan by the end of 2019. The Strategic Plan directs the work of the Altadena Library District, including staff and Board, and will also inform and orient the work of our support groups, including the Friends and Foundation. In the next year, the District Director will work with the Board of Trustees to develop a one-year activation plan, a three-year implementation plan, and a five-year business plan. The following outlines a three-phased approach to be accomplished in the first three years. Progress will be assessed regularly, based on collectively defined success indicators.

Year One, Phase One: Listening, Learning, and Following Through

By the end of Phase One, ALD will have accomplished:

- Community asset mapping;
- Strengthened relationships with community members and institutions;
- Strengthened trust;
- Improved cultural empathy & awareness;
- A better alignment between community needs and library services;
- The development of staff skills and talents necessitated by strategic objectives; and
- The institutional adoption and embodiment of our core values in every patron experience and interaction.



Library staff created this Asset Map to illustrate Altadena's resources.

Year Two, Phase Two: Prototyping Services

By the end of Phase Two, ALD will have accomplished:

- The implementation of new services and programs aligned with community-identified wants and needs;
- Implementation and practice of enhanced staff skills and talents;
- Increased competency in evaluating and assessing our impact, our successes, and our areas which require improvement.

Year Three, Phase Three: Fuller Implementation

By the end of Phase Three, ALD will have accomplished:

- A demonstrable creation of public value;
- Confidence and improved core competencies from staff;
- Improved reach and interaction with the community across all demographic and geographic ranges;
- The ability to align our facilities, our services, our assets, our resources, and our staff skills and talents with our strategic objectives.

The Library's Board of Trustees will serve the role of championing the strategic work, will communicate stories of impact, initiative, and relevance to community peers and civic leaders; and will continue to build, nurture, and develop relationships. The Board will support the Altadena Library District's leadership to ensure strategic success. The District Director will create the culture, lead the brand development and grow the business.

Undertaking this work will require ALD to build its capacity as influencers and storytellers. It will require ALD to strengthen its public trust by demonstrating increased value. Ultimately, this work represents the commitment of a Board, staff and community to demonstrating how impactful and important a public library can be in a town like ours.



Community Town Hall participants engaging in a workshop activity to gather information on community needs.



Thank You

We are profoundly grateful to all of our neighbors, friends, peers, and colleagues who gave so generously of their time, insight, and experience throughout this process. Over three months, we had the opportunity to hear from more than 300 of our neighbors about what they wanted in a public library, and in a community. We appreciated the chance to take this first step together, and are looking forward to engaging a much wider range of our diverse, interesting, vibrant Altadena in the months to come. We don't see our work as finished, but only as grounded in a set of principles and a vision that will guide us forward and allow us to incorporate an ever-increasing set of voices into our plans for the future.

So to all of you who have been part of this process, to all who are joining this conversation now, and to all who will help us grow and evolve in the future: thank you! We can't wait to hear your thoughts as we move forward. What we have come to understand over the course of this process is that developing a strategic framework is not a final, static, finished product, but rather a flexible architecture that will let us imagine and create together, as a community, the public library system that we want.

The Altadena Library District sought community engagement at every turn. Participants from across the community, including members of the Friends of the Altadena Library and the Altadena Library Foundation, as well as our colleagues from the Altadena Town Council, shared their thoughts and vision with us. The opportunity to gather a deeper understanding of the needs, challenges, and aspirations of Altadena residents was invaluable. In addition to focused conversations, staff conducted 30 individual patron interviews, and we received more than 200 responses to our online survey. For a deeper dive into the data, please see the Strategic Visioning and Framework. (Note: all materials for meetings and surveys were available in English and Spanish.)

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Children’s & Family Services

Diana Wong
Library Manager, Bob Lucas &
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Cynthia Teyolia Library Associate

Amanda Toledo Acting Library Manager,
Children's & Family Services

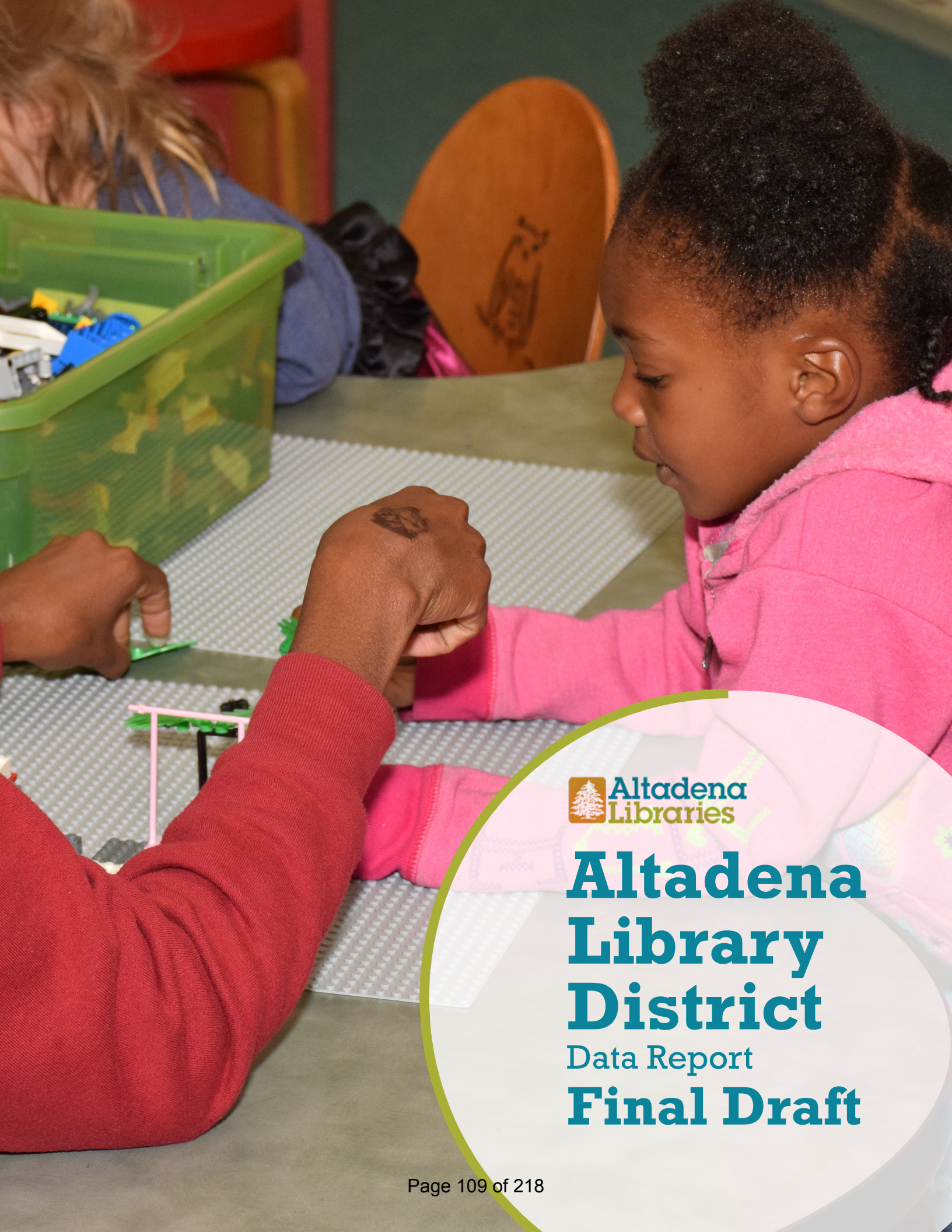
Nikki Winslow District Director

Diana Wong Library Manager, Branch & Literacy Services

Alice Wynne Library Clerk



Altadena Library District
600 E Mariposa Street
Altadena, CA 91001



Altadena Library District

Data Report

Final Draft



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- 01 Introduction and Background
 - 02 Community Town Halls
 - 03 Staff Workshops
 - 04 Community Survey
-

01 Community Town Halls

01 Community Town Halls

COMMUNITY TOWN HALLS

When

Thursday, August 15, 2019

Where

Community Room at the Main Library

When

Monday, November 4, 2019

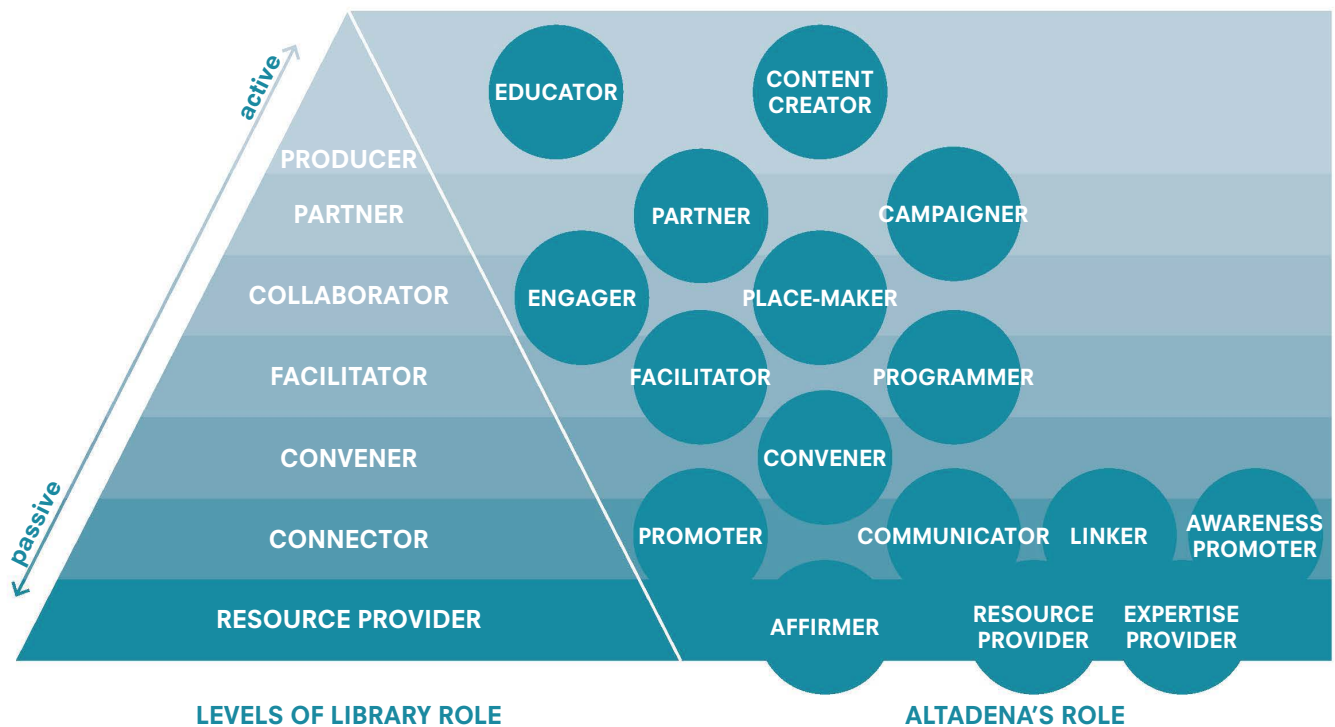
Where

Bob Lucas Branch

The first Community Town Hall was held to elicit feedback from the community about the challenges, needs, and opportunities they believe their community experiences and how the strategic work can be shaped to address those needs. The second community forum was conducted to share out the results and recommendations of the strategic work to the community. This document represents the results of the first Community Town Hall.

The consultant team and ALD facilitated community conversations framed around the Healthy Communities model of community development. The forum provided an opportunity for community members to articulate shared characteristics of what it means to be a healthy Altadena, the key challenges the community is experiencing that prevent these outcome goals, and the potential role the library can play to provide services that will foster the health and well-being of everyone in the community.

The Library’s role is shifting from passive to active contributor to our community.



(These come from the synthesis of the "Library as a Partner" from the Town Hall Meeting.)

Community Meeting Results: What We Learned

KEY NEEDS FOR CIVIC HEALTH

- A place to gather and discuss community events and concerns, engagement between officials and community members.
- Celebration of diverse communities.
- Dissemination of information across Altadena.
- Resource for community services, voting, resident rights, and information.

KEY NEEDS FOR CULTURAL HEALTH

- Community members to be aware of local happenings, non-reliant of internet.
- Address issues around homelessness.
- Community assistance for job-seekers.
- Celebrating our differences.

KEY NEEDS FOR ECONOMIC HEALTH

- Celebrate our diverse and talented community.
- Recognize our community population.
- Help our communities' small businesses thrive.
- Encourage our communities to stay funky and unique
- Assist in accessibility to all aspects of economic health.

KEY NEEDS FOR EDUCATIONAL HEALTH

- Leveraging the local expert community.
- Consistent, diverse programming, classes, and workshops.
- Access and guidance to resources to support lifelong learning.
- Catalyze and foster partnerships with local educational institutions.

KEY NEEDS FOR PERSONAL HEALTH

- Safe spaces for outdoor recreational activities.
- Education and campaigns for healthy cooking and eating.
- Improved air quality.
- Access to affordable healthy and fresh foods.

Challenges Faced in Altadena

| Civic Health Challenges Faced in Altadena |
|--|
| Need clarity in roles/function and responsibilities of different local agencies, organizations, institutions |
| Lack of interest and space for community members to engage |
| Need to make it more approachable |
| Lack of knowledge in resources and who to contact for assistance |
| Lack of awareness around issues, candidates, and voting (what is an unincorporated area?) |
| No newspaper/local shared knowledge |
| Need to create partnerships |

| Cultural Health Challenges Faced in Altadena |
|--|
| Need to prioritize cultural representation |
| Community members are disengaged |
| Lack of awareness/empathy of other people's circumstances/issues |
| No community forums for meetings that people are aware of |
| Lack of awareness of community organizations and what they do |

| Economic Health Challenges Faced in Altadena |
|--|
| Insufficient transportation options |
| Employment is low |
| Lack of affordability |
| Small business' struggle to thrive |
| Gentrification |
| Lack of connection between sub-communities |
| Lack of walkability |

| Educational Health Challenges Faced in Altadena |
|--|
| Community members have failed out of public schools |
| Lack of awareness and connectivity between schools and broader community (other schools and the library) |
| Lack of faith in the public schools |
| Limited hours of service |
| Lack of physical accessibility (not everyone has internet) and mobility |
| Need to support language diversity |

| Personal Health Challenges Faced in Altadena |
|---|
| Public Transportation must be improved |
| Lack of sidewalks, bike lanes, and walkways |
| Lack of time management |
| Lack of equitable and inclusive options |
| Need to maintain trails/walkways that feel safe |
| Need affordable health care - awareness, access, assistance to information/ treatment |
| Lack of health education in public schools |
| Lack of healthy/affordable options - food and exercise |

How the Library Can Be a Better Partner

| How the Library Can Be a Better Partner in Civic Health |
|---|
| Promote Civic Health |
| Provide Resources |
| Promote Awareness |
| Be Engaged: Community League Of Voters |
| Promote Student Engagement |
| Promote/ Teach Civic Engagement |
| Present Programs of Interest to the Community |
| Use Department of Civics |
| Help with Voting/ New Voting Rules 2020 |
| Get Everyone Registered to Vote |
| Get 18 Year-olds Registered to Vote |
| Be a Convener for Conversations |
| Teach Civic Engagement |
| Be a Community Center |

| How the Library Can Be a Better Partner in Cultural Health |
|--|
| Work with Rotary on Community Needs and Community Representation |
| Promote STEM Programs |
| Create Community Garden |
| Marry Art and Libraries |
| Be a Convener for Essential Conversations |
| Create a Community "Newspaper" |
| Engage People to Tell their Stories |
| Create More LGBTQ Programming |
| Host Language Classes and Labs |
| Partner with Science and Entertainment Industry |
| Host More Diverse Social Events |
| Provide a Weekly Events Newsletter |

| How the Library Can Be a Better Partner in Economic Health |
|---|
| Involve Homeowners in Challenged Communities |
| Sponsor Pop-Ups |
| Maintain a Community Calendar |
| Help or Solidly Support a Weekly Newspaper |
| Create or Maintain a Local Job Board |
| Provide Workshops for Business Development |
| Resist Approaching from Traditional Economic Strategies |
| Provide Resources to Support Small Businesses and Tenant Rights |

| |
|---|
| How the Library Can Be a Better Partner in Economic Health |
| Engage in Town Halls with the Supervisor's Office |
| Find New Ways to Bring in Folks to the Library |
| Expand Reach of the Library |

| |
|--|
| How the Library Can Be a Better Partner in Educational Health |
| Increase Hours |
| Create Sound Proof Spaces |
| Partner with Public Schools |
| Host Programs that Attract Kids and Parents too |
| Promote Local Industries and Enterprises |
| Produce a Catalogue Community Events |
| Create More Tie-Ins with Programming with Children and Adults |
| Facilitate Language skills |
| Create More Community Partnerships to get Programming Grants` |
| Promote Educational Resources |
| Increase Hours |
| Partner w/ Eliot Arts, Altadena Arts, Franklin, Jackson, Webster |
| Offer Lessons on Internet Usage |
| Engage Librarians |
| Host Adult Education Seminars |
| Create a Larger Community Room Space |
| Create Linkages |
| Library Newsletter helps with Linkages |
| Facilitate Census and Voting |
| Be a Library that Offers Workshops and Classes |


| |
|--|
| How the Library Can Be a Better Partner in Personal Health |
| Host Educational Programs/Classes to Address Health Issues: nutrition and cooking, exercise, gardening and local foods, mental health, natural remedies etc. |
| Co-host events with local experts - Grant partnerships |
| Connect Community Groups (town council, community center, community garden, neighbors building a better Altadena) |
| Empower the Community to Take Action |
| Combine Resources of Local Institutions |
| Offer Free Screenings/ Services |
| Be a Center for Donations to Underserved Families |

02 Staff Workshops

A. Interviews & Observations

AEIOU Observations

As part of the process, staff were taught how to use an ethnographic tool called the “AEIOU Framework.” This framework is used to understand the “current state” of the patron experience as an analytical tool to imagine the “future state” of the patron experience to improve it. As part of this method, staff documented their observations applying the framework described below. The following is the worksheet used by staff to document their observations and key insights.



Observing the Service Experience

Designers employ ethnographic methods to understand and improve customer experiences. We’d like to introduce you to a simple, yet useful research approach: A-E-I-O-U.

THE A-E-I-O-U FRAMEWORK

The A-E-I-O-U method was developed in the early 1990s by researchers at Doblin. Using a simple framework, ethnographic observations are recorded into five categories to aid analysis of the service experience. Researchers also detail their observations visually, typically through sketches, photography, and/or video. The five categories are activities, environment, interactions, objects, and users.

A - ACTIVITIES
What do you observe people trying to accomplish in the service environment? This includes customer activities (in support of completing a task or achieving a goal) or employee activities.

E - ENVIRONMENT
In what places do customer and employee activities take place? Environments can be physical or digital.

I - INTERACTIONS
Interactions are the building blocks of activities. Who and what do customers interact with as they carry out their activities?

O - OBJECTS
What things are part of the service environment? Objects can be staged by staff (signage, desks, etc.) or brought into the environment (phones, backpacks, etc.)


U - USERS
What types of customers do you observe participating in the service? What other people (e.g., employees) are playing a role in the service environment?

TRY IT OUT!
To get familiar with the method, choose an area of your library to observe. Watch your customers and associates, using the A-E-I-O-U framework to capture what you see. To make it easy, use the provided worksheet.

A FEW TIPS

- Be a fly on the wall. Your objective is to observe, not interact directly.
- Don’t edit yourself. Capture as much as you can.
- Be specific. The richness of what you observe is important.
- Be visual. If it helps, draw what you see. Or, take some pictures.
- Take some time afterwards to reflect on what you saw or heard. Get on paper your key insights while they’re fresh.

Have fun!



| | | |
|----------------------|--------------|--------------|
| ACTIVITIES | ENVIRONMENTS | INTERACTIONS |
| OBJECTS | USERS | |
| KEY INSIGHTS / NOTES | | |

Directed Storytelling Interviews

Staff engaged in intensive one-on-one interviews with core patrons to learn how the library can be a valuable partner for their personal goals. These conversations provided anecdotal evidence that allowed library staff to understand their current service strengths, and how future services can be refined to better serve the community. In order to protect patrons' privacy, the results from this activity are not included in this report. The staff's analysis, however, was used to inform the ideas catalogued on the following pages.

| | | |
|--|---|-------------------------------------|
| CUSTOMER CANVAS | | YOUR NAME: |
| MEET: | THEIR CURRENT LIBRARY RELATIONSHIP IS: | THEY WANT TO: |
| A LITTLE ABOUT THEM AND THEIR WORLD: | QUOTE | BUT THESE OBSTACLES ARE IN THE WAY: |
| THE MOST SURPRISING THING I LEARNED WAS: | WHEN ASKED, THEY SAID THEY WOULD LIKE THE LIBRARY TO: | WE CAN HELP THEM BECOME: |
| | | I THINK WE COULD DO THIS BY: |

| | | |
|----------------------------|----------------------------|----------------------------------|
| JOURNEY CANVAS | | YOUR NAME: |
| I AM: | MY LIBRARY JOURNEY WAS: | THIS SUPPORTS MY BIGGER JOURNEY: |
| KEY EVENTS/TOUCHPOINTS: | | |
| ● | | |
| ----- | | |
| ● | | |
| MY LASTING IMPRESSION WAS: | MAKE MY JOURNEY BETTER BY: | |

B. Services, Programs, & Ideas Catalog

Staff engaged in a series of workshops throughout the process designed to generate ideas for future services and programs that will meet individual and community needs effectively. In order for ideas to be generated, staff identified services that are met, undermet, and unmet. Met needs are those that are currently satisfying the needs of the individuals using the library. Undermet needs are those being met by some but not all of the individuals using the library, or are currently insufficient. Unmet needs are currently not being provided to the community by the library and have been identified as a need by the community. The staff analyzed the current state of services and programs in order to develop ideal future state services and programs based on community needs and aspirations. These new service ideas, as well as met, unmet, and undermet needs are categorized in the following library service framework. The following pages document the results of these workshops.



Places

| ID# | Sub-category | Status | Idea |
|-----|---------------|--------|--|
| 1 | Accessibility | Idea | ADA access |
| 2 | | Idea | More handicapped parking |
| 3 | | Idea | ADA ramps |
| 4 | Outdoors | Idea | Outdoor story area |
| 5 | | Idea | Outdoor patio reading court |
| 6 | | Idea | Outdoor seating patio |
| 7 | | Idea | Playground outside like in the park |
| 8 | | Idea | Engaging outdoor learning/meeting space |
| 9 | | Idea | Outdoor space with gardens and learning opportunities |
| 10 | | Idea | Water play |
| 11 | Children | Idea | Storytime |
| 12 | | Idea | Larger children's area |
| 13 | | Idea | Play room (kid's gym) |
| 14 | Teens/Tweens | Idea | Larger teen area |
| 15 | | Idea | Enclosed teen space |
| 16 | | Idea | Spaces designed by teens |
| 17 | | Idea | Teen space enclosed |
| 18 | | Idea | Separate space for tween programs and hanging out equipped with the things they love |
| 19 | Sound | Idea | More quiet space |
| 20 | | Idea | Space where patrons can use their cellphones without disturbing |
| 21 | | Idea | Quiet zone |
| 22 | | Idea | Soundproof study rooms |
| 23 | | Idea | Open space for talking/connecting |
| 24 | | Idea | Study room |
| 25 | | Idea | More seating for individuals to study |
| 26 | Misc. | Idea | Better book drop for car drop off |
| 27 | | Idea | Enclosed quiet area for science club |
| 28 | | Idea | Add coffee & snacks to Friends Bookstore |
| 29 | | Idea | Elevator access to all floors |
| 30 | | Idea | Game room |
| 31 | | Idea | Carport |
| 32 | | Idea | Privacy at public computers |
| 33 | | Idea | Separate info/circ desks |
| 34 | | Idea | Closed room for literacy and more space |
| 35 | | Idea | VR off the main floor |
| 36 | | Idea | Reading areas that aren't desks |
| 37 | | Idea | On site thermostats |
| 38 | | Idea | Separate circulation and reference desks |
| 39 | | Idea | Aquarium |
| 40 | | Idea | More parking |
| 41 | | Idea | Picture booth |

Key: Ideas Met Undermet Unmet

Places

| ID# | Sub-category | Status | Idea |
|-----|---------------|----------|---|
| 42 | | Idea | Fablab enclosed |
| 43 | | Idea | Warmer staff room |
| 44 | | Idea | More meeting rooms |
| 45 | | Idea | Organized stacks |
| 46 | | Idea | Updated MEP |
| 47 | | Idea | Chalkboard wall |
| 48 | | Met | Green space |
| 49 | | Met | Active dynamic space |
| 50 | | Met | Enjoyable reading environment |
| 51 | | Met | Minimal accessibility space |
| 52 | | Met | Laptops for patrons to check out |
| 53 | | Met | Inspiring & delightful by the ambiance |
| 54 | | Met | Great layout for the silent auction |
| 55 | | Met | A calming space with plants |
| 56 | | Met | Library was open at 10 am when patron arrived |
| 57 | | Undermet | A space to relax without having to go down steps e.g. Reading Court |
| 58 | | Undermet | Accessibility |
| 59 | | Undermet | Small meeting rooms |
| 60 | | Undermet | Physical activity, release sympathetic energy |
| 61 | | Undermet | Patron could not stay longer. Library is closed |
| 62 | | Undermet | Quick easy parking |
| 63 | | Undermet | Space designed/set up did not facilitate social flow |
| 64 | | Undermet | Space for teens to connect more actively with their interests |
| 65 | | Undermet | Space can be tight for students and computer users |
| 66 | Accessibility | Unmet | ADA at main |
| 67 | | Unmet | accessible |
| 68 | | Unmet | Needing help to exit the library |
| 69 | Misc. | Unmet | Library opens at 10 am for patrons again "See you then" |
| 70 | | Unmet | Space specifically for tweens |
| 71 | | Unmet | Quiet space |

Key: Ideas Met Undermet Unmet

Relationships and Partnerships

| ID# | Sub-category | Status | Description |
|-----|-----------------|----------|---|
| 1 | History | Idea | Partnership with local historians to have more Altadena-specific historical information & materials |
| 2 | | Idea | Partnerships with historical society |
| 3 | Food/drink | Idea | Café |
| 4 | | Idea | Partner with food/drink vendor |
| 5 | Social services | Idea | Transport van like Dial a Ride |
| 6 | | Idea | Social worker on site |
| 7 | | Idea | Have free services call & description list: e.g. food banks, Obama Phone, & employment services/education |
| 8 | | Idea | Partnerships with social services (homeless, mental health) |
| 9 | | Idea | Health fair |
| 10 | Fundraising | Idea | Fundraisers |
| 11 | | Idea | Creative community fundraisers |
| 12 | Misc. | Idea | Photo club event |
| 13 | | Idea | Broader outreach to the diversity of the community |
| 14 | | Idea | Cat café |
| 15 | | Idea | Animal adoptions & vaccinations |
| 16 | | Idea | A merged Foundations/Friends group with paid staff and an ongoing operational plan |
| 17 | | Idea | More IG followers |
| 18 | | Idea | More documentaries |
| 19 | | Idea | More nonfiction |
| 20 | | Met | Sync up with friends |
| 21 | | Met | Stakeholders recognize/support needs |
| 22 | | Met | A chance to network with members of the community that led to a meaningful connection |
| 23 | | Undermet | Computer chaperone/digital literacy |
| 24 | | Unmet | Trust in the library |
| 25 | | Unmet | Memorable evenings with friends and family |

Key: Ideas Met Undermet Unmet

Skills and Talents

| ID# | Sub-category | Status | Description |
|-----|--------------|----------|---|
| 1 | Technology | Idea | A day to celebrate technology (program) |
| 2 | | Idea | Dedicated tech volunteer |
| 3 | Safety | Idea | Emphasizing patron safety and privacy and inclusivity |
| 4 | | Idea | Security (at both locations during all business hours) |
| 5 | Staff | Idea | Training- dealing with difficult people |
| 6 | | Idea | A class on relaxation for stress for the staff |
| 7 | | Idea | More staff training and education |
| 8 | Misc. | Idea | Expanded fundraising |
| 9 | | Idea | Highlight a PUSD student, teacher, etc. success story on our website monthly |
| 10 | | Idea | Tween garden |
| 11 | | Idea | Building more interest in librarian profession (in young people, job readiness) |
| 12 | | Idea | More readers' advocacy resources |
| 13 | | Idea | Biblio therapy |
| 14 | | Met | Finding Spanish speaking member |
| 15 | Staff | Met | Supportive staff, relaxed atmosphere |
| 16 | | Met | Friendly staff that greets customers |
| 17 | | Undermet | More staff & volunteers for patron help |
| 18 | | Unmet | Academic support |
| 19 | | Unmet | Staff member speaking Spanish |

Activities, Programs, and Services

| ID# | Sub-category | Status | Description |
|-----|---------------|--------|---|
| 1 | Language | Idea | Spanish/English co-learning events |
| 2 | | Idea | Expanded literacy classes |
| 3 | | Idea | More bilingual opportunities for adults |
| 4 | | Idea | More programs in Spanish |
| 5 | Food/drink | Idea | Food trucks, farmers markets, vendor art fair |
| 6 | | Idea | Coffee shop |
| 7 | Technology | Idea | Food truck night |
| 8 | | Idea | Ongoing tech training @ multiple times of the day |
| 9 | | Idea | Computer classes training, close the tech divide |
| 10 | | Idea | 1 on 1 computer tutoring |
| 11 | Accessibility | Idea | Library information and activities digitally displayed |
| 12 | | Idea | ADA |
| 13 | Inclusivity | Idea | Curbside concierge service for disabled people |
| 14 | | Idea | LGBT programming |
| 15 | | Idea | More cultural awareness programs and an effort to learn how to serve underserved demographics |
| 16 | Health | Idea | A series/space for ongoing programs around civic engagement/empowerment |

Key: Ideas Met Undermet Unmet

Activities, Programs, and Services

| ID# | Sub-category | Status | Idea |
|-----|--------------|--------|--|
| 17 | | Idea | Mental health workshops |
| 18 | | Idea | Health referrals- available health resources on site |
| 19 | | Idea | Mobile massage/chiropractor |
| 20 | Creativity | Idea | Neighborhood walking program to help stay fit |
| 21 | | Idea | Play back theater |
| 22 | | Idea | More cooking programs |
| 23 | | Idea | Separate makerspace |
| 24 | | Idea | Rock camp |
| 25 | | Idea | Instrument to check out |
| 26 | | Idea | Writing workshops |
| 27 | | Idea | Everyone is creative! Workshops |
| 28 | | Idea | Karaoke |
| 29 | Teens | Idea | Art classes |
| 30 | | Idea | More outdoor DIY classes |
| 31 | | Idea | Teen open mic |
| 32 | Volunteering | Idea | Field trips to local museums for teens |
| 33 | | Idea | More separate teen interactive environment and study zone (where they can be as loud as they want) |
| 34 | | Idea | Community volunteer clean up day |
| 35 | Misc. | Idea | Choose a book to action centered on volunteering or its theme |
| 36 | | Idea | More pop-up services like volunteers doing taxes during tax season |
| 37 | | Idea | Removal of "browse shelf" on catalog |
| 38 | | Idea | More toys in children's room |
| 39 | | Idea | Child care (babysitting) |
| 40 | | Idea | V.A. service center/a place for vets to get resource info |
| 41 | | Idea | Resume template on desktop |
| 42 | | Idea | Visits from famous authors |
| 43 | | Idea | "Award winning" book section |
| 44 | | Idea | Patron-owned workshops and talks (patron empowerment) |
| 45 | | Idea | A class on how to deal with angry patrons |
| 46 | | Idea | Another public catalog (big screen) |
| 47 | | Idea | Genre based book clubs |
| 48 | | Idea | Book signings |
| 49 | | Idea | More special interest high profile speakers/seminars |
| 50 | | Idea | One book One Altadena yearly event |
| 51 | | Idea | Library cat |
| 52 | | Idea | Garden project fulfilled |
| 53 | | Idea | Reader's advisory services |
| 54 | | Idea | Book clubs based on patron suggestions and emphasize patron ownership of club |
| 55 | | Idea | Monthly open forum/discussions on current topic politics, i.e. philosophy |

Key: Ideas Met Undermet Unmet

Activities, Programs, and Services

| ID# | Sub-category | Status | Description |
|-----|--------------|----------|---|
| 56 | | Idea | More travel related services |
| 57 | | Idea | Game station |
| 58 | | Idea | Larger building for branch to serve West Altadena |
| 59 | | Idea | Library of things |
| 60 | | Idea | More programs for kids after 6:30 |
| 61 | | Idea | Plan a walking history tour of our PUSD schools |
| 62 | | Idea | Block parties |
| 63 | | Idea | Separate circ & ref desks |
| 64 | | Idea | Separate room for programs |
| 65 | | Idea | Outdoor concerts |
| 66 | | Idea | Better defined workspaces for public & staff |
| 67 | | Idea | Expanded adult programs |
| 68 | | Idea | Film fest |
| 69 | | Idea | Recreational space |
| 70 | | Idea | Lifelong learning skills |
| 71 | Community | Met | Great library community event, sense of belonging |
| 72 | | Met | Social engagement with my peers |
| 73 | | Met | A feeling of community & belonging |
| 74 | Art | Met | Engaging with new art |
| 75 | | Met | Artistic expression |
| 76 | Schoolwork | Met | Sense of mastery (schoolwork, finding Abby) |
| 77 | | Met | Homework help |
| 78 | Misc. | Met | Found info she needed |
| 79 | | Met | Storytime |
| 80 | | Undermet | More vendors+more choices=shorter lines |
| 81 | | Undermet | Feeling of belonging |
| 82 | | Undermet | Computer chaperone/digital literacy |
| 83 | | Undermet | More children's programs after 6:30 |
| 84 | | Undermet | Less expensive tickets to events |
| 85 | | Unmet | Coffee |

Resources

| ID# | Sub-category | Status | Description |
|-----|---------------------|--------|---|
| 1 | Accessibility | Idea | More ADA |
| 2 | | Idea | Moung walkway from handicapped spot on Mariposa |
| 3 | History | Idea | Oral History program |
| 4 | | Idea | Local history program |
| 5 | Food/food education | Idea | Food security/wellness education for teens |
| 6 | | Idea | Kitchenette for teens |
| 7 | | Idea | Vending machine (healthy snacks) |
| 8 | Technology | Idea | "Mouse squad" |

Key: Ideas Met Undermet Unmet

Resources

| ID# | Subcategory | Status | Idea |
|-----|-------------|--------|---|
| 9 | | Idea | Fully integrated recording studio and music center for creating/learning all things music |
| 10 | | Idea | More mac computers |
| 11 | | Idea | Wireless patron printing |
| 12 | | Idea | Tech classes at reasonable hours |
| 13 | | Idea | Self serve PIP computers for patrons to request materials |
| 14 | | Idea | Better electrical access |
| 15 | Collections | Idea | More "things to check out" (cooking tools, instruments, etc.) |
| 16 | | Idea | Improve our collection |
| 17 | | Idea | More DVDs |
| 18 | Misc. | Idea | Trained & skillful staff |
| 19 | | Idea | Emotion regulation station |
| 20 | | Idea | Support our local schools, high schoolers, reading list |
| 21 | | Idea | Remote book check out & delivery |
| 22 | | Idea | More visible space for community postings/resources |
| 23 | | Idea | Match multigenerational volunteer opportunities |
| 24 | | Idea | Additional passport agents |
| 25 | | Idea | Comprehensive tool that has all Altadena resources in one place |
| 26 | | Idea | Effective grant procurement |
| 27 | | Idea | More quiet space |
| 28 | | Idea | More binders full of resources for people in need of services |
| 29 | | Idea | Job & career services |
| 30 | | Idea | Create brochure with quick tips and statistics on ways to be "greener" |
| 31 | | Idea | Mini arcade |
| 32 | | Idea | On-staff or resident graphic artist to provide pro-bono services to community |
| 33 | | Idea | Bookmarks w/ social media ALD addresses + "like" vs "following" procedures |
| 34 | | Idea | Life coaches |
| 35 | | Idea | Online book club/reading group |
| 36 | | Idea | Your next skill |
| 37 | | Idea | ELIS- Every day life info seeking |
| 38 | | Idea | Financial literacy services |
| 39 | | Idea | Childcare |
| 40 | | Idea | Social worker on site |
| 41 | | Idea | Have conspiracy books be on display 1x per year |
| 42 | | Idea | Wheelchair on site |
| 43 | | Idea | Therapy animals (cats specifically) |
| 44 | | Idea | Curate Resources |
| 45 | Technology | Met | Internet access |
| 46 | | Met | Desktops & laptops |

Key: Ideas Met Undermet Unmet

Resources

| ID# | Sub-category | Status | Idea |
|-----|--------------|----------|---|
| | | | Desktops & laptops |
| 47 | | Met | Computers available to students, rarely a wait |
| 48 | | Met | Having computers I can use to stay in touch with the world |
| 49 | | Met | Internet & printing access |
| 50 | Misc. | Met | Creative space |
| 51 | | Met | A great DVD section, know that if the library does not have what I want I can request it! |
| 52 | | Met | Love making purchase suggestions |
| 53 | | Met | Resources to support family bonding |
| 54 | | Met | Always finding something to read |
| 55 | | Met | Coloring book and supplies |
| 56 | | Met | Customers get what they want after ref question is expanded/tweaked |
| 57 | | Met | Spanish books |
| 58 | | Met | Guest pass |
| 59 | | Met | Assistance from staff member to access email |
| 60 | | Met | Item not in catalog was ordered through patron initiated purchase |
| 61 | Technology | Undermet | Electrical |
| 62 | | Undermet | Not enough space, computers, seats |
| 63 | | Undermet | Computers are occasionally unreliable |
| 64 | Misc. | Undermet | Ease of navigation in the movie section |
| 65 | | Undermet | Not a very big mystery section |
| 66 | | Undermet | Staff assistance sometimes over-necessary for minor tasks |
| 67 | | Unmet | Not knowing how to use Mac |
| 68 | | Unmet | Requested item not in library catalog |

Policy and Procedures

| ID# | Sub-category | Status | Idea |
|-----|--------------|----------|--|
| | | | Security when open @ main |
| 2 | | Idea | Security when open @ main |
| 3 | Misc. | Idea | Expanded open hours |
| 4 | | Idea | More systemized way to select and rotate face-outs |
| 5 | | Idea | Free printing quota for students |
| 6 | | Idea | Bilingual pay |
| 7 | | Undermet | More prompt collection notice system |
| 8 | | Unmet | No babysitter for toddler |
| 9 | | Unmet | More time in library, a designated space for his specific needs (HW) |

Key: Ideas Met Undermet Unmet

C. Community Asset Map

COMMUNITY ASSET MAP

When

Friday, September 20, 2019

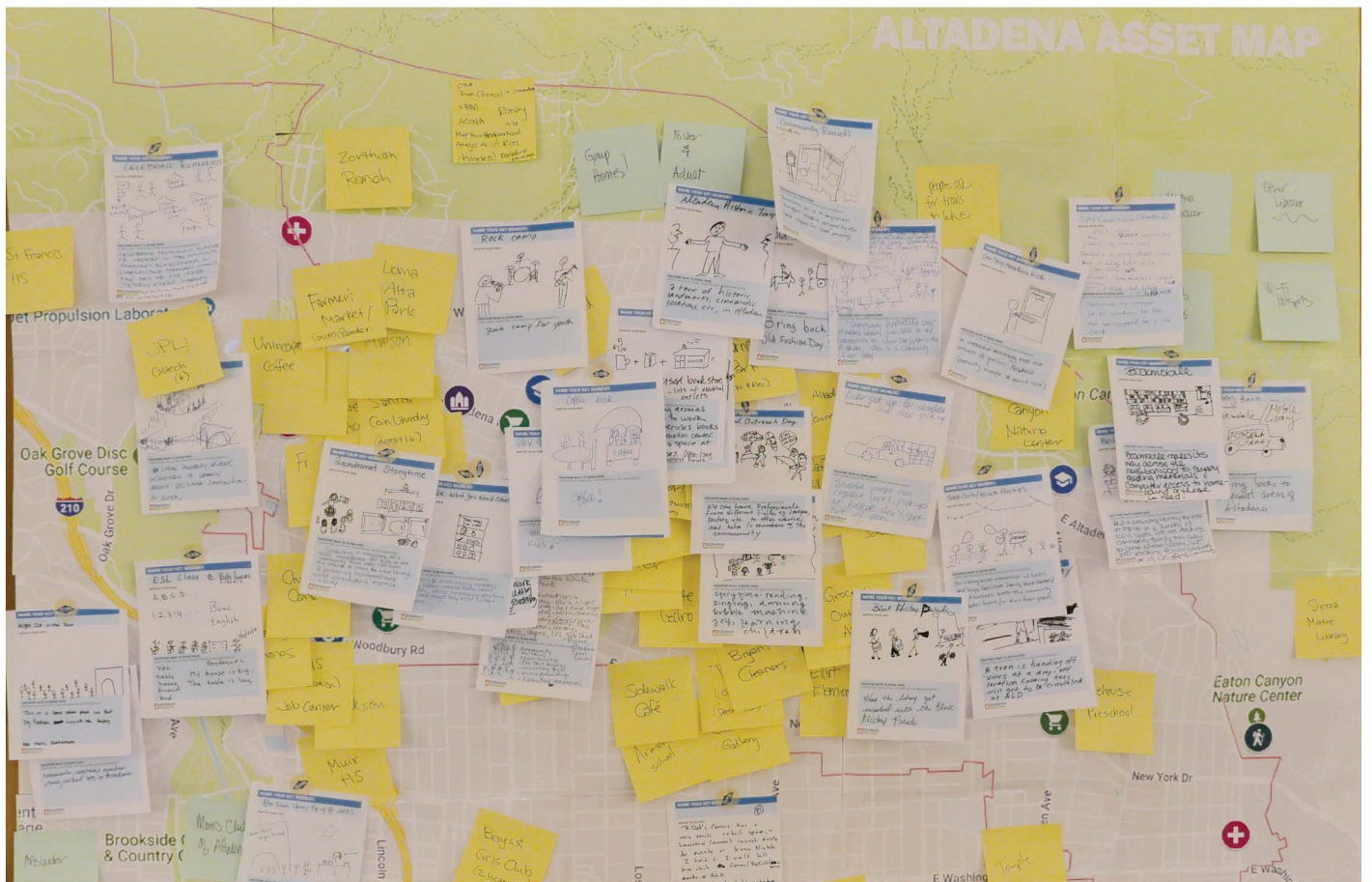
Where

The Main Library

Who

Staff Leadership

During Workshop 2, Staff Leadership created a map of the locations of the many assets of the Altadena community. The following illustrates the base map that the staff built upon to identify current and future “assets.” The second image shows the staff’s identification of these assets, places, and partnerships, as well as potential partnership program ideas. Page 28 documents the assets generated.



COMMUNITY ASSET MAP

Schools

- St Francis HS
- JPL Caltech
- Waldorf
- Waldorf HS
- Montessori school
- Altadena Elementary
- Muir HS
- Armenian school
- Aveson
- Odyssey
- Franklin
- Aveson
- Rayuela preschool
- Country house preschool
- Elliot Elementary
- Firehouse Preschool
- Rosebud
- PCC

Art

- Zorthian Ranch
- Arts Center

Nature/Parks

- Eaton Canyon Nature Center
- CTLA
- Loma Alta Park
- Charles White Park
- Jackson
- Farnsworth Park

Cultural and Community Organizations

- Amigos de los Rios
- NBBA
- ACONA
- Five Acres
- Boys & Girls Club (2 locations)
- Adelante Youth Alliance
- Community Center/ Altadena Historical Society
- Girl scouts
- USHS (union station) job center
- Altadena heritage
- USHS (union station) job center
- Hathaway Sycamores
- Mom's Club of Altadena
- Jackie Robinson Center

Healthcare

- Senior center
- Senior assisted living
- Chap care
- Planned Parenthood
- Monte Cedro
- Group homes

Food

- Farmer's market
- Community garden
- Unincorporated coffee
- Super King

Religious

- Temple
- St. Mark
- 7th Day Adventist's

Misc.

- Altadena Country Club
- Tangles & Locks
- Bryan's Cleaners
- Mountain View Mausoleum & Cemetery
- Sherriff's station
- Santos Coin Laundry
- Brojan's Cleaners
- Town council + committees
- Fire station
- Pasadena Public Libraries
- Sierra Madre Library
- PCC
- The Rose Bowl
- Wi-Fi hotspots
- Little free libraries
- Other libraries

02 Community Survey

Community Survey

COMMUNITY SURVEY

When

August 2 - November 20, 2019

Where

Online and in-person at the library

Who

Target audience- everyone in the community

Over 200 residents have taken the community survey to date. The following is a synthesis of the results. The survey only represents a portion of the Altadena community, and ALD will work in the next year to reach a larger audience. The following documents the raw data gathered from the survey.

Community Survey in English

Community Survey in Spanish

Questionnaire

For the Community

My Name is:

As we launch our strategic planning process, we are engaging you! Please help us come up with goals and objectives for your library. We look forward to your responses!

Q1. Which libraries do you use most? Check all that apply.

- Altadena Main Library
- Bob Lucas Memorial Branch
- Central Library
- Allendale Library
- Hastings Library
- Hill Avenue Branch
- La Pintoresca Branch
- Sierra Madre Public Library

- None, I currently do not use the library
- Other (please specify any other libraries you use):

Q2. What do you and your family do for fun?
What are your interests, passions, and hobbies?

Q3. What do you love about the Altadena Library District?

Q4. What do you use the libraries for? If not, why don't you use the library?

Q5. What challenges do you, your neighbors, and community face?

Q6. What programs/services can the Altadena Library District contribute to our civic, economic, educational, and personal health, as well as our community's cultural identity?

Q7. What neighborhood do you live in? What is your zipcode?
What is one word that describes your neighborhood?

Q8. What is one word that describes your neighborhood?

Q9. How do you normally get to the library?

- Bike
- Car (Shared)
- Car (Solo)
- Walk
- Public Transit
- Uber/Lyft/Taxi
- Other (please specify):

Q10. I would love if the library could help me learn how to...

Cuestionario

¡Para la Comunidad!

Me Llamo:

Hemos dado inicio a nuestro proceso de planificación estratégica y queremos involucrarnos! Por favor ayúdenos a establecer metas y objetivos para su biblioteca. ¡Esperamos sus respuestas!

1. ¿Qué bibliotecas utilizas más? Por favor marca todas las que apliquen.

- Altadena Main Library
- Bob Lucas Memorial Branch
- Central Library
- Allendale Library
- Hastings Library
- Hill Avenue Branch
- La Pintoresca Branch
- Sierra Madre Public Library

- Ninguna, yo no utilizo las bibliotecas públicas
- Otra, por favor sea específico cual otra(s) bibliotecas usted utiliza:

2. ¿Qué hacen tú y tu familia para divertirse?
¿Cuáles son sus intereses, pasiones y pasatiempos?

3. ¿Qué te encanta de Altadena?

4. ¿Por qué usas la biblioteca? Si no, ¿por qué no usas la biblioteca?

5. ¿Qué desafíos enfrentas tu, tus vecinos y tu comunidad?

6. ¿Qué programas/servicios del Distrito de Bibliotecas de Altadena pueden contribuir a nuestra salud cívica, económica, educativa y personal, así como a la identidad cultural de nuestra comunidad?

7. ¿En qué vecindario o barrio vives? ¿Cuál es tu código postal?
¿Cuál es una palabra que describe tu vecindario?

8. ¿Cuál es una palabra que describe tu vecindario/barrio?

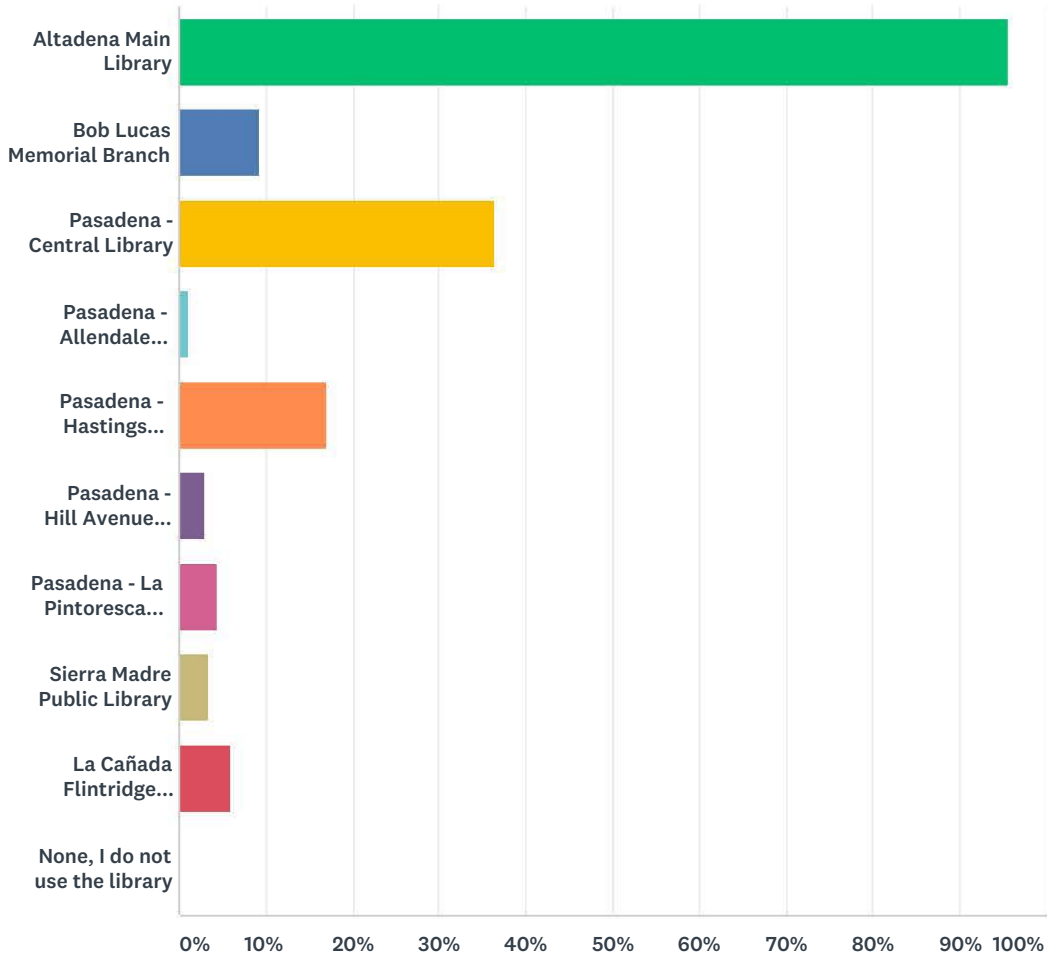
9. ¿Cómo llegas normalmente a la biblioteca?

- Bicicleta
- Carro (Compartido)
- Carro (Solo)
- Caminando
- Transporte público
- Uber/Lyft/Taxi
- Otro (por favor sea específico):

10. Me gustaría que la biblioteca pudiera ayudarme a aprender cómo...

Q1 Which libraries do you use most? Check all that apply.

Answered: 206 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|--------------------------------|------------|
| Altadena Main Library | 95.63% 197 |
| Bob Lucas Memorial Branch | 9.22% 19 |
| Pasadena - Central Library | 36.41% 75 |
| Pasadena - Allendale Library | 0.97% 2 |
| Pasadena - Hastings Library | 16.99% 35 |
| Pasadena - Hill Avenue Branch | 2.91% 6 |
| Pasadena - La Pintesca Branch | 4.37% 9 |
| Sierra Madre Public Library | 3.40% 7 |
| La Cañada Flintridge Library | 5.83% 12 |
| None, I do not use the library | 0.00% 0 |
| Total Respondents: 206 | |

| | |
|----|--|
| 1 | LA Public Library (online to check out materials + book sales at branches) LA County Library (online to check out materials + book sales at branches) [I typically only visit Sierra Madre and La Canada Flintridge for their book sales.] |
| 2 | Pasadena Santa Catalina branch |
| 3 | Pasadena Santa Catalina Branch library |
| 4 | South Pasadena Library |
| 5 | Pasadena - Catalina Branch |
| 6 | Santa Monica Library |
| 7 | Los Angeles Public Library, Main branch |
| 8 | Los Angeles Chinatown and Central libraries. |
| 9 | LA City Library - Eagle Rock Branch |
| 10 | City of Los Angeles library in Eagle Rock, just to pick up books that I've ordered through that system. |
| 11 | Previously we lived in Pasadena and used the Hastings Ranch library a lot and sometimes the Pasadena central library |
| 12 | PCC |
| 13 | LAPL Eagle Rock |
| 14 | Brand Glendale Art library, Silver Lake Library, Atwater |
| 15 | LA Eagle Rock, LA Atwater, LA Highland Park. |
| 16 | Glendale Central Library |
| 17 | Catalina branch |
| 18 | Mount Saint Mary's Univ |
| 19 | Glendale library, particularly the main library branch |
| 20 | Padadena/Glendale library for Overdrive app. Their selection is bigger. |
| 21 | Pasadena Public Library |
| 22 | Pasadena - Lamanda Park Branch |
| 23 | Glendale Central Library and Los Angeles e-resources |
| 24 | LAPL - Eagle Rock branch |
| 25 | LA City Library Glendale Library LA County Library |
| 26 | Monrovia Library |
| 27 | Pasadena-Santa Catalina |
| 28 | Pasadena Santa Catalina |
| 29 | Catalina branch Pasadena |
| 30 | Lake View Terrace Library |
| 31 | Glendale Public Library - Central & Brand Arts Library South Pasadena Public Library Los Angeles Public Library - Eagle Rock branch Pasadena City College library Glendale Community College library |
| 32 | Santa Catalina library |
| 33 | Alhambra Arcadia |
| 34 | Los Angeles main library (downtown). Previously, when my kids were school-aged, I used various Pasadena branches, Sierra Madre, La Canada and Bob Lucas, too. |
| 35 | Los Angeles eagle rock branch |

| | |
|----|--|
| 36 | LAPL - Sunland, Eagle Rock |
| 37 | Pasadena Santa Catalina Branch |
| 38 | Los Angeles Public Central Branch and occasionally most of the other libraries in Southern California. Also San Francisco Public Library's ebook system. |
| 39 | Los Angeles Public Library |

Q2 What do you and your family do for fun? What are your interests, passions, and hobbies?

Answered: 174 Skipped: 32

| # | RESPONSES | DATE |
|----|---|---------------------|
| 1 | Travel, reading, running, model rocketry, 4-H Club, kung fu, gaming, knitting, cross stitch, hiking | 11/15/2019 6:55 AM |
| 2 | Reading, cooking, gardening, music | 11/13/2019 3:31 PM |
| 3 | Crafts | 11/13/2019 2:15 AM |
| 4 | Travel | 11/13/2019 1:36 AM |
| 5 | Read, hike, music | 11/10/2019 2:17 PM |
| 6 | Write (novels and scripts), explore new places (locally and when traveling), go out for meals with friends, go to see plays. I really enjoy volunteering but would like to do more volunteering that involves interacting with people and helping them directly, or giving talks at libraries or schools. I wish there were more opportunities to sign up to do this, and that existing opportunities (e.g. the tutoring program at the Altadena Library) were better advertised. | 11/9/2019 12:51 AM |
| 7 | Outdoor activities - hiking, fishing, camping. Also love reading and music | 11/8/2019 10:34 PM |
| 8 | Art, cooking, writing, poetry, networking, singing karaoke, documentaries, tattoos & piercings. | 10/31/2019 6:39 PM |
| 9 | Hike, travel, cook, read books, watch movies | 10/31/2019 6:09 PM |
| 10 | Theater, Movies, Reading, Traveling, Spa Working with Youth /Elderly Peer Mentoring, Bowling, Walking , Dancing | 10/31/2019 10:39 AM |
| 11 | Concerts, shop at thrift stores, museums, art events, lectures, READ! | 10/31/2019 2:51 AM |
| 12 | Read, watch movies, hike, bike, ski, dive, garden, cook | 10/30/2019 11:55 PM |
| 13 | gardening, genealogy | 10/30/2019 11:23 PM |
| 14 | Science and outdoor activities | 10/30/2019 10:57 PM |
| 15 | Reading, gardening, getting together with friends for a nice meal at home | 10/30/2019 10:10 PM |
| 16 | Hiking, going to science lectures and exhibitions, crafting, my son likes airplane RCs. | 10/30/2019 9:20 PM |
| 17 | We love the library, go on hikes, be outside, create art and music. | 10/30/2019 9:03 PM |
| 18 | Paint, play sports, make videos, hike, watch movies | 10/30/2019 8:18 PM |
| 19 | Games, reading, travel | 10/30/2019 8:14 PM |
| 20 | Health & natural interventions with food, Travel, gardening, computer interests, Photography, research, music, movies. | 10/30/2019 7:23 PM |
| 21 | Read, restaurants, gardening, running, walking, gym, coffee houses, | 10/30/2019 7:09 PM |
| 22 | Read, hike, bird watching and cooking | 10/30/2019 6:46 PM |
| 23 | soccer, s.t.e.a.m., Spanish as second language, reading anime | 10/30/2019 6:43 PM |
| 24 | Genealogy, gardening, travel | 10/30/2019 6:34 PM |
| 25 | Reading, writing, eating fruit, drama, student govt. | 10/30/2019 2:45 AM |
| 26 | Art,,cultural, community events | 10/28/2019 4:47 PM |
| 27 | We watch movies, cook, play board games, play basketball and other sports. | 10/28/2019 3:53 AM |
| 28 | sketching, art, music, bicycling, models, crafts, cooking, home improvement, gardening, decorating | 10/27/2019 7:18 PM |
| 29 | Reading, music, classes | 10/27/2019 4:13 PM |
| 30 | Books! Art (both making art and viewing it). | 10/26/2019 7:28 PM |

| | |
|----|--|
| 31 | Reading, gardening, walking |
| 32 | Art museums, theater, live music, reading, movies |
| 33 | Reading, cooking, winemaking, sewing, history |
| 34 | Drawing, reading, quilting, play video games |
| 35 | Music, hiking, writing, painting/art, clinical medicine, botany, local history, meditation. |
| 36 | Read, dance,cook |
| 37 | Museums, science center, plays, exhibits, movies, restaurants, and other events. |
| 38 | Library, hiking, walking |
| 39 | Art |
| 40 | Read books on American History and religion; natl. & international travel; visit cultural museums; attend classical music concerts and operas; Keep abreast of current political news. |
| 41 | Music, Singing, Dancing, Gardening, Cooking, Baking, Makeup, Costumes, Helping, Listening, Donating, Enjoying Nature, Walking , Meditating |
| 42 | Dance yoga Teaching dance/yoga to all ages Film music |
| 43 | Travel,golf,needle point |
| 44 | Read , crafts , listen to music and be active |
| 45 | fishing, photography |
| 46 | Hiking, kayaking, swimming, reading |
| 47 | Reading, hiking, movies, plays |
| 48 | Read, hike, camp, bicycle |
| 49 | Nature walk, crafting, baking |
| 50 | sewing, exercise, museums |
| 51 | Reading, knitting, volunteer activities |
| 52 | birding, music, traveling |
| 53 | reading, walking, teaching ESL to adults, art, learning French, book clubs (ones where you actually have to read the books to participate) |
| 54 | Walk, hike, yoga, art |
| 55 | gardening, baking, board games, hiking |
| 56 | Painting works of art (me) and writing novels (spouse). |
| 57 | Burning Man, Dungeons & Dragons, disc golf, Pilates, Bollywood dance, |
| 58 | Outdoors activities, playing Ukulele, reading, watching movies, crafts, painting and sculpting. |
| 59 | Hiking in the mountains. |
| 60 | Reading, hiking, camping, art, yoga, sports, having an active and healthy and fun lifestyle with our young children |
| 61 | Traveling, watching movies, flea markets, going for long drives to the beach. |
| 62 | Gardening, reading, exercise & current events |
| 63 | Chess, hiking, Second Saturday concerts |
| 64 | Gymnastics, hiking, running, piano, reading, watching movies |
| 65 | Read, travel |
| 66 | Hike, read, volunteer |
| 67 | Walking. Exploring foothills. Camping. |
| 68 | tennis, hiking, reading, dining out, traveling |

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| 69 | Sports, walks, eating out, movies, gardening |
| 70 | Hiking, bicycling |
| 71 | Sightsee, Read. Raise our pets |
| 72 | Love photography!! Maybe classes could be available especially in film format. |
| 73 | We love cinema, music, books, games, and writing. |
| 74 | Art, museums, parks, concerts, |
| 75 | Cooking, swimming, books, movies and video games. |
| 76 | Cooking and eating, video games, seeing live theatre, skateboarding, dogs |
| 77 | Reading, dining out, watching sports |
| 78 | basketball, movies, bike riding |
| 79 | Reading, soccer, playing board and card games, swimming, acting. |
| 80 | Ceramics, music, crafts, design, fashion, food |
| 81 | Tennis, movies, gyms, library attendamce, reading, and research |
| 82 | Decorative arts, gardening, culture, literature |
| 83 | Watch Movies, read books, Hike, Camp, backpack, Dance, eat meals together. |
| 84 | Science fiction/fantasy creative writing; cultural identity studies (esp. Hawaiian studies); international relations, peace/conflict studies, trauma studies; documentaries and action movies; Christian theological studies |
| 85 | travel, cooking, music and art events, exhibits, veggie gardening |
| 86 | Reading! Camping, Quilting, Swimming |
| 87 | Art, movies, drawing, hiking |
| 88 | Hiking, art, design, music, mycology, cats (all animals really but especially cats!) |
| 89 | Hike, read, play sports, write |
| 90 | Drawing, playing games, hiking, homeschooling, reading, potlucks |
| 91 | Read, watch movies, travel |
| 92 | Read books, build things, go to beach, go camping, go on adventures |
| 93 | visit museums and botanic gardens. read. bake. play games |
| 94 | Yard work, hiking, science experiments |
| 95 | Reading, hiking, eating and drinking wine with friends, music (mostly classical), Caltech lectures |
| 96 | Dodger baseball, Clippers basketball, live music, poetry, writing |
| 97 | travel, winemaking, gardening, art, architecture |
| 98 | Sports, particularly basketball. Both kids play in high school. |
| 99 | concerts, museums, beach, movies, and library |
| 100 | Dogs, gardening, hiking, reading, traveling, fiber arts, weaving, jewellery making, mosaics, glass, story telling, camping |
| 101 | Hiking, reading, going to parks, crafts |
| 102 | reading, art & visiting galleries and museums, metalsmith work, coin & mineral collecting |
| 103 | biking, hiking, playing games. |
| 104 | Playing games, watching TV and movies, outdoor adventures. We probably wouldn't do any of these at the library. One thing that my son likes to do is invent and build things. He has used the 3D printer to make parts for his machines. It's been great. Our kids also complain that our WiFi at home is terrible. Sometimes they'll bike up to the library to use your gaming system with friends or just have better WiFi on their own devices. |

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| 105 | Hiking, biking, reading, exploring different cultures, learning new things. |
| 106 | Robotics, 3D printing & computer repair. and on my free time i'm a mentor on first robotics Team 2404 apart of neighbors empowering youth NEY a non profit in altadena. https://www.facebook.com/team2404 |
| 107 | church activities, reading, traveling, quilting, walking, family get togethers |
| 108 | Hiking, camping, soccer, baseball, art, gardening |
| 109 | Gardening, Golf, Sewing, Cooking, Reading, |
| 110 | Walks, TV, gardens |
| 111 | We attend several storytimes, hike, visit museums and the zoo, cook, swim, workout at the ymca, play at parks, and participate in art programs at our local recreation center as a family. I want to be a gardener and raise chickens and goats. I'm also pursuing a medical degree. |
| 112 | Little league baseball, drum corps shows, watch movies |
| 113 | Art exhibits, hiking, lectures |
| 114 | Board games, charades |
| 115 | Read, garden, hike, sporting events, theatre |
| 116 | walking (hiking), disc golf, gardening, clean air, water preservation&distribution, family events |
| 117 | Go to the movies, visit Six Flags, hike, read, garden, art. |
| 118 | Hiking, writing, reading, traveling, making art, activism. |
| 119 | garden, paint, read |
| 120 | Yoga, Nature, Dance, Art, Design, |
| 121 | tech, sports, |
| 122 | Read, travel, cook. |
| 123 | Table games traveling reading swimming and volunteer ing |
| 124 | Hiking, Music, Chess, and History. |
| 125 | Racial justice, writing, meeting community, reading, walking. My passion is the concept the oneness of humankind. I also love to teach creative writing. Working on 3rd book. I love to help people and am as friendly as an untrained dalmation. Attend interfaith groups (I am a Baha'li) |
| 126 | Read, hike, road trips, beach, garden. |
| 127 | Hiking, biking, attend concerts, talks, movies |
| 128 | music, festivals |
| 129 | online gaming, reading!, hiking, 4H activities, tabletop games, YouTubing, road trips |
| 130 | Travel, hiking, reading good books |
| 131 | We play basketball (horse), Dominoes, Watch Sports. I love to read, write rhymes, write stories/rough draft screen plays. |
| 132 | Travel to the forest |
| 133 | Read |
| 134 | Garden, walk, travel, attend concerts, community and political issues (non partisan) |
| 135 | Reading, walking/hiking, volunteer at Planetary Society, active with Newcomers and Friends of San Gabriel Valley. |
| 136 | Hiking, reading, swimming, traveling, movies, gardening, music |
| 137 | Gardening, movies, swimming, dog walking, yoga |
| 138 | museums, games, sports |
| 139 | Helping to raise our grandkids, Reading fiction, movies , travel, |

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| 140 | Outdoor sports such as cycling, skiing, and hiking. I like to wind down at night by reading, typically nonfiction. |
| 141 | For fun, I like to hike, read and write. |
| 142 | Various levels of reading material that is age appropriate yet at a lower reading level so that students may enjoy their interests regardless of their reading level. |
| 143 | Gardens, museums, hikes |
| 144 | Dancing, music, ride motorcycles, art, sports |
| 145 | Concerts, Art Night hiking & walking |
| 146 | Reading, knitting, music, movies. |
| 147 | Watch movies on TV, play with our dog |
| 148 | Movies, sports |
| 149 | Gardening, hiking, comic book reading |
| 150 | Story time |
| 151 | Hiking, biking, music, art. |
| 152 | Music, hiking, good eats, travel |
| 153 | Go out to art museums. I am a professional artist and keep up to date by using library resources available at the Pasadena library and going to the local art venues. |
| 154 | Concerts, museums, dinner out, some traveling. |
| 155 | Activities with grandchildren |
| 156 | go to museums, play music, outdoor activities |
| 157 | Going to the park, playing board games |
| 158 | Travel, gardening, architecture, world handicrafts and textiles |
| 159 | Climate change advocacy for both mitigation and adaptation, gardening with edibles and perennials using permaculture and regenerative principles |
| 160 | The libraries serve as an important focus and resource for a wide range of activities -- as well as being an activity in itself. |
| 161 | Hiking, watching baseball, traveling to National Parks, camping, eating out, playing sports, cooking |
| 162 | My son loves going to the library to 3D print. He also likes model airplanes and he is obsessed with anything aerospace. I love dancing, reading and meditating. |
| 163 | church music |
| 164 | Nature, read,music |
| 165 | reading, music (performing as well as attending concerts, etc.), movies, sight seeing, travel, writing, art, visiting museums, antiques, gardening, home renovation, and more. |
| 166 | Tennis, cooking, soccer, movies |
| 167 | Travel in USA, visiting historic sites, reading, gardening, church activities |
| 168 | Tennis, house and garden, reading, music, theater |
| 169 | Tennis, art, theater, music concerts, hiking |
| 170 | Read, hike. Attend concerts. |
| 171 | Church, Hiking, Baking, woodworking, Gardening |
| 172 | Reading, winemaking, sewing, walking, old movies. |
| 173 | hiking, museums, Descanso Gardens, cycling, reading, writing |
| 174 | both retired; lots of volunteering with an emphasis on disaster preparedness; nightly reading aloud to each other; fishing, hiking, socializing, politicking... |

Q3 What do you love about the Altadena Library District?

Answered: 182 Skipped: 24

| # | RESPONSES | DATE |
|----|--|---------------------|
| 1 | Quiet nooks hidden away to curl up and read, lots of amenities, special spaces for kids and teens, wonderful warm and helpful staff! | 11/15/2019 6:55 AM |
| 2 | The excellent facilities all kept, maintained well. Community activities. Outreach to the community. | 11/13/2019 11:42 PM |
| 3 | Friendly staff, good programs and special events | 11/13/2019 3:31 PM |
| 4 | Interesting speakers | 11/13/2019 2:15 AM |
| 5 | My first job at 15 was working for the beautiful old Altadena Library on Lake & I continued to work present when the present library opened! | 11/13/2019 1:36 AM |
| 6 | Local, a welcoming homey atmosphere, access to e books | 11/10/2019 2:17 PM |
| 7 | I love the Main Library building, the friendly and welcoming atmosphere (which is generated by the layout to some extent, but overwhelming by the staff and library supporters/volunteers), and the book store (I thought more involvement with a library would lead to buying fewer books; nope!) I love it when I can find a book, ebook, or audiobook I want to check out. | 11/9/2019 12:51 AM |
| 8 | The staff working at Bob Lucas and the service they provide there. I love tutoring English learners at Bob Lucas. | 11/8/2019 10:34 PM |
| 9 | Landscaping, layout, kind and helpful employees, ease of use and accessibility to resources. | 10/31/2019 6:39 PM |
| 10 | Convenience | 10/31/2019 6:09 PM |
| 11 | Nice Environment | 10/31/2019 10:39 AM |
| 12 | Community, vision, programs, people working there! | 10/31/2019 2:51 AM |
| 13 | Love the mid-century architecture and the open design. Staff are (now) friendly and have seemingly embraced some of the recent changes (consolidating research and check out desks). Second Saturday events. | 10/30/2019 11:55 PM |
| 14 | friendly, easy to use, book sales, inviting lay out | 10/30/2019 11:23 PM |
| 15 | The events and the library itself | 10/30/2019 10:57 PM |
| 16 | Proximity. Sentiment. Happy it's again moving forward after a difficult time related to short-sighted decisions of the former board. | 10/30/2019 10:10 PM |
| 17 | The diversity, I love the second Saturdays and the community events. I love the personnel, how easy it is to check books out and in... But what I love most is the community vibe. | 10/30/2019 9:20 PM |
| 18 | The diversity of the books, especially the children's books. We always run into someone we know at the library. | 10/30/2019 9:03 PM |
| 19 | That they engage the community & do social events | 10/30/2019 8:18 PM |
| 20 | I love how accessible it is. The staff is great! Miss Amanda has been a wonder with her great tween programs. The library is a place my kids love to go to. They have loved the games (including chess nights), doing homework there, exploring new books. I love the architecture and the programs offered. Movie night us great, too. They have also partnered with our Girl Scout troop which has been wonderful. | 10/30/2019 8:14 PM |
| 21 | It's close to home. | 10/30/2019 7:23 PM |
| 22 | It's the center of the community | 10/30/2019 7:09 PM |
| 23 | Proximity | 10/30/2019 6:46 PM |
| 24 | the extra activities for children as well as of adults, keeping current with interest of the community | 10/30/2019 6:43 PM |
| 25 | Close to home. Great mystery section! | 10/30/2019 6:34 PM |

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| 26 | I love that it is free, the fablab, the awesome teen section, the helpful librarians, and the overall strategicness |
| 27 | The convience, the beauty the pleasant environment, very relaxing. |
| 28 | We love that the library feels like it is a true part of the community. |
| 29 | Great location, beautiful building, welcoming environment |
| 30 | It's a beautiful space to visit, read, meet, gather for meetings, community events. |
| 31 | It has a good range of adult reading material -- I mostly use it for recreational reading (fiction, non-fiction, art books) |
| 32 | Close to home. Wish you had more BOOKS and less empty shelves. |
| 33 | Mid century look and feel, innovative technology for such a small library district |
| 34 | It's mystery collection and space to work. It's like an additional office for me |
| 35 | How welcoming the space is, the variety of summer events for kids |
| 36 | Second Saturday community concerts. Books on local history, community focus. |
| 37 | Close to my home |
| 38 | It's in my neighborhood, supports community activities, businesses, and organizations, and is a valued source of information and media. |
| 39 | Beautiful facility (main libe). friendly, competent staff, adequate collection |
| 40 | Spacious, architecture, good place to paint people |
| 41 | People... |
| 42 | It's close; staff is cordial and helpful; good mix of books and other reading resources; provides helpful community resources and gatherings; information center. |
| 43 | Everything |
| 44 | I love the beautiful space. The collection EXCELLENT, helpful kind staff, Events, a living place seeing all kinds of people doing things, interacting quietly and respectfully!!! |
| 45 | It is lovely, and well equipped |
| 46 | Passport renewal and that it's clean |
| 47 | new books. large assortment of magazines |
| 48 | It feels like home, so proud that our community has it. Great staff too. |
| 49 | The casual atmosphere and helpful and responsive staff |
| 50 | Activities for kids and families |
| 51 | Close proximity and friendly staff. |
| 52 | Everything - APL is one of the friendliest - and best - local libraries. I'm there often! |
| 53 | How it has become so interactive with Altadena, and expanded into the 21st Century. I love the social and dance/music events. I have always gotten very professional handling when I had a library/educational question. |
| 54 | I love any library but the Altadena one is a beautiful building made more relevant to modern media by it's recent renovation. |
| 55 | Beautiful library, close to home |
| 56 | Not much lately. I loved it in the 90s. |
| 57 | The main library is so beautiful and inviting! We love the kids section but it would be nice if there were more educational toys for toddlers that were in good shape. |
| 58 | friendly staff, a play area for kids, story telling, the opportunities provided by library for speakers, and other events. |
| 59 | The main Altadena library is very beautiful. I went to the Petit Park library every week when I was growing up in the San Fernando Valley. It was a very ugly brick building. |

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| 60 | It's so welcoming! |
| 61 | Wide array of services and books and items for borrowing. |
| 62 | They always have the books I want - or they get them for me! The staff are uniformly gracious and helpful. |
| 63 | We live so close to a beautiful library where the librarians are always helpful and friendly |
| 64 | It's close to home. Usually I can get a computer when I need one and handle any printing. |
| 65 | Nice, helpful staff & a quiet atmosphere. Everyone is very helpful & accommodating! |
| 66 | The community events like Second Saturdays and movie night outside (Space Night?) |
| 67 | I've only been to Altadena main library and it feels clean and new and has a good variety of children's books for us to enjoy with our 5 year old daughter. |
| 68 | Just the right size. Not too big. Love the airy atrium feel. |
| 69 | Convenience |
| 70 | Close to home |
| 71 | Updated online services. Good kids materials and area. |
| 72 | good collection of books, great community feeling and resource |
| 73 | Easy access to books. Comfortable, bright, open space at Altadena Main, though I rarely get to spend time there. |
| 74 | The kids programming |
| 75 | opening hours, size, selection of books, selection of dvds and blu rays, friendliness of staff, ability to renew items online |
| 76 | Location near home |
| 77 | The mid century modern design. Never change it. |
| 78 | The library is clean, organized, sends great emails, has wonderful programs, and has helpful staff! |
| 79 | I love the architecture, setting and interior of the main library. I also think the children's area is comfortable and that the children's books are well organized. The staff has always been very nice and helpful. |
| 80 | It's a library! What is not to love? The resources are really great. |
| 81 | Cozy sense of community, resources like 3d printer, passport processing, and BOOKS |
| 82 | Quiet, comfortable place to relax browse, and read. |
| 83 | I love it is close, helpful and has exposed my son and myself to books we would not have known about before. |
| 84 | It's very welcoming and easy to use. Everybody is very friendly. I also like that the kids don't have late fees. |
| 85 | location, environment, architecture, book sale |
| 86 | Beautiful location |
| 87 | The windows to nature, the landscaping, the helpful librarians |
| 88 | Calm, Relaxing, place. But also advanced enough to have audio books, current video games, and 3D printers. |
| 89 | I love the mid-century modern library on Mariposa that I grew up going to and reading everything I wanted to. |
| 90 | The physical mid-century jewel that is the main branch, great staff/librarians, online rez for books, inclusive wide-reaching programming, book sales. Interesting speakers/lectures |
| 91 | Offer a variety of programs including music chess and art |
| 92 | Community orientation |
| 93 | Good facility, good collection, close by |

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| 94 | I love the library building and the familiar faces of the staff that have been with the library since it's most recent incarnation. And the books, of course. |
| 95 | The sense of it being a community space |
| 96 | It's close, great book selection, good summer program |
| 97 | The evening storytimes, special activities for kids |
| 98 | It has a welcoming feel. |
| 99 | Variety of events, book selection, closeness to home |
| 100 | Unique program activities and great source of information |
| 101 | The coziness, the well-curated collection |
| 102 | It's growing community involvement and desire to find a fit for how libraries can serve communities in the digital age. Also the main building. Plus the book sales |
| 103 | Staff are always helpful. |
| 104 | convenience, community history, location |
| 105 | The diversity of programs offered in addition to the materials available. We haven't used it as much as my kids are high schoolers now but when younger we participated in things like the summer reading program and checked out movies a lot. |
| 106 | NA |
| 107 | The diversity of the collection in every sense, culturally, medium wise i.e. books, recorded books, CD's, DVD's, magazines, programming, live events, 3-D printers, chess, puzzles, community activities |
| 108 | Great selection of programming! Miss Amanda's bilingual storytime! Miss Diana's infant storytime and crafts! Also wonderful book talks and programs for adults. Thanks for hosting Repair Cafe, too! |
| 109 | accessible, large open space, many community events |
| 110 | great space, great events. my 11 year old never misses the d&d on tues nights. |
| 111 | Location near my house, smell of the trees, indoor & outdoor vibe. My kids (preteen & teen) feel comfortable going there on their own. |
| 112 | Excellent community outreach and engagement. Forward-thinking and driven to improve and meet needs of community. |
| 113 | The art shows that take place at the Altadena Library's main branch. |
| 114 | Nearby, can always find something to read |
| 115 | Everything |
| 116 | Ease of access |
| 117 | Spaciousness, mid-century style, organization of materials, layout of library, ongoing activities, beautiful setting, ease of checking out and in—SO MANY THINGS! |
| 118 | Toddler story time and the 1000 book club. |
| 119 | The children's librarians and the diversity in representation of children's book characters! |
| 120 | Very clean, no transients |
| 121 | That it's all about Altadena, and that the library tries new and interesting things. |
| 122 | Proximity |
| 123 | Everything but the fact it's closed on Sundays |
| 124 | close to our house, easy to check out books, available for reference material & info |
| 125 | It's my local library! It's beautiful. All the librarians want to help you get what you want and need. Everyone is great with my children and they have great events. |

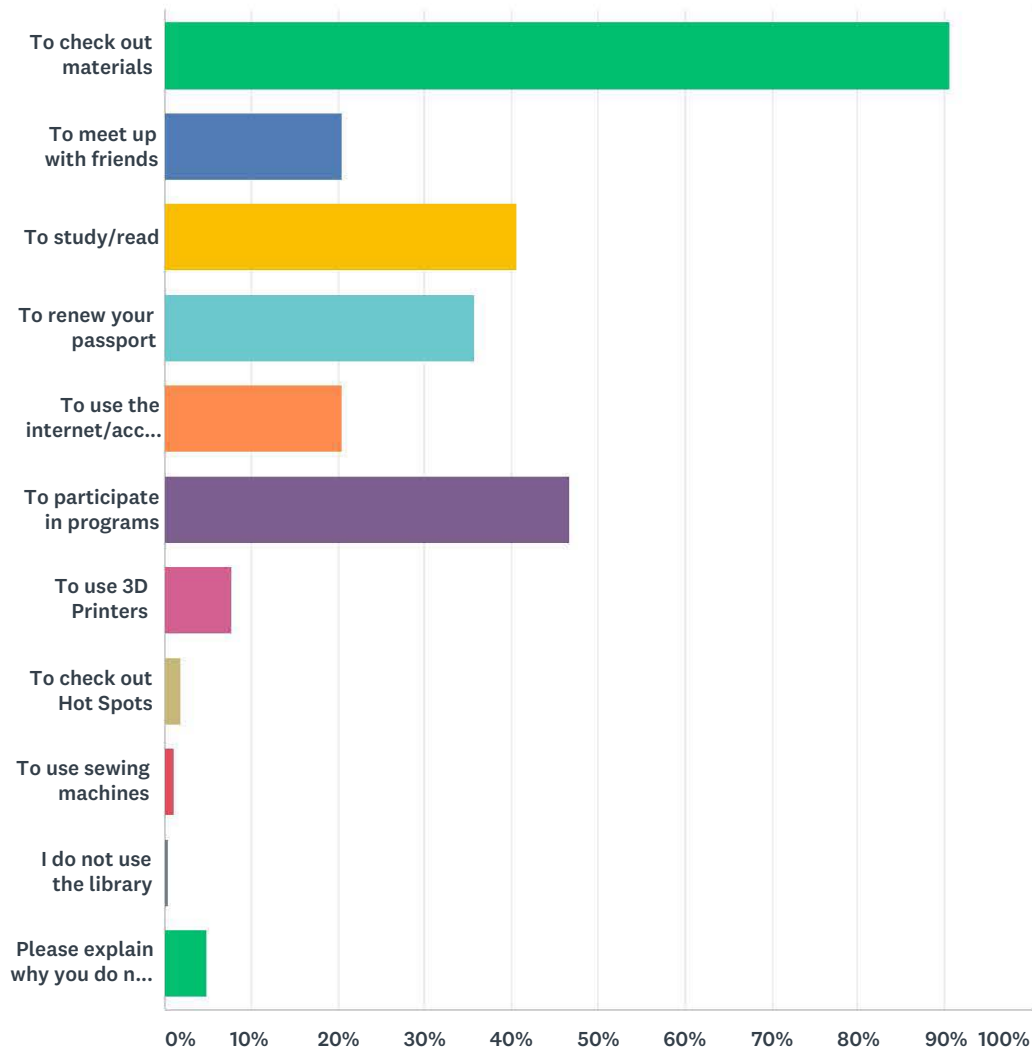
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| 126 | We love the librarians! We love the setting and the amazing trees! We love that they buy any book we recommend and add it into the collection! We love the super cool retro furniture. We love the kids events. |
| 127 | bookstore, children's library, movies |
| 128 | I LOVE THE Main LIBRARY - what a beautiful space to work, visit, etc. |
| 129 | Allowed for an easy process to get a passport. |
| 130 | It's location, and customer service |
| 131 | Close to our home , huge variety of books friendly staff your speakers and actives |
| 132 | Good section of books. The library will order book you request. We also enjoy the music at 2nd Saturday concerts and the chess club. |
| 133 | Its new layout and access to memoir |
| 134 | I love the books, the librarians, the vibe! I wish it was open later daily! |
| 135 | Proximity, the building, book sale |
| 136 | the size of the collection and the ease of accessing it. Love it that when I look for children's books for children's chapel, you often have the progressive new books! I also check out CD books for long drives. |
| 137 | That it is small and local, yet connected; the events hosted in the Community Room; that it has become a cultural center, that people are willing to help at any time |
| 138 | I love how chill the atmosphere is. The volunteers are very kind/courteous. Good selection of books. You can charge your phone while waiting on the bus. If your not done with a book you can get a extension. |
| 139 | Books |
| 140 | The architecture of the Altadena main library, its decor and atmosphere. Appreciate the Friends of Alt Lib and many activities and events |
| 141 | Ease of getting books and dvd's, as well as plenty of parking at the main library. |
| 142 | Friendly, knowledgeable, helpful staff; good assortment of books and movies; comfortable, welcoming space; variety of activities |
| 143 | It's openness and variety of possibilities |
| 144 | 3d printer, DVD rentals |
| 145 | Warm, welcoming , and knowledgeable staff; excellent collection; wide range of activities |
| 146 | The variety of programs available. I also appreciate that teachers can check out books for a longer length of time. |
| 147 | The gorgeous environment and ample natural light. |
| 148 | It is airy, bright and full of different activities for all ages. |
| 149 | Books |
| 150 | Community centered feel, great events, welcoming feel |
| 151 | Very convenient to our location |
| 152 | I love how friendly it is and how attractive the facility. |
| 153 | the Tween book club |
| 154 | Quiet, clean and lots of resources |
| 155 | The special events |
| 156 | The people are helpful in both libraries. In Altadena |
| 157 | Community events like Truck Day, Second Saturday |
| 158 | Nostalgia--I grew up in it. Architecture--light & airy, open floor plan Books--good varied selection! Librarians & staff--friendly, knowledgeable |

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| 159 | I miss actually seeing physical books. With this said, the library has certainly become a center of activity for the community, including younger people. It has become a community meeting place with activities designed to engage on a personal level at the cost of giving room to physical books...a trend of the future I must accept. |
| 160 | the convenience of having a library so close to home. |
| 161 | Proximity to my house |
| 162 | I love the building, I love that amazing children's book selections, I love being able to request purchases |
| 163 | Great selection of children's books, easy to use children's section, easy parking, beautiful main library facility |
| 164 | Nothing. Should be disbanded and absorbed into the County system. As a lifelong southern CA resident and library user and 20 year Altadena resident, I see no reason for a separate district funded by a parcel tax. Would prefer the benefits of the county system (e.g getting books from other branches) without having to go over to La Canada. |
| 165 | I love that it has taken the lead under the previous permanent director, in community building through focus groups to determine needs, plans for projects all could engage in, social gatherings on Saturday nights bringing residents of disparate parts of town together, varied projects suggested by patrons such as adult storytelling, the model rain harvest garden--very educational!--remodeling of the interior to better suit modern needs of all ages, repair cafe. In short all the changes that were introduced, the stodgy, conservative feel needed to be shaken up and brought up to date. |
| 166 | Diversity. |
| 167 | Friendly place with lots of services for my kids and us. Easy to use. |
| 168 | I love all the variety of activities that happen at the library and the wide range of public that they attract. The second Saturday dances are truly a meeting space where you can become aware of the diversity that exists in our community. My son would say the fab lab is the best. The staff are very caring and helpful. |
| 169 | its proximity |
| 170 | Listens to community |
| 171 | We've lived in Altadena almost 30 years and it has grown with our family. My kids did all the book clubs and we found many books and movies there. It just keeps getting better! I love all the programs and participate in many of them from sewing to cooking to storytelling and printmaking. I think the library does a fantastic job of community outreach. Mostly, I love the friendly staff. Melissa, Helen (both of them), Debbie and several others are very helpful, kind and friendly. Seeing them makes my day. I think it's important to let them know what an impact they have on some of the patrons like me and how grateful I am that they are a part of my daily life (well, almost daily!). Oh, I also love the Friends bookstore, the area where you can sit and read magazines and the art exhibits. It's a cheerful place. My only wish is that there were more and/or newer books on subjects like designing your own clothes, home decorating, and crafting. Some of the books are dated or I've taken them out many times already. Sorry for rambling. All in all, I cannot say enough good things about the library. |
| 172 | Magazines, events, beautiful environment |
| 173 | The building and grounds around it are so lovely and serene; the atrium is a comfy place to sit and read yet it comes alive with music and dance on certain Saturday nights; best of all, it has made the transition to a community gathering place that is exciting, welcoming and still a treasure trove of the media that makes a library. The Branch has a very special mission of literacy classes and ESL program where the timid parent learns how-to help the children in school. |
| 174 | Love the airiness and atrium feel of the building. Love the size -- not too big, not too small |
| 175 | Open diverse community, convenient, programs |
| 176 | Great community asset. Love to feel part of the community going there. |
| 177 | kids and teens programming |
| 178 | The setting. The quality and variety of new acquisitions. The personal touch...I am recognized. I love Second Saturdays. |

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| 179 | The DVD selections (Very Nice)! |
| 180 | I love the building. I like the mystery collection, too. |
| 181 | the wide range of events that get such a diverse audience |
| 182 | always delighted to see that people care about literacy, about making the library accessible to young people and encouraging them to read, hours the library is open accommodate most schedules |

Q4 What do you use the libraries for? If not, why don't you use the library?

Answered: 204 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|-----|
| To check out materials | 90.69% | 185 |
| To meet up with friends | 20.59% | 42 |
| To study/read | 40.69% | 83 |
| To renew your passport | 35.78% | 73 |
| To use the internet/access WiFi | 20.59% | 42 |
| To participate in programs | 46.57% | 95 |
| To use 3D Printers | 7.84% | 16 |
| To check out Hot Spots | 1.96% | 4 |
| To use sewing machines | 0.98% | 2 |

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| I do not use the library | 0.49% |
| Please explain why you do not use the library | 4.90% |
| Total Respondents: 204 | |

| # | PLEASE EXPLAIN WHY YOU DO NOT USE THE LIBRARY |
|----|---|
| 1 | I think there are a few options missing from this list and there should have been an "Other" box - e.g. to use [regular] printers, to check the information boards, to purchase items (from Friends-run book stores), etc. |
| 2 | Newer publications on health seem not current. |
| 3 | Increasingly the Alt. Main Lib. has fewer books. Very worrying trend. Have to go to Pas. Main. Lib. |
| 4 | The programs are during work hours and can't attend. |
| 5 | I prefer books to digital. There are no comfortable spaces to study in the facility. It has, for me, a confusing layout; it is not an inviting atmosphere. |
| 6 | My husband used it for CDs during his last years of life. I've been working in LA and have too much going on including finishing a book. I now have moved to MonteCedro and may have more reading time. I also attend meetings there |
| 7 | I use the La Canada and Pasadena Library, not Altadena. Did not like what former Director, Mindy Kittay did to the library and library staff. |
| 8 | Tutor |
| 9 | I used to always meet up with moms in the children's section about 4 years ago. I had some amazing conversations and connections. When the toys were taken out no one wanted to meet there anymore. It was a hard transition for us. I reached out to staff, wrote emails, and understand the change but I will always miss that special place. |
| 10 | I read electronically mainly and take out my books in that format which does not require "using" the library in a physical sense |

Q5 What challenges do you, your neighbors, and community face?

Answered: 127 Skipped: 79

| # | RESPONSES | DATE |
|----|---|---------------------|
| 1 | Having a simple reliable place to set regular monthly meetings for our 4-H club ahead of time! The Community Center (!) doesn't seem to want to have a community organization meet there, and the new requirement from the library for me to produce a liability insurance certificate from our main office at UC Davis has hung me up... just have to get that sorted out. | 11/15/2019 6:55 AM |
| 2 | Long commute, high cost of housing | 11/13/2019 3:31 PM |
| 3 | Parking and disabled access to the library | 11/13/2019 2:15 AM |
| 4 | - I feel a big challenge for Altadena is the lack of any centralized information source, either in the form of a civic organization or a newspaper, and the lack of awareness of what organizations and resources exist out there. - I don't know that Altadena will ever become as cohesive as some cities; frankly, lots of people seem to move here because they like the more 'laissez-faire' attitude and value their privacy and having peace and quiet. But I think that can still be consistent with providing Altadena with a clearer core and a clearer identity. - I also think that there's a strong need for making resources - e.g. those provided to the library - available to ALL members of the community, AND getting the wider community's input on how to do this. - I've met people who've lived on the east side for years without being aware of the library. I've also met people from the Meadows area who've only been to the Bob Lucas branch but enthuse about the programming for kids at the Pasadena Central Library, yet don't seem aware of what happens at our Main Library. - I think that changing things will require a lot more community outreach than the library does right now, and although the 'patron interviews' are a good start, I think there could in general be far more encouragement of engagement by the staff with existing library users, to get their input **and assistance** in these outreach efforts. - While Altadena can often feel very welcoming, sometimes the privacy aspects can make it unclear whether everyone is accepted and welcomed. I'm thinking in particular of the LGBTQ+ community and I hope the library can lead here, particularly during Pride month next year. - Finally, like much of LA, Altadena is changing due to the high price of housing and its impact on younger people who have been living at home or renting until now, and on everyone who has suffered from health issues, job issues, etc. Homelessness is bound to increase in future. | 11/9/2019 12:51 AM |
| 5 | Life in a pluralistic society which is often not communal but somewhat self segregating by race and language and culture | 11/8/2019 10:34 PM |
| 6 | None at present | 10/31/2019 6:39 PM |
| 7 | Increasing numbers of homeless people, theft from front porches, increasing coyote population | 10/31/2019 6:09 PM |
| 8 | Access to low cost activities; impartial information; community support; mental & physical health support | 10/31/2019 2:51 AM |
| 9 | getting reliable local Altadena information in the absence of a local paper | 10/30/2019 11:55 PM |
| 10 | improving Altadena's community identity; the library does a great job in fostering this. | 10/30/2019 11:23 PM |
| 11 | Quality of education | 10/30/2019 10:57 PM |
| 12 | I think the biggest challenge facing our community is lack of affordable housing and homelessness. | 10/30/2019 10:10 PM |
| 13 | Gentrification, exorbitant home prices, increasing costs of living and stagnant wages. | 10/30/2019 9:20 PM |
| 14 | Street safety. We could walk to the library, but because of the lack of sidewalks and fast speeds of cars, we are forced to drive. | 10/30/2019 9:03 PM |
| 15 | Discrimination due to wealth & race | 10/30/2019 8:18 PM |
| 16 | Fire season, crime, homeless. | 10/30/2019 7:23 PM |
| 17 | Traffic flow. Expanding the library. We need a center for the Literary Arts. I'd love to run it. | 10/30/2019 7:09 PM |

| | |
|----|--|
| 18 | looking for interest in Spanish support (tutoring oppty) for dual language program , more support for college readiness, and testing |
| 19 | Growing older, mobility. |
| 20 | It not being good parking |
| 21 | ADA access, isolation, climate change |
| 22 | Would be nice if Bob Lucas was open on Saturday! |
| 23 | High rents and low wages make it a challenge to live in this area. |
| 24 | Too many NIMBYs deciding what should and should not happen in our neighborhood. We're starting to lose Altadena's live and let live vibe. |
| 25 | Not being aware of many local programs and events, feeling disconnected from society |
| 26 | Affordable housing, affordable senior housing, emergency preparedness. |
| 27 | None |
| 28 | Our challenges are increased homelessness, negative climate change effects, and a decreased sense of social, community, and national unity and civility. |
| 29 | Smog, fire danger, flooding danger |
| 30 | Why pick a firm from New York...keep jobs in California |
| 31 | Securing updated info on community plans and city-related changes; dialogue with local political leaders; be updated on new residential-related and zoning issues; nutrition and senior citizens health issues related concerns. |
| 32 | The closure of our library |
| 33 | Staying connected |
| 34 | There should be more space/times for ongoing classes in the libraries for English and citizenship classes. Most other libraries in the area provide space (San Gabriel, Monrovia, Arcadia, South Pasadena |
| 35 | Dangerous traffic on neighborhood streets, lack of safe walking and bicycling routes to parks and green spaces. |
| 36 | Resources for free family activities, community organizations |
| 37 | none |
| 38 | Speeding drivers. Becoming a real issue for us. |
| 39 | I'm not sure what to say for this |
| 40 | There are significant socioeconomic gaps in Altadena. |
| 41 | I don't have enough time and energy to do all the things I want to do. |
| 42 | Many people in the community - especially older folks - are isolated and lonely. |
| 43 | aging |
| 44 | Having local places to walk to where we can meet up with friends and eat (other than the parks/mountains which we live and always go to) |
| 45 | Economic hardship..no health insurance. |
| 46 | None |
| 47 | Can't pick good LOTTO numbers. |
| 48 | this seems like an unnecessary question |
| 49 | Road noise. Not inside the library, though. Also a lack of decent restaurants. A library cafe that served healthy food might do well. |
| 50 | We need more baby/toddler time |
| 51 | Littering |

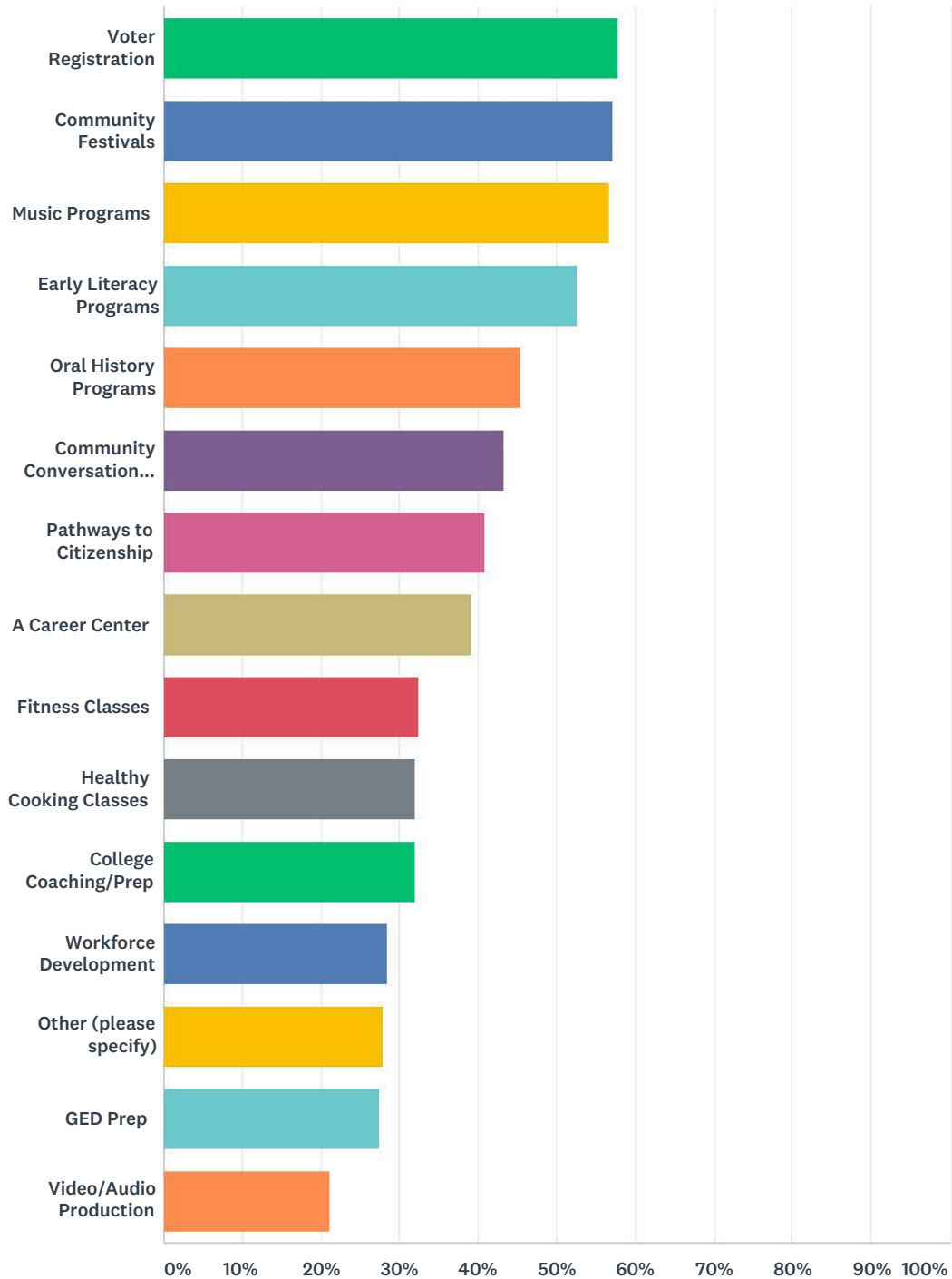
| | |
|----|---|
| 52 | We are privileged people. Other than financial hardship, I can't say that my family faces hardship. I can't speak for my neighbors or community. |
| 53 | Desired books are already checked out or missing for my 3rd grade son. Not enough electrical outlets for laptops. Desire to use library on Sunday but it is closed. |
| 54 | ? |
| 55 | drugs and crime in the neighborhood |
| 56 | People need to relax and read more with less screen time. Communities also need events where they can come together as a community. |
| 57 | High costs of water, electricity, high prices to rehabilitate home |
| 58 | loss of habitat, high price of water, current govt. |
| 59 | A Freeway sized, cell-phone tower in the adjacent Church. Initially it was approved to be smaller, but some time about 4 years ago they upgraded to a much larger system with A/C cycling often all the time. Gentrification, overpriced rent and housing. Income not keeping up with living costs. |
| 60 | Rapid neighborhood changes (racial, ethnic, socioeconomic), overcrowded cul de sac because some neighbors are renting to too many people and causing overcrowding; bad cell phone reception; forest fire threat |
| 61 | global warming and local environmental/health threats, widening of economic, educational and health disparities and erosion of thoughtful civic/community/national discourse |
| 62 | Community faces homelessness |
| 63 | Isolation |
| 64 | An overall lack of empathy. |
| 65 | Not enough hours of the library open, high rent, isolation, anxiety |
| 66 | Libraries closed on Sundays |
| 67 | Funding for schools |
| 68 | Too busy! Too many activities, too little time. |
| 69 | I wish getting to and in the library was easier with a stroller. No sidewalks, no way to get from the parking lot to the children's section |
| 70 | I don't know many at MonteCedro but a number come from out of state and don't seem to move around the community easily. I may be wrong, but I think there are a number who seldom leave the place independently |
| 71 | Rising housing costs, stagnant wages. The rich/poor divide in Pasadena/Altadena. I wish there was more community support for PUSD. |
| 72 | ada access, changing demographics, aging in place, lack of services |
| 73 | Busy schedules mean less time for everything, including participating in events and other things at the library. Neighbors and community face challenges like transportation possibly or feeling connected to other people. Some are not comfortable going places where they don't already know someone. Also, the diversity in Altadena is one of its greatest assets, but also one of its challenges. It's impossible to find one or two things that everyone will enjoy and one way to communicate with everyone. Some use technology fully and others may never have touched a cell phone. Some prefer to do things on their own at home (like checking out electronic materials) while others will only come to the library to check them out. |
| 74 | Rising cost of housing. |
| 75 | I think access is a challenge for many people. I currently don't have that problem but I know many who do |
| 76 | Lack of connection with neighbors--library events help! |
| 77 | too much to cover |
| 78 | rising cost of living, increased traffic, lower air quality. |
| 79 | Not really sure. |

| | |
|-----|---|
| 80 | 1. We seem to have little or no control over business development in our "downtown" area. Current trends do not seem to support who we are as a community (Aldi, Dollar General, etc.). 2. Influx of homeless people. |
| 81 | The rising cost of housing in Pasadena and Altadena. |
| 82 | Intolerance and entitlement. |
| 83 | Connectivity |
| 84 | climate change, racism, and lack of sidewalks |
| 85 | Transportation - ease of getting around other than by car. Concerns about safety in the community. Climate change. |
| 86 | Climate change and the fact that it's getting hotter and hotter in the SGV. Discrimination based on gender identity (my daughter) |
| 87 | I can only speak for myself - finding connection in a community. |
| 88 | African American historical textbooks, magazines, journals and literature being placed in the public libraries in California. We've noticed after visiting other libraries abroad this was not an issue. There was unlimited amounts of literature which was accessible in every library the moment we walked in we noticed art, literature, brochures, flyers, pamphlets, magazine, textbooks loaded with the black american authors, poets, writers. But, were so disappointed when we didn't see this in most libraries in California. |
| 89 | We are fine some time parking is problem at the library |
| 90 | The challenges if our contemporary world. Poverty for many. We need more trust and many need hope. Our planet is entering adulthood and thus the forces if light and dark do their dance |
| 91 | Selfish thoughtless self-serving change. I love Altadena for it's off the grid free lifestyle, which it has had for years. I hope people with "great minds" don't come and screw it up. Stop the developers from ruining it and leave it alone. Land and open space is priceless. And the names of the different parts now, ughhh! I feel what John Muir felt with Hetch Hetchy. |
| 92 | Communicating with other Altadenans and feeling connected. The Library brings us together |
| 93 | Me: time to do what I want to do Neighbors: accessibility can be a struggle for our disabled neighbors (getting out of the home) Community: finding a no-cost public space that isn't already booked, to host our 4H meetings |
| 94 | That's a good question... mmm I believe there pockets in Altadena where it can be unsafe due to riff raff, but it's not nearly as bad as Los Angeles. |
| 95 | Keeping Altadena a great place to live and all that is involved. |
| 96 | Issues arising from the climate crisis — fire danger, lack of enough water, bad air for example. |
| 97 | Economic, cost of living, medical coverage, education costs, health issues |
| 98 | Aging |
| 99 | Coming together as a caring community in the face of social, economic, and political forces that make that difficult |
| 100 | My personal challenge is finding a quiet corner in the library. I am a professional college lecturer and author. I love spending time researching and writing in the library, but often struggle even with ear plugs to find a quiet space to work and read in. |
| 101 | Cost of living and surviving in this community, |
| 102 | Time crunch |
| 103 | Rising cost of living, gentrification, concerns about whether we can afford to stay in (or raise a family in) Altadena |
| 104 | Cost of rentals, |
| 105 | (this is too broad a question) |
| 106 | Lots of 'know-it-alls', hate groups, village idiots, whiners and complainers. |

| | |
|-----|---|
| 107 | Lack of people reading due to social media. Also a lack of critical thinking and misinformation by certain media outlets and social media. |
| 108 | Cars always hitting squirrels ☹. |
| 109 | Lack of sidewalks, public schools getting community support |
| 110 | Time--not enough of it to squeeze work, friends, and restorative entertainment into one day/one week |
| 111 | The never ending interference by the county government. |
| 112 | None at this point. |
| 113 | connecting in person, finding community resources |
| 114 | Safety, homelessness |
| 115 | Increasing property crime - feeling of living under siege |
| 116 | Not many folks are acquainted with people on the other side of town from where they live. Affluent neighborhoods have many trees; less affluent parts have few. |
| 117 | Overall challenges are high cost of housing, effects of environmental extremes that are increasing, homelessness that is also increasing, crime in some areas. |
| 118 | I am single mum, so gentrification and rent prices going up are a worry. Gentrification comes at the expense of economic and cultural diversity, which is what I love most about this community. |
| 119 | Parking |
| 120 | I'm not sure what you mean, but what comes to mind is the fact that it's hard to get people to agree on things in Altadena. You can't please everyone here. It's impossible. Just go on the local apps or websites and you can see what I mean. Lively discourse is fine, but it's awfully hard to get things done sometimes. |
| 121 | Hard for folks with limited mobility to use the main branch. |
| 122 | I'd like to see bike paths and sidewalks across Mariposa to make it easier for the kids to get to library after school |
| 123 | It's become more unsafe to walk to the library because of the increase in speeding motorists. |
| 124 | The returning of the materials, wished that there were other locations for Drop Offs ,Weekend hours too short. . . . |
| 125 | Finding enough people who read who will buy my books. |
| 126 | I see a lot of low literacy rates - people can function, but not read more complicated material |
| 127 | The politics of alienation and hate coming from the President, fostering a sense of community but without local government, supporting artistic expression without public funds, inter-everything understanding, |

Q6 What programs/services can the library develop that contribute to our civic, economic, educational, and personal health, as well as our community's cultural identity?

Answered: 194 Skipped: 12



| | | |
|------------------------------|--------|-----|
| Community Festivals | 57.22% | 111 |
| Music Programs | 56.70% | 110 |
| Early Literacy Programs | 52.58% | 102 |
| Oral History Programs | 45.36% | 88 |
| Community Conversation Forum | 43.30% | 84 |
| Pathways to Citizenship | 40.72% | 79 |
| A Career Center | 39.18% | 76 |
| Fitness Classes | 32.47% | 63 |
| Healthy Cooking Classes | 31.96% | 62 |
| College Coaching/Prep | 31.96% | 62 |
| Workforce Development | 28.35% | 55 |
| Other (please specify) | 27.84% | 54 |
| GED Prep | 27.32% | 53 |
| Video/Audio Production | 21.13% | 41 |
| Total Respondents: 194 | | |

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|--|---------------------|
| 1 | This all sounds great... and it sounds like the library is becoming a YMCA, rather than a refuge of peace in an increasingly busy world. Please do save (weekend and evening) times to provide that significant need! | 11/15/2019 6:55 AM |
| 2 | Less expensive regular music or food programs than second Saturday | 11/13/2019 11:42 PM |
| 3 | Technology instruction | 11/13/2019 3:31 PM |
| 4 | Language classes or other ways to improve language skills!! Programs that utilize local expertise and resources - e.g. science programs linked to JPL/Caltech/Carnegie, acting programs linked to local theaters, etc. | 11/9/2019 12:51 AM |
| 5 | All of the above! | 10/30/2019 10:10 PM |
| 6 | Poetry readings | 10/30/2019 9:20 PM |
| 7 | All these are great ideas. | 10/30/2019 7:09 PM |
| 8 | The reconfiguration of the library resulted in the fittings of your book collection, which I found most distressing. You currently have a very sparse selection of actual books, Am do that is very disappointing. | 10/30/2019 6:46 PM |
| 9 | history classes: cultural sensitivity courses to better understand eachother | 10/30/2019 6:43 PM |
| 10 | More book clubs that meet during the day. | 10/26/2019 7:19 PM |
| 11 | Continued and expanded cultural activities such as live music | 10/26/2019 7:02 PM |
| 12 | Author talks and writing workshops | 10/26/2019 6:43 PM |
| 13 | The library has been great in inviting in the community. | 10/26/2019 5:47 AM |
| 14 | All of the above | 10/26/2019 5:39 AM |
| 15 | Filmd | 10/26/2019 12:10 AM |
| 16 | Children events , children reading programs | 10/25/2019 11:02 PM |
| 17 | English classes | 10/25/2019 10:02 PM |
| 18 | Order more books. | 10/25/2019 9:40 PM |

| | |
|----|---|
| 19 | These things I checked are all wonderful. But the books inventory seems to be greatly reduced. The Altadena Library is a shadow of what it used to be in terms of books. Also bring back the quiet. I understand that libraries fill many functions now, which is great, but there should be a soundproofed room where people can read and/or study in silence. You can't hear yourself think in there anymore. |
| 20 | Ukulele Lending Program - and Tabletop Gamin Club |
| 21 | Even more kids programming |
| 22 | Something that involves books -- author talks for example |
| 23 | I sort of wish that the library was like it was when I was growing up--quiet--a good place to study. |
| 24 | debate clubs for kids, teens and adults. STEM events for kids which bring in scientists from CalTech, JPL |
| 25 | Poetry |
| 26 | Homeschooling programs during the day |
| 27 | Outdoor activity center at main branch for kids etc. |
| 28 | tutoring |
| 29 | Teen programs |
| 30 | Speaker Series featuring experts on current issues, events and trends. |
| 31 | Community outreach programs with non profits |
| 32 | Eliminate fines and late fees: https://www.kqed.org/news/11751760/oakland-public-library-to-get-rid-of-fines-and-late-fees |
| 33 | Author lectures, book discussions (there was a great one a couple of years ago about Octavia Butler) |
| 34 | Literacy for all ages; literature study, developing an interest in reading for everyone. |
| 35 | Drag Queen Story Hour! (Please see my email from yesterday 9/23/19) |
| 36 | Add items to Overdrive |
| 37 | Black American Leadership Mentoring Program for Black American Families. Single families as well as complete families. |
| 38 | Help with cimputer my most pressing need At no cost |
| 39 | 4H |
| 40 | activities for school age children |
| 41 | A study room that is located in a quiet section of the library -- not in the children's section which is inherently louder than other sections. |
| 42 | A place where students with dyslexia can get help. |
| 43 | Small business support; adult education programs; senior focused classes |
| 44 | cannot comment as I do not live in this community |
| 45 | literature group meetings and discussions. |
| 46 | Interaction with local public schools needs to be increased |
| 47 | These things distract attention and resources from the main purpose of a library, which to safeguard the printed records and knowledge of human civilization, because no one else is going to. |
| 48 | Environmental awareness (note: prioritization of resources is a major consideration) |
| 49 | better book, periodical, and reference collections |
| 50 | Tutoring for high school students |
| 51 | Writing courses |
| 52 | Adult literacy programs |

| | |
|----|------------------------------|
| 53 | writing/storytelling classes |
| 54 | book clubs, lecture series, |

Q7 Tell us about your neighborhood:

Answered: 180 Skipped: 26

| ANSWER CHOICES | RESPONSE |
|--|----------|
| What neighborhood do you live in? | 96.11% |
| What is your census tract? | 55.56% |
| What is one word that describes your neighborhood? | 91.67% |

| # | WHAT NEIGHBORHOOD DO YOU LIVE IN? | DATE |
|----|---|--------|
| 1 | Country Club (Calaveras St. west of the golf course) | 11/15 |
| 2 | Raymond and Palm | 11/13 |
| 3 | Central Altadena | 11/13 |
| 4 | East Altadena | 11/13 |
| 5 | Northwest Altadena | 11/10 |
| 6 | Farnsworth Park (according the Nextdoor) | 11/9/2 |
| 7 | East Altadena | 11/8/2 |
| 8 | Near Altadena Dr. & Fair Oaks Ave. | 10/31 |
| 9 | Historic Highlands, Pasadena | 10/31 |
| 10 | Technically Homeless | 10/31 |
| 11 | Janes Village | 10/31 |
| 12 | Historic Highlands | 10/30 |
| 13 | Altadena | 10/30 |
| 14 | Near Washington and Allen (I think it's called Layton tract?) | 10/30 |
| 15 | Central Altadena | 10/30 |
| 16 | Altadena | 10/30 |
| 17 | Altadena | 10/30 |
| 18 | Central Altadena around the corner from the main library | 10/30 |
| 19 | Altadena | 10/30 |
| 20 | Historic Highlands | 10/30 |
| 21 | pasadena | 10/30 |
| 22 | East Altadena | 10/30 |
| 23 | Altadena | 10/30 |
| 24 | east pasadena | 10/28 |
| 25 | Pasadena | 10/28 |
| 26 | Altadena | 10/28 |
| 27 | Lake & Palm | 10/27 |

| | |
|----|--|
| 28 | Historic Highlands |
| 29 | between Farnsworth park and Altadena drive |
| 30 | Altadena |
| 31 | West Altadena |
| 32 | James Village |
| 33 | Altadena |
| 34 | Altadena |
| 35 | Altadena |
| 36 | Altadena |
| 37 | North Lake-Loma Alta |
| 38 | Altadena |
| 39 | Altadena |
| 40 | Altadena |
| 41 | Altadena |
| 42 | Altadena |
| 43 | The Meadows |
| 44 | Altadena |
| 45 | Loma Alta Park area |
| 46 | SW Altadena |
| 47 | Altadena |
| 48 | Central Altadena |
| 49 | Altadena |
| 50 | Northwest Altadena |
| 51 | East-central Altadena |
| 52 | Altadena |
| 53 | Altadena just south of Farnsworth park |
| 54 | Hope Heights |
| 55 | Altadena |
| 56 | Northeast |
| 57 | Altadena Drive & Tanoble are the major cross streets |
| 58 | The Meadows, Altadena |
| 59 | Meadows Altadena |
| 60 | Altadena |
| 61 | Fair oaks and Marengo |
| 62 | The Meadow in Altadena |
| 63 | Madison Heights |
| 64 | Farnsworth |
| 65 | La Vina |
| 66 | Marathon Road |
| 67 | N. Lincoln Ave. |

| | | |
|-----|--|---------|
| 68 | Northeast Altadena | |
| 69 | Altadena | |
| 70 | Central Altadena, near the library | |
| 71 | Altadena | |
| 72 | Altadena | 28 / 46 |
| 73 | Altadena | |
| 74 | Altadena | |
| 75 | Altadena | |
| 76 | Hope Heights Altadena | |
| 77 | Altadena | |
| 78 | Altadena | |
| 79 | Stonehill | |
| 80 | Altadena | |
| 81 | Glassell Park | |
| 82 | Altadena | |
| 83 | Altadena | |
| 84 | Historic Highlands | |
| 85 | Altadena | |
| 86 | Mixed ethnic (even within families) as far as newer families (usually one white and one not); when I grew up in the same neighborhood it was mostly African American, although my family is as those coming in are (mixed white and non-white); middle class | |
| 87 | Country Club area of Altadena | |
| 88 | 91104-northeast Pasadena | |
| 89 | Howard st/Los robles | |
| 90 | I live two blocks from the library | |
| 91 | Hope Heights/ Country Club area | |
| 92 | Zorthian ranch | |
| 93 | Altadena | |
| 94 | Arcadia | |
| 95 | Altadena | |
| 96 | Prospect Park (NW Pasadena) | |
| 97 | Altadena | |
| 98 | Altadena | |
| 99 | MonteCedro but have lived in Altadena for 50 yrs | |
| 100 | Pasadena | |
| 101 | North altadena | |
| 102 | Baja Dena (south of NY Drive, east of Allen) | |
| 103 | Mountain View | |
| 104 | Altadena | |
| 105 | S.E.N.C.H. | |

| | |
|-----|--|
| 106 | south west pasadena. |
| 107 | Central Altadena |
| 108 | Lake Avenue and Altadena Drive area |
| 109 | pasadena |
| 110 | East Altadena |
| 111 | Altadena |
| 112 | The Meadows |
| 113 | Stonehill |
| 114 | Altadena by Lima Alta |
| 115 | Mount Washington |
| 116 | Altadena |
| 117 | Central Altadena |
| 118 | Farnsworth |
| 119 | central Altadena, near Farnsworth Park |
| 120 | Presidents Streets (near Eaton Canyon) |
| 121 | East Altadena |
| 122 | Altadena |
| 123 | Only about 4to5 blocks from the library |
| 124 | Lincoln and woodbury area |
| 125 | Jane's Village |
| 126 | Farnsworth Park |
| 127 | Upper fair oaks |
| 128 | Country Club |
| 129 | Altadena |
| 130 | Live on Lincoln avenue literally 3-4 minutes walking from the bob Lucas branch |
| 131 | Farnsworth |
| 132 | President streets |
| 133 | Country club - golf course |
| 134 | North central Altadena |
| 135 | Farnsworth |
| 136 | One of the Gregory Ain houses on Highview |
| 137 | jane's village |
| 138 | The Meadows |
| 139 | Altadena |
| 140 | Pasadena's Prospect Park |
| 141 | Pasadena |
| 142 | @ Lake & Altadena Dr. |
| 143 | Bungalow Heaven |
| 144 | Hope Heights |
| 145 | Lake View Terrace |

| | |
|-----|--|
| 146 | Altadena |
| 147 | west side of Altadena |
| 148 | Altadena |
| 149 | West Altadena |
| 150 | Northwest Pasadena |
| 151 | Altadena |
| 152 | Mendocino and Holliston |
| 153 | One block from library |
| 154 | The Meadows |
| 155 | Altadena (Lake Ave & Altadena Dr.) |
| 156 | Peppergate |
| 157 | Central Altadena |
| 158 | Altadena near Farnsworth park |
| 159 | Altadena, north of Loma Alta near Marengo |
| 160 | Central Altadena |
| 161 | I've lived in Altadena for 40 years and am unaware of neighborhood names |
| 162 | Farnsworth |
| 163 | Altadena |
| 164 | Athens/Santa Anita/Wapello |
| 165 | Farnsworth |
| 166 | Two blocks from Library |
| 167 | Right down the block from the library |
| 168 | Altadena |
| 169 | Altadena East of Lake, North if Altadena Dr, |
| 170 | La Crescenta |
| 171 | On Harriet St., between Fair Oaks and Lincoln |
| 172 | Altadena |
| 173 | Farnsworth |

| # | WHAT IS YOUR CENSUS TRACT? |
|----|--|
| 1 | Don't know |
| 2 | unsure |
| 3 | 4611 |
| 4 | 4602 (btw, this wasn't that easy to find out!) |
| 5 | don't know |
| 6 | Unknown |
| 7 | 91001, 91101, 91109 |
| 8 | ? |
| 9 | 4613 |
| 10 | ? |
| 11 | 4613 |
| 12 | ? |
| 13 | Not sure |
| 14 | ? |
| 15 | Haven't a clue |
| 16 | unsure |
| 17 | I have no idea. |
| 18 | ?? |
| 19 | no idea |
| 20 | Don't know |
| 21 | 13082 |
| 22 | ? |
| 23 | 4603.01 |
| 24 | 4610 |
| 25 | Low income |
| 26 | don't know |
| 27 | 4602 |
| 28 | Ever remember |
| 29 | ? |
| 30 | 4601 |
| 31 | I don't remember |
| 32 | unknown |
| 33 | No sure |
| 34 | ? |
| 35 | ??? |
| 36 | (?) Near Country Club/Golf Course |
| 37 | no idea |
| 38 | Boston street, east of Lake |
| 39 | ? |

| | |
|----|---|
| 40 | 4602 |
| 41 | ????? |
| 42 | ? |
| 43 | CT4602 |
| 44 | ? |
| 45 | Not sure... North El Sereno Avenue, North of Loma Alta |
| 46 | don't know |
| 47 | Don't know |
| 48 | Okorie's and Billy's |
| 49 | Off grid |
| 50 | 4616 |
| 51 | Not sure |
| 52 | I always have to look it up. I think it ends with o1 but that may be my old one |
| 53 | 4603 |
| 54 | ? |
| 55 | 4613 |
| 56 | 4610 |
| 57 | 4601 |
| 58 | not sure |
| 59 | 4610 |
| 60 | ? |
| 61 | 4611 |
| 62 | 4601 |
| 63 | 4602 |
| 64 | Not sure |
| 65 | 1862.03 |
| 66 | Unsure |
| 67 | don't know |
| 68 | not sure |
| 69 | 4612 (?) - I think? |
| 70 | Fine |
| 71 | Beats me. Live on alberta the 500 b |
| 72 | 2601 |
| 73 | 4612 |
| 74 | 4612 |
| 75 | Can't remember |
| 76 | 4602 |
| 77 | No idea |
| 78 | ? |
| 79 | Don't know offhand |

| | |
|-----|---|
| 80 | 4701 |
| 81 | Don't know. |
| 82 | ? |
| 83 | 4602 |
| 84 | 7 |
| 85 | Can't remember, Dorothy Wong is our town council member |
| 86 | 461501 |
| 87 | CT4601 |
| 88 | sorry, can't remember! |
| 89 | 4612 |
| 90 | I don't know the number |
| 91 | No idea |
| 92 | ? |
| 93 | not sure |
| 94 | ? |
| 95 | No uses |
| 96 | 91001 |
| 97 | No idea |
| 98 | How would I know this? |
| 99 | Don't know |
| 100 | 4602.00 |

| # | WHAT IS ONE WORD THAT DESCRIBES YOUR NEIGHBORHOOD? |
|----|---|
| 1 | Safe |
| 2 | Friendly |
| 3 | quiet |
| 4 | Quiet |
| 5 | I live in Altadena so I describe it as a simply lovely community! Altadena is a hidden neighborhood treasure. |
| 6 | Stable |
| 7 | Privacy-loving |
| 8 | quiet and beautiful |
| 9 | Peaceful |
| 10 | Quiet |
| 11 | Gentrification |
| 12 | Caring |
| 13 | diverse |
| 14 | quiet |
| 15 | Diverse |
| 16 | Single-family |
| 17 | Diverse |
| 18 | green |
| 19 | Peaceful |
| 20 | Diverse |
| 21 | Mixed |
| 22 | It's great. |
| 23 | Diverse |
| 24 | diverse |
| 25 | Up-scale |
| 26 | Green |
| 27 | Busy |
| 28 | Diverse |
| 29 | Connected |
| 30 | mixed |
| 31 | eclectic |
| 32 | Going through gentrification |
| 33 | Home |
| 34 | Quiet |
| 35 | Heavenly |
| 36 | Nice |
| 37 | quiet |
| 38 | Mid-century |
| 39 | quiet-ish |

| | |
|----|--|
| 40 | Quiet |
| 41 | Inclusive |
| 42 | Beautiful |
| 43 | Close and not |
| 44 | Pretty. Natural |
| 45 | Diverse with lots of families that have young children |
| 46 | Quiet |
| 47 | Beautiful |
| 48 | Happy |
| 49 | Diverse |
| 50 | friendly |
| 51 | friendly |
| 52 | Friendly |
| 53 | quiet |
| 54 | racially diverse (but gentrifying) |
| 55 | Diverse |
| 56 | friendly |
| 57 | Laissez-faire |
| 58 | upper middle class |
| 59 | Eclectic |
| 60 | great |
| 61 | Leafy |
| 62 | Friendly |
| 63 | Quite |
| 64 | Busy... |
| 65 | Stable |
| 66 | Quiet |
| 67 | Foothill adjacent. Rural feel. |
| 68 | Multicultural |
| 69 | BEAUTIFUL ALTADENA |
| 70 | diverse |
| 71 | Weird. |
| 72 | Diverse |
| 73 | Charming |
| 74 | Lively (we are across from Farnsworth Park) |
| 75 | Calm |
| 76 | Friendly |
| 77 | Quiet |
| 78 | family |
| 79 | Hilly |
| 80 | community |

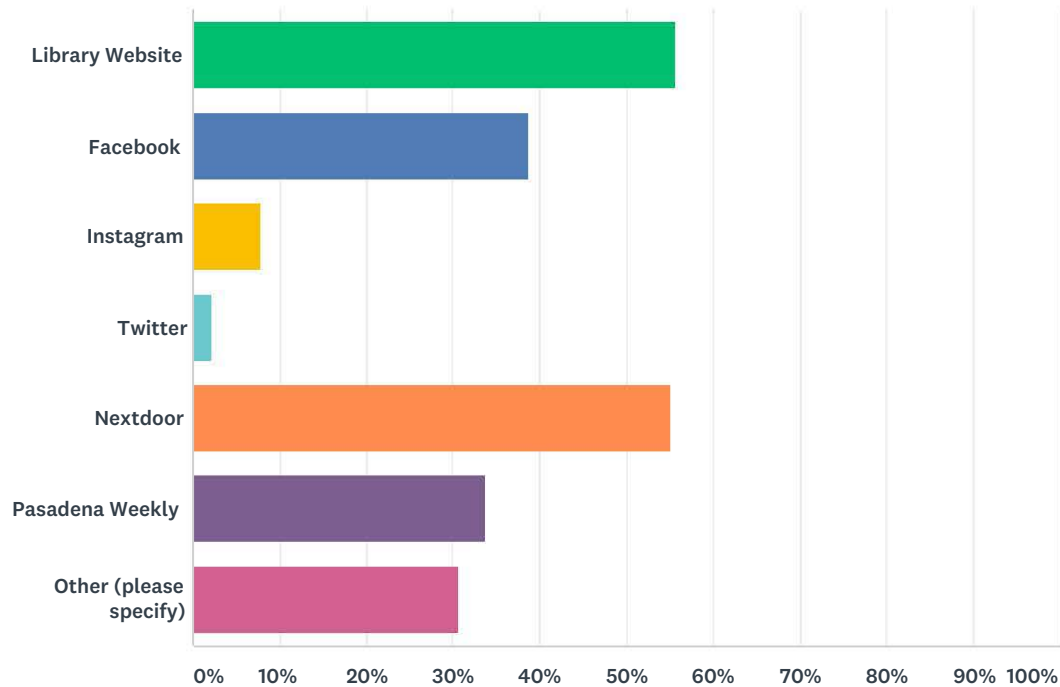
| | |
|-----|--|
| 81 | Quiet |
| 82 | quiet, beautiful, great neighbors |
| 83 | Natural |
| 84 | cohesive |
| 85 | Middle class |
| 86 | DIVERSE |
| 87 | Upper middle class |
| 88 | Rustic |
| 89 | Perfect |
| 90 | Pro active |
| 91 | tree-lined |
| 92 | Calm |
| 93 | Retired! |
| 94 | Diverse |
| 95 | eclectic |
| 96 | Diverse |
| 97 | over-parked |
| 98 | friendly |
| 99 | separated (people are not too friendly) |
| 100 | eclectic |
| 101 | transitional, most simply pass through on their way to somewhere else. |
| 102 | Divided |
| 103 | unpretentious |
| 104 | Epicenter of Technology |
| 105 | walking friendly |
| 106 | Hilly |
| 107 | Diverse |
| 108 | Quaint |
| 109 | betwixt |
| 110 | serene |
| 111 | Changing |
| 112 | Varied and diverse |
| 113 | comfortable |
| 114 | funky |
| 115 | Leafy |
| 116 | close to Eaton Canyon |
| 117 | Semi-rural |
| 118 | Amazing |
| 119 | Great |
| 120 | Mixed |
| 121 | Oasis |

| | |
|-----|------------------------|
| 122 | Quiet |
| 123 | pleasant |
| 124 | Safe |
| 125 | Friendly |
| 126 | Beautiful |
| 127 | Friendly |
| 128 | CONGENIAL |
| 129 | Hilly. |
| 130 | Peaceful |
| 131 | Friendly |
| 132 | diverse |
| 133 | Friendly |
| 134 | Peaceful |
| 135 | Disjointed |
| 136 | Diverse! |
| 137 | Antique |
| 138 | Convenient residential |
| 139 | horse country |
| 140 | Friendly |
| 141 | an ethnic cornocopia |
| 142 | Quite |
| 143 | Beautiful |
| 144 | Homey |
| 145 | Rural |
| 146 | Peaceful |
| 147 | Long time diversity |
| 148 | diverse |
| 149 | Beautiful |
| 150 | Queit |
| 151 | Modest |
| 152 | Diverse |
| 153 | Friendly |
| 154 | Diverse |
| 155 | none |
| 156 | diverse |
| 157 | Beautiful |
| 158 | Comfortable |
| 159 | Eclectic |
| 160 | Altadena |
| 161 | neighborly |

| | |
|-----|----------|
| 162 | Safe |
| 163 | Peaceful |
| 164 | Diverse |
| 165 | varied |

Q8 Where do you find information about the community?

Answered: 196 Skipped: 10



| ANSWER CHOICES | RESPONSES |
|------------------------|------------|
| Library Website | 55.61% 109 |
| Facebook | 38.78% 76 |
| Instagram | 7.65% 15 |
| Twitter | 2.04% 4 |
| Nextdoor | 55.10% 108 |
| Pasadena Weekly | 33.67% 66 |
| Other (please specify) | 30.61% 60 |
| Total Respondents: 196 | |

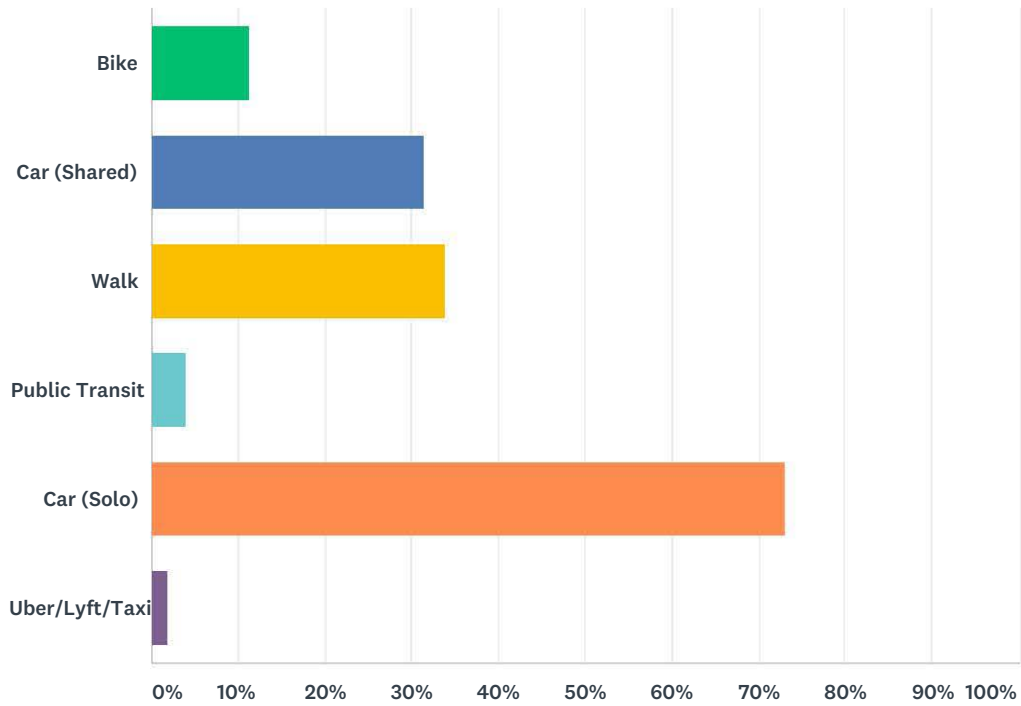
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---|---------------------|
| 1 | Nina's News emails, RIPE Altadena listserv | 11/15/2019 6:55 AM |
| 2 | Hard to find anything relevant about Altadena | 11/10/2019 2:17 PM |
| 3 | Pasadena Star News (I think it has a similar circulation to Pasadena Weekly, so not sure why both aren't referenced here) but otherwise mostly word of mouth to be honest, which is a problem | 11/9/2019 12:51 AM |
| 4 | What's Up in Altadena? | 10/30/2019 8:18 PM |
| 5 | Pasadena now, black pages | 10/30/2019 6:43 PM |
| 6 | Pasadena Star News | 10/30/2019 6:34 PM |
| 7 | email newsletter | 10/28/2019 11:10 PM |
| 8 | Vromans ,Altadena library | 10/28/2019 4:47 PM |

| | |
|----|--|
| 9 | Pasadena Now website |
| 10 | Coffee Gallery, Pasadena Now |
| 11 | talking to neighbors in person |
| 12 | TV news and newspaper |
| 13 | Google, etc., search |
| 14 | Wired women |
| 15 | Altadena-specific websites |
| 16 | LA Times, sometimes |
| 17 | Los Angeles Times |
| 18 | The OUTLOOK |
| 19 | Altadena Historical Society |
| 20 | Pasadena Star News |
| 21 | Pasadena Star News |
| 22 | NEXTDOOR BLOG & CHAMBER OF COMMERECE |
| 23 | Library emaila |
| 24 | Neighbors! |
| 25 | library emails |
| 26 | neighbors, friends, Altadena Heritage, flyers, posters around town, APL newsletter |
| 27 | Pasadena Now |
| 28 | Ranch community |
| 29 | Farmers Market |
| 30 | PasadenaNow.com |
| 31 | Monica Hubbard news bulletin+ Altadena Heritage |
| 32 | Star News - sometimes |
| 33 | friends |
| 34 | Altadena Women's Network |
| 35 | Word of mouth |
| 36 | https://www.coloradoboulevard.net/ |
| 37 | KPCC, The Eastsider |
| 38 | Web |
| 39 | Pasadena Star-News |
| 40 | Acona meetings, talking with neighbors |
| 41 | Pasadena Star News |
| 42 | Technology - Guardian Newspaper, |
| 43 | Patch |
| 44 | Neighbors texts PASadena StarNews |
| 45 | "Nina's News" email list, RIPE Altadena listserv. I do not have social media accounts. |
| 46 | PUSD |
| 47 | news |
| 48 | Email blasts |

| | |
|----|---|
| 49 | Pasadena Now |
| 50 | email, neighbors |
| 51 | What's Up In Altadena |
| 52 | KPCC, KCRW, LAist |
| 53 | Pasadena Star News |
| 54 | Altadena Women website (Monica Hubbard) |
| 55 | Local newspapers |
| 56 | My neighbor Nina (via emails) |
| 57 | google searches |
| 58 | Other internet sources. |
| 59 | flyers at the library and other locations |
| 60 | Altadena Neighbors |

Q9 How do you normally get to the library?

Answered: 204 Skipped: 2



| ANSWER CHOICES | RESPONSES |
|------------------------|------------|
| Bike | 11.27% 23 |
| Car (Shared) | 31.37% 64 |
| Walk | 33.82% 69 |
| Public Transit | 3.92% 8 |
| Car (Solo) | 73.04% 149 |
| Uber/Lyft/Taxi | 1.96% 4 |
| Total Respondents: 204 | |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--|--------------------|
| 1 | scooter | 9/24/2019 12:23 PM |
| 2 | Sometimes I walk, too. | 9/24/2019 4:47 AM |
| 3 | Access | 9/24/2019 4:03 AM |
| 4 | My son goes on a scooter. | 9/24/2019 2:47 AM |
| 5 | walk except when it is raining or too hot | 9/24/2019 2:45 AM |
| 6 | electronically almost exclusively otherwise solo car | 9/19/2019 12:11 AM |

Q10 I would love if the library could help me learn how to...

Answered: 110 Skipped: 96

| # | RESPONSES | DATE |
|----|--|---------------------|
| 1 | Meditate or do Tai Chi, or other quiet things! | 11/15/2019 6:55 AM |
| 2 | To be more politically involved in conditions that affect our community. | 11/13/2019 2:15 AM |
| 3 | Act in a play and also improve my language skills (ideally French, but opportunities to converse in Spanish with someone wanting to improve their English would also be wonderful). | 11/9/2019 12:51 AM |
| 4 | Continue to enjoy programs such as the ones at Bob lucas on food and culture. | 11/8/2019 10:34 PM |
| 5 | Create a group of people who have similar interests to meet for brainstorming progressive moves. | 10/31/2019 6:39 PM |
| 6 | I would love if the library could have more quiet spaces for actually reading | 10/31/2019 6:09 PM |
| 7 | Speak Spanish, Toast Masters / Jr Toastmasters | 10/31/2019 10:39 AM |
| 8 | Expand my career opportunities | 10/31/2019 2:51 AM |
| 9 | Use computer programs | 10/30/2019 10:57 PM |
| 10 | I would love if the library had more art books and new releases of all kinds. | 10/30/2019 10:10 PM |
| 11 | sew, talk in public | 10/30/2019 9:20 PM |
| 12 | Speak a new language, help my kids plan for college. | 10/30/2019 8:14 PM |
| 13 | Archive important papers & photos. | 10/30/2019 7:23 PM |
| 14 | Build a coffee house at the library | 10/30/2019 7:09 PM |
| 15 | African american studies, Chicano studies and more college readiness seminars, financial aid, SAT/ACT testing courses etc. | 10/30/2019 6:43 PM |
| 16 | Tutor | 10/30/2019 2:45 AM |
| 17 | Community art shows, book exchanges, tours local mansions in the area. | 10/28/2019 4:47 PM |
| 18 | Use books better. I believe that real physical books are and should remain the identity core of the library. More programs with live people presenting books and authors. Take a subject and identify 5 or 10 great books about that subject. Author readings/signings like bookstores have. Love all the "new library for the digital age stuff" just don't lose focus on the actual books. | 10/27/2019 7:18 PM |
| 19 | Ok, I didn't know the library had sewing machines for use. We would love that! | 10/27/2019 4:13 PM |
| 20 | I would appreciate the library having much better programing for kids between 6 and 12. I would like the library to make the kids area a welcoming place for my 8 year old. | 10/26/2019 7:28 PM |
| 21 | understand more about Apple computers | 10/26/2019 7:19 PM |
| 22 | Sew, paint, create graphic art, write better, connect to nonprofits that could help me and my community | 10/26/2019 7:02 PM |
| 23 | Sell more books | 10/26/2019 6:43 PM |
| 24 | Learn a new language | 10/26/2019 7:18 AM |
| 25 | use Twitter, Facebook, SnapShot, Square, and understand Microsoft products (Word, Excel and especially Powerpoint and Paradox - or its replacement). | 10/26/2019 5:47 AM |
| 26 | speak fluent Japanese. | 10/26/2019 5:39 AM |
| 27 | I would love that my library would carry more audible books on cassette. My car doesn't have a CD nor Digital access. I have bad vision so reading books has become a hardship on me. I would love to listen to a book while I'm driving to work and back home instead of listening to the depressing news. | 10/26/2019 2:35 AM |
| 28 | Be more interactive for children | 10/25/2019 11:02 PM |

| | |
|----|---|
| 29 | Resume building |
| 30 | improve my use of windows 10 and my iPhone. |
| 31 | learn another conversational language |
| 32 | return to it. I go up to La Canada now because the library there is spacious and quiet. It's a quiet library. It's also a community center, but there are separate spaces for the two functions. When I was in college, there were separate rooms where talking/group study were not allowed. There were other spaces for group study or community activities. Or just decide to be a community center if you can't do both due to space limitations. |
| 33 | Teach my toddler more about reading and trucks :) |
| 34 | research ancestry |
| 35 | Put a map of the facility showing where the books are located by subject. |
| 36 | organize my house. |
| 37 | write a resume |
| 38 | Get easy access to current books.... |
| 39 | Personally, I wish there were more BOOKS. Seems like they have all been taken out to make room for computers, 3D printers, etc. |
| 40 | I would love it if the library had more books and hadn't culled >50% of the collection a couple of years ago. I've stopped going to Altadena library and go exclusively to the Pasadena main branch. I do go to the book sales and art shows in Altadena. |
| 41 | Develop comprehensive programs to instruct usage of Adobe PHOTOSHOP. |
| 42 | I would like to see more business periodicals |
| 43 | I would just like a better selection of books, particularly in Kindle format. You also used to have a way to request books, but that doesn't appear to exist anymore. While I do occasionally use the library for other purposes, the most important thing in my opinion is to be able to find and read books. |
| 44 | GARDEN |
| 45 | Become more computer literate. |
| 46 | Well not learn but a little coffee shop inside the library would be awesome and bring in more people. Me first. |
| 47 | Garden, but as a newbie. I am often intimidated by the classes I see because I know very little about the basics, but I would love to learn! |
| 48 | My recommendation would be Technology themed tips for young and or old- whether it's using a computer or utilizing new apps for reference materials. The library provides so many great tech options for accessing newspapers and books and film but I feel is under utilized and it's hard to figure it out on ones own. Thank you! |
| 49 | Get a better score on my SAT! Free/cheap SAT/ACT prep classes would be amazing, they are really expensive and some of us kids want and need the extra help but can't afford it. Also maybe tutors for high schoolers. |
| 50 | . |
| 51 | - a safe, engaging, fun place for students to meet up after school - more academic resources, help in finding books in other libraries |
| 52 | improve MAC skills |
| 53 | anything I do want they are always willing to help! Thank you to great staff and facilities! |

| | |
|----|--|
| 54 | I don't really have an answer to this question. I have mixed feelings about the new programs and ways the library has changed over the last few years. I like that Altadena might have a community life, but I wish that the library could be separate. I don't like all the young, loud people hanging out at the library, nor do I like that there are so many computers. I wish that there could be a community center where these things could happen... But I wish that the library could continue to be the library and hat new generations of people could learn how to act respectfully of others who are studying in the library--as I learned growing up. There is a place for collaborative learning and for shared community life and social engagement, but I don't necessarily want it to be at the library. |
| 55 | none |
| 56 | Check out the ebooks that I want but aren't available ;) |
| 57 | Why can't you just be happy being our library? Why feel the need to be more? That's not your role. I love you as a resource for books and donate regularly. |
| 58 | Understand the Dewey Decimal System |
| 59 | I'd change this to: I would love if the library could help my homeschooled kids learn how to (insert anything educational or performing arts) during the school day. |
| 60 | I would love to see the main branch develop a creative use for the outdoor area in front. A kids discovery center or something that inspires learning. |
| 61 | sew. create simple projects. discuss books. |
| 62 | New art techniques |
| 63 | ???? I need a good webmaster to update my site, but I suspect my needs are larger than a public library could offer |
| 64 | Maintain an older house. Things like advantages of traditional water heater vs tankless water heater. Does my house have asbestos and how do I get rid of it? |
| 65 | Begin a small business |
| 66 | I think our library already teaches me continually. I love it! |
| 67 | learn about parent education/literacy education for 2 and 3 year olds |
| 68 | create a 501c non project art organization |
| 69 | raise my children, learn a new skill, meet others in my neighbourhood. |
| 70 | keep me and the community current on modern, 21st century trends and topics such as Artificial Intelligence, needs in the 21st century workplace, and practical skills such as household repairs, etc. Two extremes that are still quite relevant. |
| 71 | More art and STEM related programs. |
| 72 | Sew |
| 73 | Read, interpret, use analytics from Google, Twitter, Facebook, etc. |
| 74 | Na |
| 75 | speak publicly and practice socializing. |
| 76 | Go about getting loan for a business Scholarships for adults to go back to school |
| 77 | use facebook |
| 78 | Train and socialize my dog. Develop my writing projects. |
| 79 | Host a Drag Queen Story Hour at the main branch! |
| 80 | use my smart phone cook |
| 81 | learn Python |
| 82 | Really understand my computer and become savvy. Think the librarians could exude more friendliness they are very nice but seem reserved |
| 83 | I really enjoyed the Repair Cafe. |
| 84 | catalog and care for books! We have a fair-sized library at home and I want them to be organized |

| | |
|-----|---|
| 85 | Prepare a better resume Help job interviewing skills; if that makes sense. |
| 86 | Use technology |
| 87 | become more environmentally conscious. |
| 88 | Paint |
| 89 | Find a quiet place in the library to study. Others also have told me how much they wished that the library were a little bit quieter. I realize how hard it is to get people interested in libraries but I am wondering if there could be some sort of restructuring so that there were more separation between those who want to study and those who want to 3-D print etc. The passport office is very quiet. Perhaps it could be switched with the study room in the children's area!! |
| 90 | Reach all students that need help i reading. |
| 91 | Expand my horizons |
| 92 | Would love an ongoing group for writers. |
| 93 | no comment |
| 94 | I would love it if the board of trustees made their minutes public. |
| 95 | How to make cocktails |
| 96 | Better support those in need in my community |
| 97 | Draft a trust or will |
| 98 | speak a new language, take care of my finances |
| 99 | Get quality math tutoring for my middle school aged child. |
| 100 | Improve the soil for growing food. The county should help with this; it is essential for resilience and for sequestering carbon. |
| 101 | Destroy or isolate the 3D printer that can totally detract from the kind of peaceful environment that I (at least) expect in a library. The La Canada Flintridge County Library does an excellent job of this in a less demanding situation. |
| 102 | Talk in public, knit, sew on a machine (I just learned above that you lend them!), for my son (13), to learn mechanics, robotics, engineering... |
| 103 | get the library to improve its collection, which dramatically shrunk under its previous director. K-12 age youth need more educational materials, not games and recreational equipment. |
| 104 | I would love a writers' group for older, more seasoned writers. I would be willing to help with it, too. |
| 105 | Yoga |
| 106 | Would like more books! Seems like all the books have disappeared! For puzzles, computers, etc. |
| 107 | Be a writer |
| 108 | Play Guitar |
| 109 | make friends. |
| 110 | improve my French, learn other languages perhaps, dancing lessons, sponsor a chorale or other singing types, teach people the difference between facts and opinion, teach young people how to verify or falsify information they get through social media, sponsor creative writing events, competitions (new palindromes, mirror writing, haiku, reduce the Declaration of Independence to less than 100 words, trivia contest based on non-electronic sources within the library, best liar in a time limited presentation, etc.) |



Altadena Library District
600 E Mariposa Street
Altadena, CA 91001



**BOARD OF LIBRARY TRUSTEES
APPROVAL OF THE ALD OPERATIONAL PLAN 2020**

DEPARTMENT: Administration

MEETING DATE: January 27, 2019

PREPARED BY: Nikki Winslow

LOCATION: Community Room

TITLE: Review and Approval of the ALD Operational Plan 2020

BACKGROUND:

ALD embarked on a Strategic Planning process in the middle of 2019. From this plan, three Strategic Priorities were identified, which were:

- We are Curious
- We are Connectors
- We are Neighbors

The Management Team met on January 7, 2020 to develop goals and objectives to support these priorities. Once this document was compiled it was shared with all of the staff to provide feedback and suggestions. These additions were incorporated into the finalized version of the Operational Plan 2020 for the Board's review.

FISCAL IMPACT

None.

RECOMMENDATION

Staff recommends that the Board review and approve the ALD Operational Plan 2020.



ALTADENA LIBRARY DISTRICT

SUBJECT: 2020 Operational Plan – Internal Use

SECTION: All Departments

STRATEGIC PRIORITIES & OBJECTIVES

We are **CURIOUS**

“We are teachers, learners, and seekers. We are interested in you, your life, your needs, and how we can help. We want to learn from and with our community, and we want to constantly develop, improve, and build our skills to serve you better. We value curiosity and are open to new ideas.”

I. Staff Empowerment

- A. Integrate staff feedback from surveys to inform training priorities.
- B. Train all staff on identified skills/competencies, including, but not limited to:
- C. Establish regular process for documented communication between supervisors and direct reports.

II. Administrative Enhancements

- A. Update and optimize policies, procedures, manuals, and other administrative documents.
- B. Perform a comparative review of similar libraries and districts to evaluate remaining policies needed at the Altadena Library District and implement new policies as necessary.
- C. In coordination with Emergency Action and Safety Team (EAST), update Emergency Evacuation Procedures and establish regularly scheduled drills for both sites.
- D. Complete Classification and Compensation Study with Koff & Associates.
- E. Review, digitize, or dispose of ALD documents being stored based on the approved Records Retention policy.

III. Engaging & Inclusive Programs

- A. Prioritize development of programs targeting underserved demographic groups, including teens, young adults, millennials, veterans, BIPOC, and recent immigrants.
- B. Develop more consistent programs that showcase ALD’s technology and offer our community opportunities to expand digital literacy.
- C. Expand program offerings at Bob Lucas Branch to foster curiosity through story times, sensory activities, the arts, and crafts.
- D. Identify community members interested in leading the organization of community-driven programs and, through staff support and resources, empower those individuals to implement events and programs.

IV. Space Layout Redesign

- A. Develop a multi-phased plan to address accessibility and space planning issues at the Main Library and Bob Lucas Branch.
- B. Evaluate layout of all staff work areas to maximize use of space.

- C. Re-envision, revamp, and rebrand the FabLab in reflection of community needs and aspirations.
- D. Optimize use of Teen Space to be more inviting and engaging for local teens and teen programming.
- E. Create intentional outdoor spaces around both libraries that inspire curiosity and highlight water conservation efforts and native plants.

V. **Collection Organization and Streamlining**

- A. Update or create guiding documents for Technical Services, including the existing Collection Development Policy and the creation of a procedural manual for Technical Services.
- B. Conduct an inventory of the entire and create a schedule for future inventories.
- C. Evaluate collections at both libraries, perform system-wide weeding, and fill gaps as necessary with content on subjects by diverse authors and creators that meets, as closely as possible, the needs, interests, and abilities of all people our libraries serve.
- D. Perform classification projects to make collection easier to navigate for patrons.
- E. Develop strategies to increase circulation and new cardholders at the Bob Lucas Branch.
- F. Perform ongoing collection maintenance to ensure library materials are presented in excellent condition.

VI. **Listening**

- A. Develop a system for community surveys and data gathering that captures a significant, representative sample of the Altadena community.
- B. In coordination with Marketing & Community Engagement Manager and Branch staff, create a community asset map specific to West Altadena to identify potential local partnerships.
- C. Form library-supported, community-driven work groups to meet regularly around addressing community needs through collaboration and development of relevant library programs, including an Interfaith Altadena work group and Parent Advisory Council.
- D. Partner with established committees and Reading Group network formed through Read-a-Dena initiative to engage in semi-annual Community Conversations to capture updated community priorities.
- E. Create an ongoing survey for community requests for items to be purchased for the Library of Things.
- F. Utilize recent magazine survey results in the purchasing of new magazine subscriptions and renewals.

We are CONNECTORS

“We lead constructive collaborations and partnerships, break down barriers, connect groups of neighbors and centralize communication to improve the quality of life for all of us.”

I. **Reciprocal Partnerships**

- A. Integrate technology systems with community partners under single licensing umbrellas to reduce cost for all community organizations.
- B. Provide software on public systems to support local schools and organizations.
- C. In celebration of Christmas Tree Lane Association’s Centennial in 2020, create relevant displays and programs on Altadena history.

II. Digital Information Centralized

- A. Increase engagement and reach on library website and social media platforms using streamlined layouts, engaging graphics and videos, and innovative content development to more clearly highlight all library services, resources, and staff.
- B. Partner with community groups to develop a centralized, digital hub for Altadena news, events, information, and local history, including the Hidden Histories project, powered through the library website.
- C. Upgrade to Wifi 6 to support faster connection for patrons and staff.
- D. Implement a digitization project of library scrapbooks and photographs.

III. Outreach

- A. Schedule recurring, innovative outreach events at locations outside the library (i.e. Front Yard Fridays, library-hosted pop-up book clubs, “Brews & Books,” workshops at the parks, etc.), prioritizing initiatives reaching underserved community groups.
- B. Offer at least one off-site Children’s program per quarter in West Altadena.
- C. Provide three programs in partnership with Growing Together PASadena sites (ie. Story times, parenting workshops, etc.).
- D. Establish three new deposit libraries in Altadena with children’s materials.
- E. Implement a schedule of regular deliveries to the Little Free Libraries in Altadena.
- F. In coordination with Marketing & Community Engagement Manager and Branch staff, identify and implement strategies to spread awareness and increase participation in story times and other programming at Bob Lucas Branch.

IV. Sustainable Funding

- A. (NIKKI + CHLOÉ) Support the implementation of efficient internal processes and outreach planning for Friends of the Altadena Library and Altadena Library Foundation to build a stronger fundraising and advocacy network.
- B. (NIKKI + NICOLE) Research alternate sources of funding for capital projects.

We are NEIGHBORS

“We are more than eight square miles. We are neighbors helping neighbors, whether it’s on the next block or in the next city. We embody the best of our unique town and our diverse community.”

I. Volunteerism

- A. In coordination with Volunteer Coordinator and Branch staff, recruit new literacy volunteers to eliminate matching wait time for learners.
- B. Create a robust teen internship/volunteer program that introduces participants to public service and the librarian profession.

II. Community-Driven Programs

- A. Establish a network of community-led Reading Groups, launching with the Read-a-Dena initiative, that meet annually in the Spring and Fall with library-developed curriculum and materials.
- B. Partner with community groups to form recurring panels hosted at the Library around civic engagement and related topics in the community.
- C. Create an Art Curation Team, made up of staff and community members, to develop and implement an engaging schedule of art and interactive installations in our public spaces that reflects our unique community’s talents and interests.

III. **Community Hub**

- A. Compile information and generate collateral as needed to connect our community with the resources they need.
- B. Led by EAST, become a community command center for major emergencies or natural disasters.
- C. Enhance outdoor space around both libraries with more seating areas and easier walkability for the community.

IV. **Sustainability**

- A. Launch a composting site and program in partnership with local experts at the Main Library.
- B. Upgrade the Main Library's HVAC thermostats to have better control over interior climate to be an effective Cooling Center in the community.
- C. Repair damages at Main Library to keep building insulated and promote energy-efficiency.
- D. Through a staff vote, implement one or more actions related to sustainability that will be released in March on the ALA Website, [SustainRT 50 for 50](#).



LIBRARY BOARD OF TRUSTEES

STAFF REPORT

DEPARTMENT: Facilities

MEETING DATE: January 27, 2020

PREPARED BY: Jonathan Arevalo

LOCATION: Community Room

TITLE: RFP recommendation to use Air Conditioning Solutions (ACS) for the Main Library's Air Handler Units (AHU) Direct Digital Control (DDC) Retrofit Project

OBJECTIVE: To upgrade our existing air handler control system from analog to digital.

BACKGROUND/ANALYSIS: The Main Library's AHUs were custom made and installed over twenty years ago. The air handlers are considered multi zone units and each unit controls six different zones. There are a total of twelve zone sensors inside the library. The heating and cooling controllers for the zone sensors are inside the AHUs. Also each AHU is on its own timer and the timers are in two different locations of the library.

Over the past twenty years, the facilities team has had to go on the roof to adjust the air and heating controllers in the AHU's to achieve the best temperature in the library for our patrons and staff. This process can be very time consuming and difficult.

To alleviate this problem, it is recommended that we retrofit our controllers in our AHUs from analog to digital.

An RFP was sent out to procure a Firm that could help us with our DDC retrofit project and only one company responded to the RFP which was Air Conditioning Solutions (ACS). ACS met all the requirements documented in the RFP and they are also currently our HVAC maintenance providers.

The attached proposal will show the timeline and scope of work needed to complete the project.

STAFF RECOMMENDATION: That the Board of Trustees approves Air Conditioning Solutions (ACS) proposal to help facilitate with our DDC project here at the Main Library at the cost of \$24,000.00. We also recommend that the Board give authority to the District Director to sign the contract between ACS (vendor) and the ALD (customer) since the amount is above the \$10,000.00 threshold.



Proposal for

Altadena

Library District

Air Handler Units Direct Digital Controls Retrofit

*600 East Mariposa Street
Altadena, CA 91001*

Prepared for:
Jonathan R. Arevalo, Building Project Manager

Submit Date: January 13, 2020

Prepared by: Marcus Navidad
Project Manager
818-581-6326
mnavidad@acs.us

AIR CONDITIONING SOLUTIONS

| | |
|--|--|
| 2223 El Sol Ave Altadena, CA 91001 | 167 E Freedom Ave Anaheim, CA 92801 |
|--|--|

888.685.5660 | www.ACS.us

License #863580





January 13, 2020

Re: Request for Proposal
Air Handler Units Direct Digital Controls Retrofit at 600 East Mariposa Street in Altadena

Jonathan R. Arevalo
Building Project Manager
Altadena Library District
600 East Mariposa Street
Altadena, CA 91001

Dear Jonathan,

We would like to thank you for this opportunity to submit our proposal for the Air Handler Units Direct Digital Controls Retrofit, located at 600 East Mariposa Street, Altadena, CA 91001.

The bid package following this cover letter/statement of interest will include below components, per submission requirements, which were found on page 2 and page 3 of your Request for Proposal documents:

- ❖ Schedule: See our ***proposed schedule*** re: mobilization of project
- ❖ About your firm – See ***ACS Firm Information*** below
- ❖ Project Team – See ***ACS Controls Team***
- ❖ Project Experience – See ***ACS Recent Projects***
- ❖ Technical Approach and Management Plan – See ***project proposal***

ACS Firm Information

Firm Name: Air Conditioning Solutions (ACS) Inc.
Addresses: 2223 El Sol Avenue, Altadena, CA 91001 – LA Office
167 E Freedom Avenue, Anaheim, CA 92801 – OC Office
Your Contact: Marcus Navidad – Controls Project Manager
Number of Years Providing HVAC Services: 15 years

Air Conditioning Solutions
2223 El Sol Ave | Altadena, CA 91001
167 E Freedom Ave | Anaheim, CA 92801
Office (626)797-0547
Fax (626)797-1372
License #863580



Air Conditioning Solutions (ACS) Inc. is a full service commercial and industrial air conditioning company that has been in business for about 15 years. Our qualified Controls Team offers a wide array of controls for your HVAC system. As you will see in **ACS Controls Team** page included in this bid package, all our team members come with strong HVAC, mechanical, and programming backgrounds. Please also refer to **ACS Recent Projects** page.

Thank you for your time and consideration. We look forward to hearing from you soon.

Sincerely,
Marcus Navidad
Air Conditioning Solutions
2223 El Sol Ave
Altadena, CA 91001

| ID | Task Mode | Task Name | Duration | Start | Finish | Feb 2, '20 | | | | | | | Feb 9, '20 | | | | | | | Feb 16, '20 | | | | | | | Feb 23, '20 | | | | | | |
|----|-----------|--|----------|-------------|-------------|------------|---|---|---|---|---|---|------------|---|---|---|---|---|---|-------------|---|---|---|---|---|---|-------------|---|---|---|---|--|--|
| | | | | | | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | | |
| 1 | | Complete Shop Drawings and Material Procurement | 10 days | Mon 2/3/20 | Fri 2/14/20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | | Panel Shop Build-HVAC Control Panel | 5 days | Mon 2/17/20 | Fri 2/21/20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | | Program 2 EASYIO Controllers in preparation for change over | 15 days | Mon 2/3/20 | Fri 2/21/20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | | Install conduits on the rooftop. Install HVAC control panel enclosure in 2nd floor server room | 15 days | Mon 2/3/20 | Fri 2/21/20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | | Arrive onsite. Access RTU and Label Wires on both RTU's | 2 days | Mon 2/17/20 | Tue 2/18/20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | | Demo old unit controller and install EASYIO FG32+ controller on 1 AHU only | 1 day | Wed 2/19/20 | Wed 2/19/20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | |
|--|--------------------|--|-----------------------|--|--------------------|--|
| Project: Altadena Library Propo Date: Mon 1/13/20 | Task | | Inactive Summary | | External Tasks | |
| | Split | | Manual Task | | External Milestone | |
| | Milestone | | Duration-only | | Deadline | |
| | Summary | | Manual Summary Rollup | | Progress | |
| | Project Summary | | Manual Summary | | Manual Progress | |
| | Inactive Task | | Start-only | | | |
| | Inactive Milestone | | Finish-only | | | |



ACS Controls Team

Chino Romo – Controls Superintendent

Years of Experience: 24

Years with the company: 2

Project Role: Controls Superintendent

Chino Romo has 23 years of controls and HVAC experience, 20 of which was spent with a large HVAC mechanical contractor. He is Star Certified, Niagara N4 Certified, and a Title 24 Certified Technician. He will oversee the scheduling of the field labor for the controls department.

John Rippel

Years of Experience: 23

Years with the company: 1

Project Role: Controls Technician

He has worked at a major Hollywood studio with an electrical background. His Duties involved installing conduit for power and controls for various installs of ac units and other equipment.

Dustin Gerber – Director of Building Automation

Years of Experience: 17

Years with the company: 14

Project Role: Software Engineering/Commissioning

Dustin Gerber is our controls superintendent. Dustin has many certifications in Building Automation technology including but not limited to Johnson Controls, Trane, Carrier Comfort View, Honeywell, Siemens, Tridium, Easy IO, Sedona, Lonworks, Bacnet and Modbus systems. Dustin Graduated at the top of his class during his 5-year apprenticeship for HVAC and went on to take the state, regional and national academic award for our National Air Conditioning Training program. Dustin will be managing and deploying the programming and commissioning of your building. Dustin will provide a condition report of the commissioning after we are complete with the project. Dustin will also provide the customer Training and support for as long as it takes to make your team comfortable with the system.



Marcus Navidad

Years of Experience: 17

Years with the company: 14

Project Role: Controls Sales/Application Engineer

Marcus Navidad has over 15 years of controls and HVAC service. Marcus has also completed the JJACTION 5-year apprentice program. Marcus is well versed and holds many certifications pertaining to controls and HVAC. Marcus's role will be to engineer the hardware, electrical and communication requirements of your new DDC network. Marcus will provide engineered drawings of the new DDC system that will be installed.

Jeremy Lowe – Controls Foreman

Years of Experience: 14

Years with the company: 2

Project Role: Controls Foreman

Jeremy Lowe comes from many years of experience in refrigeration startup and controls. He went through the JJACTION 5-year apprentice program, completing the training at the top of his class. He earned his certifications in Siemens, N4, and Danfoss training programs. He will be responsible for overseeing the installs.

Daniel McTague

Years of Experience: 9

Years with the company: 4

Project Role: Controls Technician

Daniel McTague received his Associates in Mechanical Engineering. He has a background with several years of experience in the Local 11 (Electrician's Union). He joined the Local 250 (Pipefitter's Union) in 2015 and simultaneously joined our team at ACS. He has been trained in both the HVAC service and controls departments.



Jesse Beltran

Years of Experience: 9

Years with the company: 4

Project Role: Controls Technician

Jesse Beltran has years of experience with system integration and building automation. He is experienced in service, commissioning and training. Additionally, he holds many certifications including Delta Controls Core Training, ORCA System, and ABB ACH 550 Start Up. Additionally, he has a great deal of experience using trends, alarms & events to better serve the customer, and has also been trained in networking fundamentals and GCL + Programming. He holds an array of HVAC controls certifications, such as N4, Tridium AX, Siemens Apogee, DG Lux, Siemens ABT Site and SitePro, Danfoss, Honeywell, and J2 Fin.

Joe Cruz

Years of Experience: 3

Years with the company: 3

Project Role: Controls Sales / Technician

Joe Cruz holds a few different certifications from training programs such as Niagara 4 and Siemens DXR. Before joining ACS, he held a position as Field Coordinator in Mechanical, Engineering and Plumbing.

Gabriel Crockett

Years of Experience: 2

Years with the company: 2

Project Role: Controls Technician/Installer

As someone who spent his previous 15 years as an IT specialist, Gabriel Crockett has an in-depth knowledge in network protocols, software implementation/integration and project planning, which has become an asset to our team in developing a state of the art DDC system. Currently, he is actively pursuing an enrollment in the 5-year JJATC apprenticeship program to further-expand his knowledge in the industry.



Ricardo Beltran

Years of Experience: 4.5

Years with the company: 2

Project Role: Controls Apprentice

He comes to us with a wide array of different experience as a former heating and air conditioning installer. He has experiences in split system install/change outs, package unit install/change outs, zone systems, radiant flooring, broiler change outs, sheet metal fabrication/install, roof top ducting, spiral ducting exposed/non-exposed, and system startups.

Angel Salazar

Years of Experience: 5.5

Years with the company: 1

Project Role: Controls Apprentice

He comes to us with a wide array of different experience as a former HVAC/R service technician. He has experience in split system installs/service, package unit installs/service, zone systems, Refrigeration and Ice machine service.

Joel Lopez

Years of Experience: 2

Years with the company: 1

Project Role: Controls apprentice

He has experiences in Schneider Electric controls, panel change outs, roof top units, chiller controls install and VAV retrofits. He also has experience in conduit bending.



AIR CONDITIONING SOLUTIONS INC

2223 El Sol Avenue
Altadena, CA 91001

167 E Freedom Avenue
Anaheim, CA 92801

Phone: (626) 797-0547
Fax: (626) 797-1372

ACS Recent Projects

- **City of Beverly Hills:** City DDC upgrades
 - **Mondana Motahari**
City Architect
Department of Public Works
City of Beverly Hills
310-288-2866
mmotahari@beverlyhills.org

- **Pasadena Towers:** Floors 7, 8, 9 DDC upgrades
 - **Paul Powell**
Chief Engineer
CBRE
626-796-6905
Paul.powell@cbre.com

- **604 Arizona:** Building controls pneumatic to DDC retrofit
 - **Charles Sheaffer**
Manger
Portfolio Engineering
Hudson Pacific Properties
310-361-0118
Csheaffer@hudsonppi.com

- **1800 & 1900 Avenue of the Stars:** AHU Controls Changeovers Entire Building
 - **Dan Glick**
Portfolio Chief Engineer
TOPA
AMB Onsite Services
310-201-6888
Dan.glick@abm.com



Project Manager

Marcus Navidad
(818)581-6326
mnavidad@acs.us

ALTADENA LIBRARY

JONATHAN AREVALO – FACILITIES

600 East Mariposa Street
Altadena, CA 91001

“Rooftop Unit DDC Project”
Date Submitted: 1/10/2020



Air Conditioning Solutions Inc
2223 El Sol Ave
Altadena, CA 91001
(626) 797-0547

www.acs.us

Re: Rooftop Unit DDC Project at Altadena Library
600 East Mariposa Street
Altadena, CA 91001

Jonathan,

Thank you for the opportunity to provide you with the following proposal to upgrade the controls system for (2) air handler units at the 600 East Mariposa Street building. See below for the scope of work and qualifications for this project. Please feel free to contact me with any further questions or concerns. Thank you!

Scope of Work

1. Provide layout, project management, and field labor for the project.
2. Demo existing actuators on east ahu only.
3. Demo load analyzer and limit controller on existing control section of AHU's.
4. Demo existing space sensors.
5. Provide and install (1) UL listed control panel for the Jace controller.
6. Provide and install (1) Siemens Jace N4 controller with 5 device capacity and an 18-month initial software maintenance agreement.
7. Provide and install (2) EasyIO FG-32+ controllers in place of load analyzer and limit controller.
8. Provide and install (6) Siemens modulating 0-10vdc actuators for zones inside unit.
9. Provide and install (4) unit temperature sensors to provide the discharge air and return air temperatures for air handler units.
10. Provide and install (12) Veris blank space sensors
11. Provide and install (2) Veris current switches to provide supply fan status.
12. Provide and install (16) Veris SPDT relays.
13. Existing wire from AHUs to space sensors will be reused
14. Provide and install conduit from existing lower roof junction box to new Jace panel in I.T. room.
15. Provide and install conduit from existing lower roof junction box to the (2) AHUs on the upper roof.
16. Provide and install necessary low-voltage cable and wire for new controllers.
17. Program and commission EasyIO controllers and Jace.
18. Test operations of air handler units and all newly installed controllers.
19. Create tenant access to new system, accessible by any web browser.
20. Provide (2) 3D floorplan renders with color-changing zones to indicate visual feedback of space temperatures from setpoint.
21. Provide 3D building render for customer graphics access.

The price to perform the above scope will be:

| | |
|-------------------|---------------------|
| Materials: | \$ 8,903.00 |
| Labor: | \$ 14,641.00 |
| Tax: | \$ 456.00 |
| Total: | \$ 24,000.00 |

Qualifications:

- Work completed during regular business hours between 6am and 6pm

Exclusions:

- Fire Life Safety, interlocks duct/area smoke detectors, combination smoke fire dampers, smoke/fire control
- Cutting, patching, painting, concrete coring, roof cutting, roof patching, roof sealing or water proofing
- Protection/covering of walls, floors, equipment, etc.
- Ceiling t-bar, concealing spine, and hard ceiling access doors
- Electrical
- Building security
- Duct cleaning
- Insulation
- Parking
- Blocking or cordoning off areas to be utilized for crane/parking
- Payment or performance bonds
- Drawings, Permits, and Plan check
- Air balancing
- New zones

From the Air Conditioning Solutions Inc. family, we thank you for putting your confidence and trust in us! We value our partnership and strive to provide the best customer experience! Please feel free to contact us with any further questions or concerns.

Respectfully Submitted,
Marcus Navidad
Air Conditioning Solutions
(818) 581-6326

Approved By

Name: _____

Signature: _____

PO #: _____

Purchase Amount: _____

TERMS AND CONDITIONS

- a) Engagement of Services: Once the customer authorizes work, Air Conditioning Solutions is committed to certain "mobilization" expenses both direct and indirect (i.e., specific training, travel, special tools, materials, project management, etc.), which are generally priced into the entire scope of the project. If the project is canceled, delayed, or significantly changed through no fault of Air Conditioning Solutions, these expenses will be due and payable to Air Conditioning Solutions on a pro-rata basis. Any such requests for reimbursement of these expenses will be itemized and defined.
- b) Permits and Taxes: Permits are not included unless specifically noted otherwise. Permits, inspection fees, drawings, etc., will be provided by Air Conditioning Solutions at

the cost of obtaining them. Taxes are not included in the proposed price unless specifically noted otherwise.

c) Payment Terms: Standard payment terms are net due in (30) days from invoice date unless stated differently on the front of this proposal. A service charge may be charged on all past due amounts. Charges are computed at the lower of 1.5% per month or the maximum allowed by law. Amounts will be considered past due (30) days after date of invoice. You may avoid a service charge or additional service charges upon payment at any time of the unpaid balance.

d) Warranty: Air Conditioning Solutions will warranty all labor and material furnished and installed by Air Conditioning Solutions, excluding lamps and fuses, on all mechanical service work for 1 year. Air Conditioning Solutions will honor the manufacturer's warranty on all other products furnished by Air Conditioning Solutions. Air Conditioning Solutions must be notified of any potential warranty work. The disposition of the work in question will be determined by or it's approved affiliate. Any alleged warranty work done by others will not be paid for by Air Conditioning Solutions.

e) Attorneys' Fees: If Air Conditioning Solutions is required to hire attorneys to collect amounts owed under this agreement, the customer agrees to reimburse Air Conditioning Solutions for attorneys' fees, expert fees and other legal expenses that it may incur to collect such amount.

f) Incorporation by Reference: Unless expressly agreed in writing otherwise, these Standard Terms and Conditions are a part of, and hereby incorporated by reference, to all Proposals submitted by Air Conditioning Solutions to the customer and Credit Agreement signed by the customer, and all terms and conditions of any such Proposals or Credit Agreements.

g) Commissioning: Unless noted in the above scope of work, additional labor, reports, or meetings required by a commissioning agent is not included and will be billed on a time and material basis.



**BOARD OF LIBRARY TRUSTEES
REVISED VOLUNTEER POLICY**

DEPARTMENT: Administration

MEETING DATE: January 27, 2019

PREPARED BY: Nikki Winslow

LOCATION: Community Room

TITLE: Review and Approval of Revised Volunteer Policy

BACKGROUND:

Interim Director Cindy Cleary did a thorough inventory of the existing policies and their last updates. This list did not include a Volunteer Policy, which was determined to be an important policy to establish. She worked with our Volunteer Coordinator Yuni LaFontaine to draft one and shared their work with me when I started.

I have also consulted with Yuni over the past two months to update it based on suggestions from BB & K and her experience working with the volunteers in Altadena. We sent this final version to BB & K for review and they have approved all of the language and requirements.

FISCAL IMPACT

All adult volunteers, upon approval of this policy, will to be fingerprinted at a cost of \$67 per person.

RECOMMENDATION

Staff recommends that the Board review and approve the Volunteer Policy.

Altadena Library District Volunteer Policy:

Purpose: The Altadena Library District (ALD) encourages volunteerism as one way to involve members of the community in the day-to-day activities of the library. Volunteering for ALD offers a rewarding and exciting experience that provides a means of contributing to the community and reaching personal goals. Volunteers are invaluable assets that enhance the Library's ability to fulfill its mission in providing quality service to the community. They enhance, rather than replace, the work of the ALD staff. Volunteer opportunities are available at the Main Library and the Bob Lucas Branch Library.

A Strong Volunteer Program:

- Supports critical daily tasks
- Enhances services of value to new and existing programs
- Promotes public awareness of library services
- Increases involvement and support of the Library
- Promotes civic engagement through participation by employees of local corporations and members of community organizations

Recruitment, Qualifications and Placement:

ALD encourages volunteers who are committed, enthusiastic people, eager to use their time, energy and talent for the advancement of library service to the community. Volunteer selection is based on qualifications, interests, and ability to perform specific duties as outlined in volunteer job descriptions. Details such as duties, qualifications, time commitment and training requirements for the various volunteer opportunities are included in the Volunteer Handbook.

ALD places volunteers based upon the needs of the library, applicant's ability to perform required tasks, and applicant's availability.

Volunteers under the age of **18** must have parental approval on their volunteer application. The Library will not accept volunteers under the age of **14**. Youth under 18 may not work without direct supervision by a parent, caregiver, staff member, or adult volunteer who has successfully completed the application process. Youth volunteers may be supervised by a pre-approved group leader (i.e., Girl / Boy Scouts, 4H, etc.). Family projects may include children under the age of 13 when a parent has signed the Release of Liability form and is overseeing the children at all times.

Volunteers are recruited and accepted without regard to race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, educational level or any legally protected characteristic. Each volunteer will be on a one month introductory period to ensure that they are a good fit for the work they are committing to do for ALD.

Program Leadership:

The ALD program is headed by the Volunteer Coordinator who works closely with staff to identify need and match volunteers with the appropriate section of the library. Additionally, the Library Manager at the Bob Lucas Branch Library oversees a volunteer program for Literacy and English as a Second Language (ESL) services. The responsibilities of both the Volunteer Coordinator and the Library Manager are to:

- Develop goals and objectives for the programs, and review written policies and procedures as needed
- Recruit volunteers whose skills are compatible with the mission of ALD
- Ensure that all volunteers serve in positions that reflect their skills
- Provide written position descriptions and procedures for all volunteer tasks
- Provide orientation and training to prepare the volunteers to perform their duties
- Assign a lead worker to provide supervision in accordance with sound supervisory practices and library policies
- Serve as liaison between volunteers and staff
- Maintain accurate volunteer data, including hours worked
- Procure and administer related grants
- Report workers' compensation injuries and complete related reports
- Express appreciation for work performed through evaluations and a regular recognition program
- Promote and publicize volunteer opportunities and accomplishments
- Administer any other matters pertaining to volunteers working with ALD

Interviews:

Potential volunteers must complete an application and be scheduled for an interview. The Volunteer Coordinator, Library Manager and/or the appropriate supervisor will conduct interviews to match the expertise of the volunteers with the needs of the District/section. The interview will include a discussion about mutual expectations, job duties and policies of ALD.

Expectations of Volunteers:

ALD volunteers must meet the following requirements:

- Be 14 years or older
- Read and sign all pertinent documents
- Commit to a set number of hours and agreed upon work schedule as determined by ALD
- Adhere to the same ALD policies and practices required from staff
- Be able to fulfill scheduled responsibilities and time commitments
- Once completing the one month introductory period, be fingerprinted if assigned to work with minors or have the potential to work with minors. This includes all members of ALD support groups, including the ALD Board of Trustees, Friends of the Altadena Library, and Altadena Library Foundation.. They will have one month to complete their fingerprinting process or volunteering will be suspended until fingerprinting has been completed. Results of the fingerprinting process may be used to determine eligibility for volunteership.

Volunteers are considered approved to start assignments when all the requirements, including fingerprinting when applicable, are fulfilled and work is assigned.

Recordkeeping:

Several documents regarding each volunteer are filed and available from the Volunteer Coordinator or the Library Manager at Bob Lucas. The documents must be maintained in each volunteer file and kept **five years following** the volunteer's last day of service. The documents include the Volunteer

Application, Volunteer Release Form, Volunteer Agreement, Release of Liability Form, Dismissal/Removal of Volunteer Services Form, Literacy Tutor Intake Form and Literacy Adult Tutor Understanding/Agreement Form.

Confidentiality of patron accounts:

Volunteers may not have access to confidential patron information in the Integrated Library System (ILS). This includes:

- Performing activities that could reveal confidential patron or staff information or;
- Accessing confidential patron information in the Integrated Library System (ILS).

Safety/Workers' Compensation:

It is the District's responsibility to provide a safe environment. Volunteers have the responsibility to observe all relevant safety procedures.

Volunteers must be properly registered in order to be covered by Workers' Compensation insurance benefits. This coverage will only apply during the time volunteers are on assignment for ALD.

Insurance coverage is not in effect during travel time to and from home to a volunteer assignment or at any other time when a volunteer has not been specifically directed to be at a given location to perform work in connection with the agreed upon assignment for ALD.

Exception: Workers' Compensation coverage is not applicable when volunteers join ALD through an implicit or explicit arrangement with another agency, which already provides coverage to them (e.g. Boy/Girl Scouts, Red Cross, 4H, etc.). Both the individual volunteer and the agency must be informed of this exception during the initial arrangement for volunteer activities.

Completion of Assignment or Removal of Assignment:

Volunteers are expected to conduct themselves as if employed by the Library, and must adhere to the ALD Code of Conduct.

A volunteer's completion or removal from an assignment should be considered when:

- Assignment durations as agreed upon is complete
- Abilities are not suited to work assignment
- Volunteer dissatisfaction and there is no other suitable placement
- District policies are inconsistently followed
- Behavior is unprofessional, creates a safety hazard, causes disruption to workflow and/or exposes the District to liabilities
- Any use of drugs or alcohol except prescription drugs not adversely affecting job performance while performing any assignment(s) as an ALD volunteer.

Exhibits: Volunteer Application, Volunteer Release Form, Volunteer Agreement Form, Release of Liability Form, Dismissal/Removal of Volunteer Services Form, Literacy Tutor Intake Form, and Literacy Adult Tutor Understanding/Agreement Form.

*Lagerlof Senecal
Gosney & Kruse, LLP*

301 NORTH LAKE AVENUE, 10TH FLOOR
PASADENA, CALIFORNIA 91101
PHONE: (626) 793-9400 ! FAX (626) 793-5900

William F. Kruse
E-MAIL: WFKRUSE@lagerlof.com

TO: PRESIDING OFFICER OF EACH INDEPENDENT SPECIAL DISTRICT IN
LOS ANGELES COUNTY

FROM: WILLIAM F. KRUSE

RE: BALLOT; SPECIAL DISTRICT LAFCO REPRESENTATIVE

DATE : JANUARY 3, 2020

Enclosed is the Ballot and the supplementary materials submitted for each of the candidates for Special District LAFCO REPRESENTATIVE for the term expiring in May 2020. Nominations closed as of 5:00 p.m. on December 27, 2019.

Please vote for ONE candidate. The marked ballots should be placed in the envelope marked "Ballot Envelope." Please write the name of your agency and sign your name on the outside of the ballot envelope and return the completed ballots by mail to:

**William F. Kruse, Esq.
Lagerlof, Senecal, Gosney & Kruse, LLP
301 N. Lake Avenue, 10th Floor
Pasadena, CA 91101-5123.**

No ballot will be counted if it is missing the name of the voting agency and the signature of the Presiding Officer on the ballot envelope.

The candidate receiving the highest number of votes will be declared the special district representative to LAFCO.

Ballots must be returned by 5:00 p.m. on April 16, 2020.

WFK/jlb
Enclosures


cc: Paul Novak, w/enc.

*Lagerlof Senecal
Gosney & Kruse, LLP*

301 NORTH LAKE AVENUE, 10TH FLOOR
PASADENA, CALIFORNIA 91101
PHONE: (626) 793-9400 ! FAX (626) 793-5900

William F. Kruse
E-MAIL: WFKRUSE@lagerlof.com

TO: PRESIDING OFFICER OF EACH INDEPENDENT SPECIAL DISTRICT IN
LOS ANGELES COUNTY

FROM: WILLIAM F. KRUSE 

RE: **CORRECTED BALLOT; SPECIAL DISTRICT LAFCO REPRESENTATIVE**

DATE : JANUARY 7, 2020

The ballot previously sent to you misidentified one of the candidates for election to the Commission. Please disregard and destroy the prior ballot. The other materials previously sent to you are correct.

Please vote for ONE candidate. The marked ballots should be placed in the envelope marked "Ballot Envelope." Please write the name of your agency and sign your name on the outside of the ballot envelope and return the completed ballots by mail to:

**William F. Kruse, Esq.
Lagerlof, Senecal, Gosney & Kruse, LLP
301 N. Lake Avenue, 10th Floor
Pasadena, CA 91101-5123.**

No ballot will be counted if it is missing the name of the voting agency and the signature of the Presiding Officer on the ballot envelope.

The candidate receiving the highest number of votes will be declared the special district representative to LAFCO.

Ballots must be returned by 5:00 p.m. on April 16, 2020.

WFK/jlb
Enclosures

cc: Paul Novak, w/enc.

BALLOT

SPECIAL DISTRICT LAFCO REPRESENTATIVE

Please vote for no more than one candidate.

DONALD L. DEAR

Occupation: Water District Director
Sponsor: West Basin Municipal Water District

SHARON RAGHAVACHARY

Occupation: Water District Director
Sponsor: Crescenta Valley Water District

NOMINATION
OF
INDEPENDENT SPECIAL DISTRICT ~~REPRESENTATIVE~~
TO THE
LOS ANGELES COUNTY LOCAL AGENCY FORMATION COMMISSION

To: Independent Special District Selection Committee

From: West Basin Municipal Water District

Date: October 28, 2019

Name of Candidate: Donald L. Dear

West Basin Municipal Water District is pleased to nominate Donald L. Dear as a candidate for appointment as special district **REPRESENTATIVE** to the Los Angeles Local Agency Formation Commission. The nominee is an elected official or a member of the board of an independent special district appointed for a fixed term. For your consideration, we submit the following additional information together with a resume of the candidate's qualifications.

Elective office: Division 5 Director

Agency: West Basin Municipal Water District

Type of Agency: Water Wholesaler

Term Expires: December 2020

Residence Address: 15433 Catalina Ave, Gardena, CA 90247

Telephone: (310) 704-0881

PLEASE ATTACH RESUME OR CANDIDATE STATEMENT (limit one page)

West Basin Municipal Water District

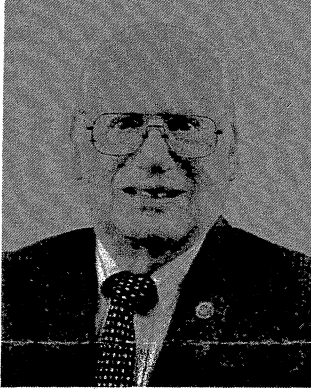
(Name of Agency)

By: Patrick Sheilds
Its: General Manager



Donald L. Dear

Immediate Past President, West Basin Municipal Water District Board of Directors
Division V



Donald L. Dear was elected to the West Basin Municipal Water District (West Basin) Board of Directors in November 2000. He is currently serving his fifth term after being re-elected in November 2016. He represents the Division V cities of Gardena, Hawthorne, Lawndale and the unincorporated Los Angeles County area of El Camino Village.

Director Dear came to the Board with a vast array of experience in public service, serving on the Gardena City Council from 1970 to 1974 and again from 1978 to 1982, as well as serving as the Gardena mayor for nine consecutive terms from 1982 to 2001. He retired with 27 years of total service to the City of Gardena. Director Dear is currently serving as Immediate Past President of the Board and Chair of the Ethics Committee. He previously served as one of two West Basin representatives on the board of directors of the Metropolitan Water District of

Southern California from 2013 to 2018.

In 2004, 2008, 2012 and again in 2016, he was elected as one of the representatives for the Los Angeles County Independent Special Districts on the Local Agency Formation Commission, of which he currently serves as First Vice President. In October 2011, the West Basin Board paid tribute to Dear's distinguished public service by naming their Carson Headquarters the Donald L. Dear Building.

Director Dear's years of experience have given him a deep first-hand understanding of the roles, responsibilities and challenges facing local governmental institutions. He served for 24 years as a Trustee of the Greater Los Angeles Vector Control District, and for 19 years on the Board of Directors for the Los Angeles County Sanitation District No. 5. He also served as President of the South Bay Cities Association (now known as South Bay Cities Council of Governments), on the Board of Directors of the Southern California Cities Joint Powers Consortium and is a member of the Sierra Club.

As a former teacher at Stephen White Middle School in Carson for 38 years, he is well known and widely respected by his former students, colleagues and members of the community. In 1983 he was "Teacher of the Year" for Region A of the Los Angeles Unified School District. Dear's professional affiliations include his service as a member of the National Council for Social Studies, board member of the Political Action Council of Educators, and six terms of service as a member of the House of Representatives of the United Teachers of Los Angeles (UTLA). His civic affiliations include the Association for Retarded Citizens – South Bay, El Nido Services, Gardena Elks, Gardena High School Booster Club, Gardena Jaycees, Gardena Valley Cultural Arts Corporation, Gardena Valley Friends of the Library, Gardena Valley Music Association, Gardena Valley Red Cross, Gardena-Carson Family YMCA, Hollypark and Gardena Valley Lions Club, Kiwanis Club of Gardena Valley, Serra High School Advisory Board, and the University of Southern California San Pedro Peninsula Trojan Club.

Director Dear has also distinguished himself through his outstanding work with youth, not only as a noteworthy educator, but also for his 30 years of unselfish dedication as a coach for more than 70 teams in three sports through the Gardena Recreation Department Youth Sports Leagues.

NOMINATION
OF
INDEPENDENT SPECIAL DISTRICT REPRESENTATIVE
TO THE
LOS ANGELES COUNTY LOCAL AGENCY FORMATION COMMISSION

To: Independent Special District Selection Committee

From: President James P. Bodnar and Member of the Board of Directors

Date: December 3, 2019

Name of Candidate: Sharon Raghavachary

The Board of Directors of the Crescenta Valley Water District is pleased to nominate
Sharon Raghavachary as a candidate for appointment as special

district **REPRESENTATIVE** to the Los Angeles Local Agency Formation Commission. The nominee is an elected official or a member of the board of an independent special district appointed for a fixed term. For your consideration, we submit the following additional information together with a resume of the candidate's qualifications.

Elective office: Director of Board of Directors of

Agency: Crescenta Valley Water District

Type of Agency: Water and Sewer District

Term Expires: December 2020

Residence Address: 2209 Maurice Ave.

La Crescenta, CA 91214

Telephone: 818 541-9071

PLEASE ATTACH RESUME OR CANDIDATE STATEMENT (limit one page)

Crescenta Valley Water District
(Name of Agency)

By: 
Its: Chairman of the Board of Directors



Crescenta Valley Water District

2700 Foothill Boulevard, La Crescenta, California 91214
Phone (818) 248-3925 Fax (818) 248-1659

Directors

Judy L. Tejada
James D. Bodnar
Kerry D. Erickson
Kenneth R. Putnam
Sharon Raghavachary

Officers

Nemesiano Ochoa, P.E.
General Manager
James Lee
Director of Finance & Administration

Director Raghavachary has been active in the La Crescenta Community for 20 years and has a background in accounting and computer systems.

Ms. Raghavachary is a founder of the Crescenta Valley Community Association. She served for seven years on the Crescenta Valley Town Council, during which time she was co-chair of the Foothill Design Committee, that wrote design standards for Foothill Boulevard, and was a member of Supervisor Antonovich's Library Committee. She also served as Council Vice President and Land Use Committee Chair.

Additionally, Director Raghavachary served three years on the Parent Advisory Council for Children's Hospital Los Angeles, providing input for the new hospital tower. She has been a volunteer for the Los Angeles County Sheriff's Department and Treasurer of the Crescenta Valley Arts Council, as well as a Girl Scout troop leader for ten years, and for over five years she wrote a featured column for the Glendale New Press and the Crescenta Valley Weekly. She is currently serving her second year on the Clark Magnet High School's School Site Council.

Ms. Raghavachary has teenage twins, a boy and a girl, who attend Clark Magnet and Crescenta Valley High Schools.