



Buena Park Library District

Annual Report 2019/2020

In response to the Covid-19 pandemic, on March 13, 2020, the Buena Park Library closed its doors to the public for what we thought would be only two weeks. Unfortunately that was not the case. We addressed the challenge of the extended closure by focusing on how to continue to provide access and service to our community. Though our doors may be closed, the Library continues to serve the public through online resources, curbside pickup service and telephone and email reference services.

Buena Park Library District
 7150 La Palma Avenue
 Buena Park, CA 90620
 714-826-4100
www.buenaparklibrary.org
Curbside Pickup Hours:
 Mon - Thurs 10am - 5pm
 Fri - Sat 10am - 2pm
 Not available
 Sundays and Holidays

The Library welcomed
157,496
 visitors this year

273,298
 Total items
 were
 borrowed
 including **32,562**
 eBooks

Our Mission
 The Buena Park Library is committed to providing free and equal access of information, programs and services to educate, entertain and enrich the lives of our diverse community.

JUST BRING IT
BACK!
 NO MORE LATE FINES
 Your library is now
FINE FREE!

PASSPORT APPLICATION SERVICES
 6,300 applications accepted
 3,461 pictures taken
 \$255,110 in revenue generated

THANK YOU
 The Volunteer Guild donated
\$10,000 for Library programs
 and collections

The Outreach Team took our "Pop Up Library" out into our community this summer, and distributed 770 books.

Buena Park Library District
 100 years and counting
2,917
 new cards issued

District Board of Trustees
 Patricia Ganer President
 Dennis Salts President Pro-Tem
 Richard Rams Secretary
 Al Salehi Trustee
 Irene Castaneda Trustee

BECOME AN HONORED DONOR AND RECEIVE AN HONORED DONOR LIBRARY CARD

Volunteers worked 1,865 hours
 Their work saved the library \$24,245!

VOLUNTEER

27,291
 Reference Questions were answered

TECHNOLOGY

The Library offered Free access to public computers with 19,284 uses

There were also 80,477 visits to our catalog
 9,063 eResource uses
 64,112 website visits

502 programs were attended or viewed online by 23,956 people

The digital library is always open.

Follow us on Facebook and Instagram!

A message from our Director ~

Welcome to the Buena Park Library District's 2019/2020 Annual Report. We began the year with the continuation of our Centennial Celebration that included the installation of a time capsule commemorating 100 years of serving the Buena Park community. The Library continued offering various programs and services for both children and adults, while our Outreach Team was out and about visiting local parks, and participating in other community events...and then IT happened...the Covid-19 pandemic.

The pandemic led to the Library's closure, but the response from our Library staff could not have made me more proud as they rose to the occasion and continued to serve the Buena Park community. We immediately began promoting our digital eBook collection and saw significant increases in circulation. The staff also developed creative and innovative virtual programs, including children's storytimes, science programs, craft programs and even a virtual book club.

We knew that many of you still longed to hold a book in your hand so we began offering curbside pickup service. The creativity continued as staff produced craft kits for children and adults that could be picked up using our curbside service. We are also issuing library cards, providing printing services, telephone and email reference services, and we are loaning Wi-Fi hotspots to our patrons who do not have access to the internet. We have received numerous compliments from our patrons who are taking advantage of the new ways we are serving our community during the pandemic.

As we continue to move forward in these uncertain times we will remain focused on our mission: "To provide free and equal access to information, programs and services to educate, entertain and enrich the lives of our diverse community." We are committed to using equity, diversity, and inclusion as a guiding principle in the way we serve everyone. I am grateful for our talented and dedicated staff, the generosity of our volunteers and for those of you who give so generously to the Library. We look forward to opening our doors as soon as it is safe to do so and will continue to provide impactful and life-changing services as we respond to and recover from the Covid-19 pandemic and forge ahead.

Mary McCasland
Library Director

I'm so glad you're doing curbside pickup. I've tried getting into eBooks but they're just not for me. You guys are awesome & we miss our library!!

I love your library! I'm there at least once a week. You're offering such a wonderful service! Those of us who read really appreciate it.

**JUST BRING IT
BACK!**



NO MORE LATE FINES

We have an exciting announcement to share with you!

Effective June 1, 2020, the Buena Park Library **discontinued the use of overdue fines for our patrons**. This move ensures that our library is living up to its commitment to provide free and equal access to our diverse community. Also, **all outstanding overdue fines have been cleared from all patron records**. No exceptions, no questions. You are fabulously fine free. We will still charge for materials that are not returned.

Studies have found that the elimination of overdue fines in libraries had several positive outcomes:

- Increased patron access to materials and services
- Reduction of the inequitable impact of overdue fines
- Improved patron relationships with their library
- Optimization of library staff time and increased staff efficiency

Additionally, research shows overdue fines do not ensure borrowed materials end up back on shelves. The Library encourages patrons to return books in a responsible and timely fashion so others may enjoy our shared resources.

Highlights of the Past Year

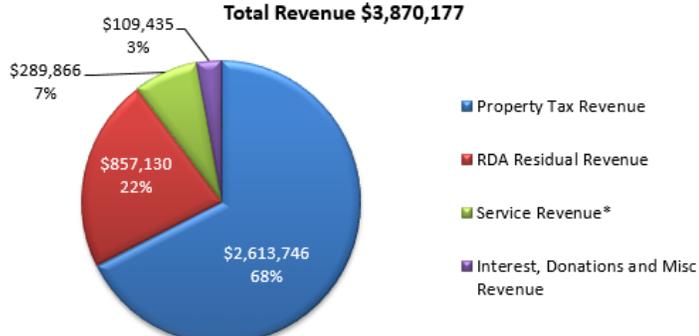
- Redesigned our website making it much easier to navigate
- Removed barriers to using the Library by implementing a fine free policy
- Conducted weekly programs for all ages including children's storytimes, a Teen program and a bookclub for adults
- Continued outreach efforts by taking the Library van into the community and attending various school and City events
- Shifted from in-person programming to virtual programming
- Developed and implemented a Curbside Service plan in order to provide materials to Library patrons during our closure
- Added Wi-Fi hotspots to the Library's collection to loan to patrons who do not have internet access

Priorities for 2020/2021

- Re-open the Library when it is safe to do so
- Upgrade the Library's technology infrastructure including new network switches, data cabling and telephone system
- Install a wireless printing station
- Continue building the historical images archive accessible from our website
- Provide quality programming for all ages
- Provide equity, diversity, and inclusion training for staff
- Remain focused on community outreach efforts
- Remain committed to providing excellent customer service to our community

Revenue Fiscal Year 2019/2020

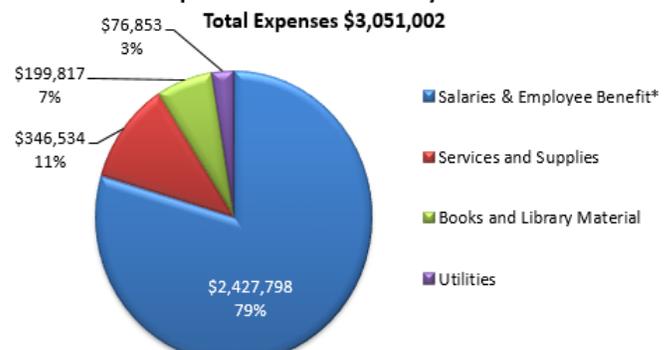
Total Revenue \$3,870,177



*Due to the pandemic, passport application services were suspended resulting in reduced service revenue.

Expenses Fiscal Year 2019/2020

Total Expenses \$3,051,002



*includes payment made towards pension liability