



**BOARD OF LIBRARY TRUSTEES  
OCTOBER 10, 2023 AT 6:00PM  
CITY HALL LARGE CONFERENCE ROOM  
THIRD FLOOR  
1400 5<sup>TH</sup> AVE, SAN RAFAEL, CALIFORNIA**

**PARTICIPATE VIA ZOOM: <https://bit.ly/BLT-10-10-2023>**

Want to listen to the meeting and comment in real-time over the phone?

Call: (669) 444-9171 and enter 871-1163-6733#

**AGENDA**

**CALL TO ORDER – 6:00PM**

**MINUTES**

1. Approve regular meeting minutes of September 12, 2023  
*Recommended Action – Approve as submitted*

**OPEN TIME FOR PUBLIC EXPRESSION**

The public is welcome to address the Library Board at this time on matters not on the agenda that are within its jurisdiction. Comments may be no longer than 3 minutes and should be respectful to the community.

**SPECIAL PRESENTATIONS**

2. Getting to Know the SRPL Collections by Katie Port

**OTHER AGENDA ITEMS**

If necessary to assure completion of the following items, the Chairperson may establish time limits for the presentations by individual speakers.

3. Overview of State Report Statistics FY18- FY23  
*Recommended Action: Review and provide comment*

**STAFF LIAISON REPORT**

4. Other brief program updates or reports on any meetings, conferences, and/or seminars attended by staff.

**COMMISSIONER REPORTS**

5. Other brief reports on any meetings, conferences, and/or seminars attended by the Board members

**ADJOURNMENT**

*Any records relating to an agenda item, received by a majority or more of the Board less than 72 hours before the meeting, shall be available for inspection online and in the city hall large conference room, third floor, 1400 5th Avenue, San Rafael, California placed with other agenda-related materials on the table in front of the location prior to the meeting. Sign Language interpreters may be requested by calling (415) 485-3066 (voice), emailing [city.clerk@cityofsanrafael.org](mailto:city.clerk@cityofsanrafael.org) or using the California Telecommunications Relay Service by dialing "711", at least 72 hours in advance of the meeting. Copies of documents are available in accessible formats upon request. To request Spanish language interpretation, please submit an online form at <https://www.cityofsanrafael.org/request-for-interpretation/>.*



**SAN RAFAEL**  
LIBRARY AND RECREATION

**BOARD OF LIBRARY TRUSTEES**

**MINUTES**

---

**City Hall Large Conference Room, Third Floor  
1400 5th Ave, San Rafael, CA  
September 12, 2023 – 6:00 P.M.  
Virtual Meeting Recording Link:**

<https://www.youtube.com/watch?v=qDikHPdTNAM>

**CALL TO ORDER**

Vice Chair Andow called the meeting to order at 6:02 P.M.

**Roll Call**

**Present:**

Trustee Andow  
Trustee Cortes  
Trustee Kyle  
Trustee Lee (arrived at 6:04 P.M.)

**Absent:**

Chair Vahdat

**Also Present:**

Catherine Quffa, Library & Recreation Director  
Jinder Banwait, Administrative Analyst  
Jill Tokutomi, Assistant Library & Recreation Director/City Librarian  
John Stefanski, Assistant City Manager  
Representatives of the San Rafael Public Library Foundation

**MINUTES**

**1. Approve Regular Meeting Minutes of July 11, 2023  
(ZOOM VIDEO RECORDING STARTED HERE AT 6:04 P.M.)**

Trustees provided comments.

The minutes of July 11, 2023 were approved as submitted.

Trustee Kyle moved, and Trustee Cortes seconded to approve the minutes of the July 11, 2023 meeting.

Ayes: Trustees: Andow, Cortes, Kyle, and Lee  
Noes: Trustees: None  
Absent: Trustees: Vahdat  
Abstain: Trustees: None

*Minutes approved as submitted.*

Vice Chair Andow invited public comment; however, there was none.

*Catherine Quffa introduced the Assistant City Manager, John Stefanski to the Board of Library Trustees.*

### **OPEN TIME FOR PUBLIC EXPRESSION**

**Public Comment from the audience regarding items not listed on the agenda.**

None

### **SPECIAL PRESENTATIONS**

None

### **OTHER AGENDA ITEMS**

#### **2. Library Foundation Support for New Downtown Library**

Staff report by Jill Tokutomi, Assistant Library & Recreation Director/City Librarian, and presentation by representatives from the San Rafael Public Library Foundation

Staff responded to questions from the Trustees.

Trustees provided comments.

Vice Chair Andow invited public comment.

**Speaker:** Richard Sears

### **STAFF LIAISON REPORT**

#### **3. Other brief program updates or reports on any meetings, conferences, and/or seminars attended by staff.**

Presentation by Jill Tokutomi, Assistant Library & Recreation Director/City Librarian

Staff responded to questions from the Trustees.

Trustees provided comments.

Vice Chair Andow invited public comment; however, there was none.

**COMMISSIONER REPORTS**

4. **Other brief reports on any meetings, conferences, and/or seminars attended by the Board members.**

Trustees Andow, Cortes, and Lee commented.

**NEXT MEETING: October 10, 2023**

**ADJOURNMENT**

The meeting was adjourned at 7:58 P.M.

DRAFT



---

**October 10, 2023  
Item # 3**

**TITLE: STATE REPORT STATISTICS OVER TIME**

**RECOMMENDATION:**

That the Board of Trustees review the report and provide comment.

**BACKGROUND:**

The California State Library serves as both a research, government and public library for the State of California, as well as a centralized agency that supports local public libraries through funding opportunities, shared digital resources and state-wide programming. One of the California State Library's major functions is to collect annual statistics from public libraries throughout California and to make that data publicly available. Local library jurisdictions submit statistics in November pertaining to the previous fiscal year; data can be found on the [State Library website](#) from FY16-17 to FY21-22.

San Rafael Public Library staff are in the process of gathering FY22-23 statistics to submit to the State Library and are reviewing a few key metrics over the past 6 years; this slice encompasses a period of significant change globally and within our organization. Public Libraries were impacted significantly by the COVID-19 pandemic, and this is reflected clearly in the data across nearly all metrics. Other factors of note include the opening of our Northgate branch at the end of 2018, and the integration of the formerly separate Library and Community Services department into a combined Library and Recreation department in 2019. While these internal changes are significant, it's difficult to isolate them from pandemic related shifts when analyzing data.

**DISCUSSION:**

*San Rafael Residents and Library Cardholders*

The population of the City of San Rafael has been relatively static over the past 6 years; it was lowest in FY20-21 with 59,016 residents, and highest in FY17-18 with 60,769 residents. In contrast, our registered library cardholders has seen steady growth over this time-period, from 29,849 cardholders in FY17-18 to 40,994 registered cardholders in FY22-23, or 67% of San Rafael residents. This growth can in part be attributed to the

annual school library card drive that the library initiated in 2019 as an effort to ensure every student enrolled in a public school in San Rafael has a library card.

### *Open Hours*

San Rafael Public Library annual open hours have fluctuated drastically over the past 6 years. In FY17-18 the Downtown and Pickleweed libraries were open a total of 4,538 hours. Our open hours increased to 5,495 in FY18-19 when we opened the Northgate branch as a “pop-up” library in collaboration with Marin County Free Library (MCFL) in December 2018. The COVID-19 pandemic resulted in our in-person services shutting down entirely from March 2020 to June 2020; we offered curbside service from June 2020 to June 2021. Pandemic related closures are reflected in our FY19-20 (4,271 hours) and FY20-21 (312 hours) data. In June 2021 we re-opened for in-person service at our 3 locations with expanded hours; at this time, we began operating Northgate as a permanent SRPL location without support from MCFL. Our current annual open hours of 6,150 across our 3 locations are reflected in FY21-22 and FY22-23 data.

### *Library Visits*

Our library buildings are outfitted with a sensor on each entrance to monitor the number of people who walk through our doors. This data can be presented in heatmaps to get a sense of hourly and daily door count at our locations and is a vital metric when determining staffing levels and any changes to our open hours. We saw a modest growth in annual library visitors from FY17-18(266,234) to FY18-19(283,734); this growth is likely related to the opening of our Northgate branch in December 2018. Our door count dropped to 200,738 in FY19-20, and then plummeted to 9,984 in FY20-21, both related to pandemic shut-downs. In FY21-22 we saw door count increase to 134,970 and increase further to 178,573 in FY22-23. While we are seeing growth, FY22-23 visitors were around 61% of our FY18-19 annual visitors, despite our increase in open hours.

### *Physical Collections and Circulation*

Staff have reduced the size of our physical collection during this time-period; in FY17-18 we had 140,721 physical SRPL items on our shelves, and in FY22-23 that number was reduced to 95,225. This reduction is not a negative reflection; staff are engaged in a data-driven and proactive approach to de-selecting materials that are in poor condition, out of date, or not circulating. While we have fewer physical items in our collection, our circulation numbers went from 348,091 in FY17-18 to 428,060 in FY21-22. FY22-23 saw circulation drop back to 300,856. The circulation of physical items should be viewed in the context of increased demand for eBooks and eAudiobooks which has increased by 313.5% from FY17-18 to FY22-23, with the highest circulation of digital collections in FY21-22.

### *Library Programs*

Enrichment programs for all ages are a core service of public libraries. Library programs include storytimes, book clubs, author talks, art classes, fun performances for children,

along with other literary, cultural and education offerings. The number of SRPL programs was steadily increasing from FY17-18 to FY19-20. In FY17-18 we hosted 711 library programs, which grew to 859 in FY18-19; FY19-20 was our highest programming year with 958 programs, despite the shut-down of programs in March of that fiscal year. During FY20-21 and FY21-22 most of our programs were hosted virtually and our offerings were limited; in FY20-21 we hosted 256 virtual programs, and in FY21-22 we hosted 170 programs that were a combination of virtual and outdoor in-person. In FY22-23 we returned to many in-person programs including in-person storytime, but found that some programs were better attended and better suited to being hosted virtually such as our English Conversation Club. In FY22-23 we hosted 275 programs, which is approximately 29% of the number of programs hosted in FY19-20.

This decrease in programming can largely be attributed to staffing capacity, along with pandemic recovery. With the addition of the Northgate branch and expanded hours, staff are less available to plan and facilitate enrichment programs. Staff prioritize core offerings such as weekly storytimes for families with young children, our high-impact and high-demand Reading Buddies and Math Club programs for school-aged youth, and our popular First Wednesday Art Talks for adults.

### *Conclusion*

The above statistics reflect a significant change to our services over the past 6 years, in the context of departmental changes and the COVID-19 pandemic. Staff will continue to evaluate this data, along with data from comparable agencies, to ensure that we are strategically utilizing our resources to best serve the San Rafael community.

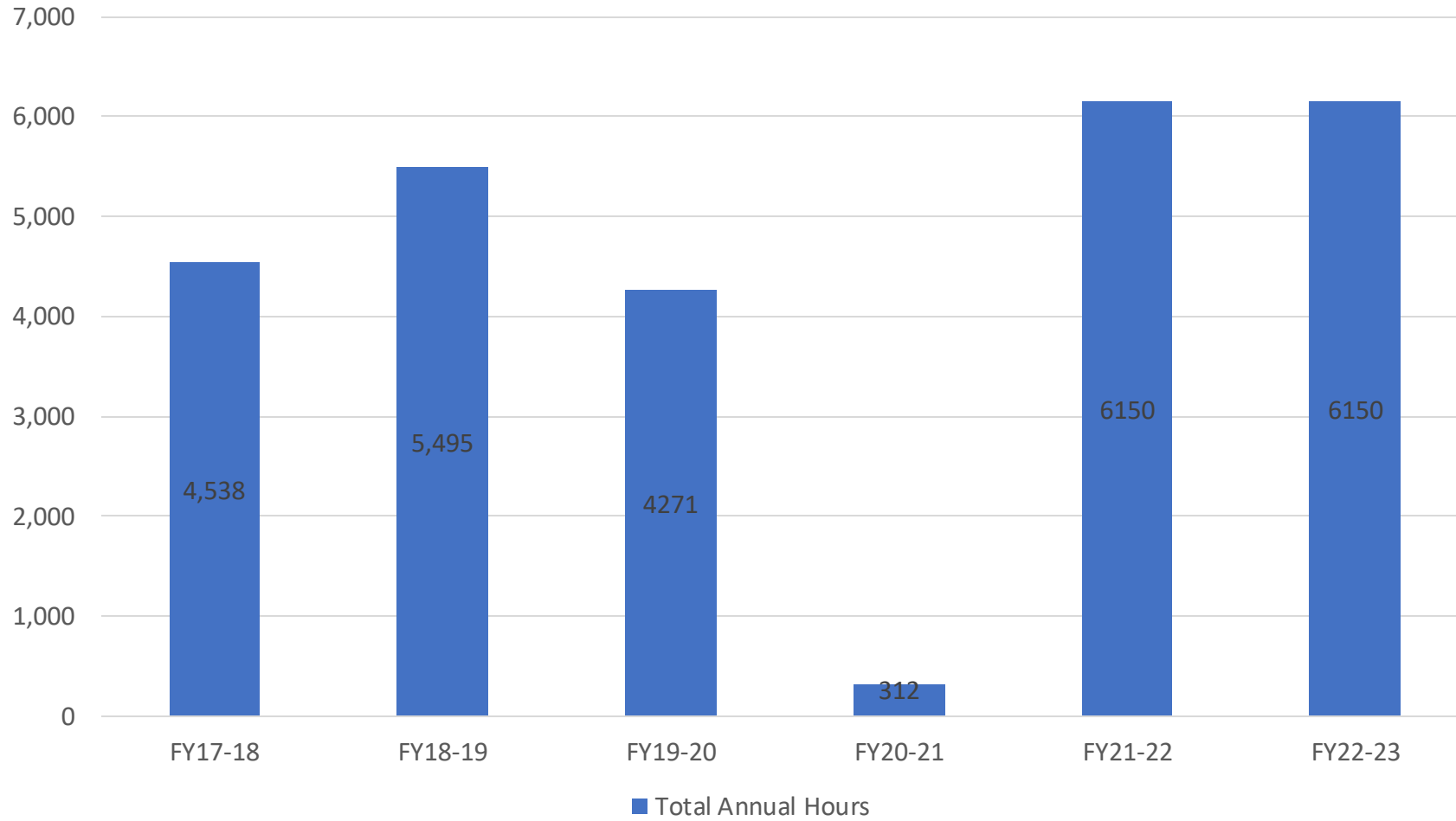
Submitted by:



Jill Tokutomi  
Assistant Library & Recreation Director / City Librarian

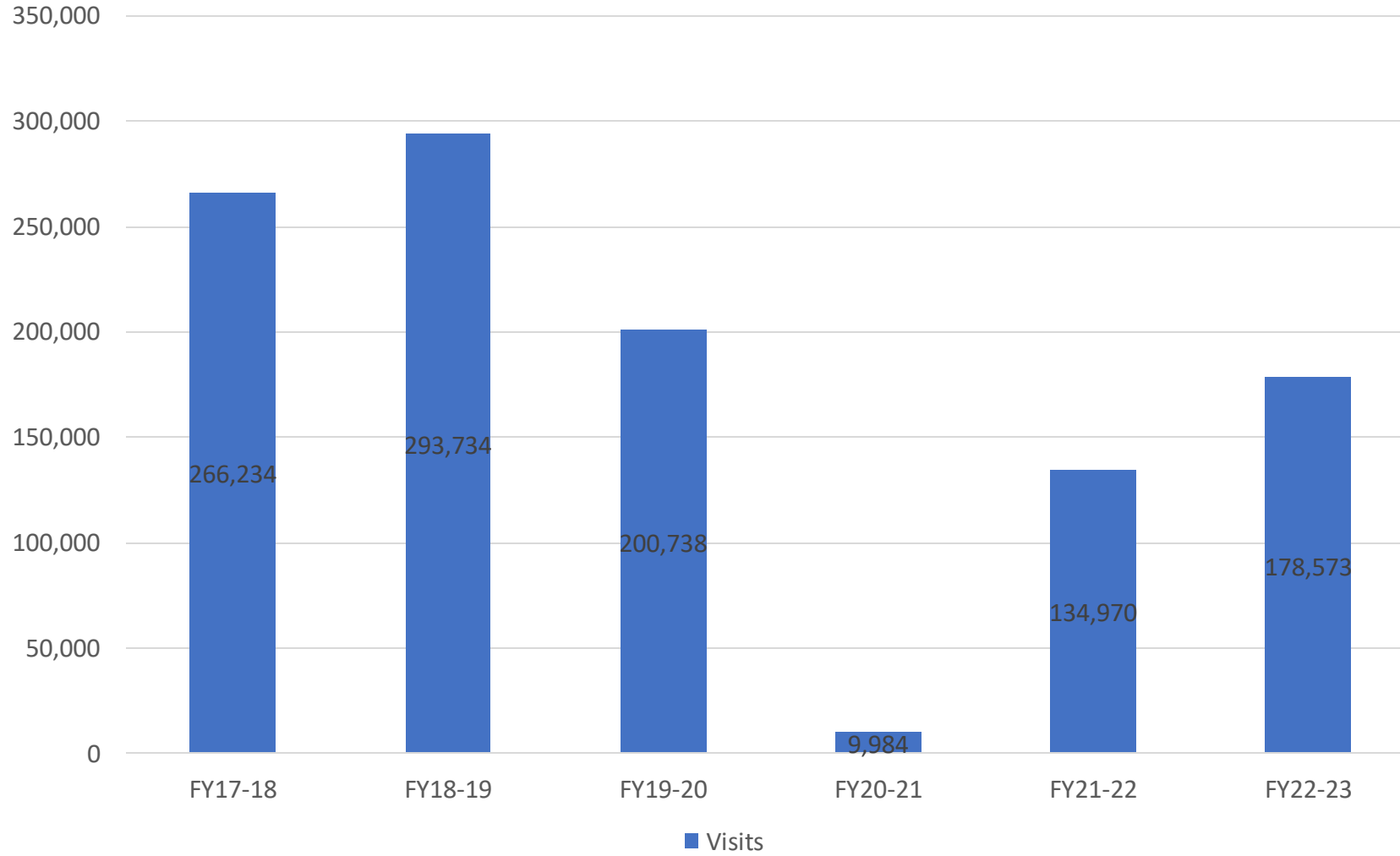
Attachments: State Report Statistics

# Open Hours

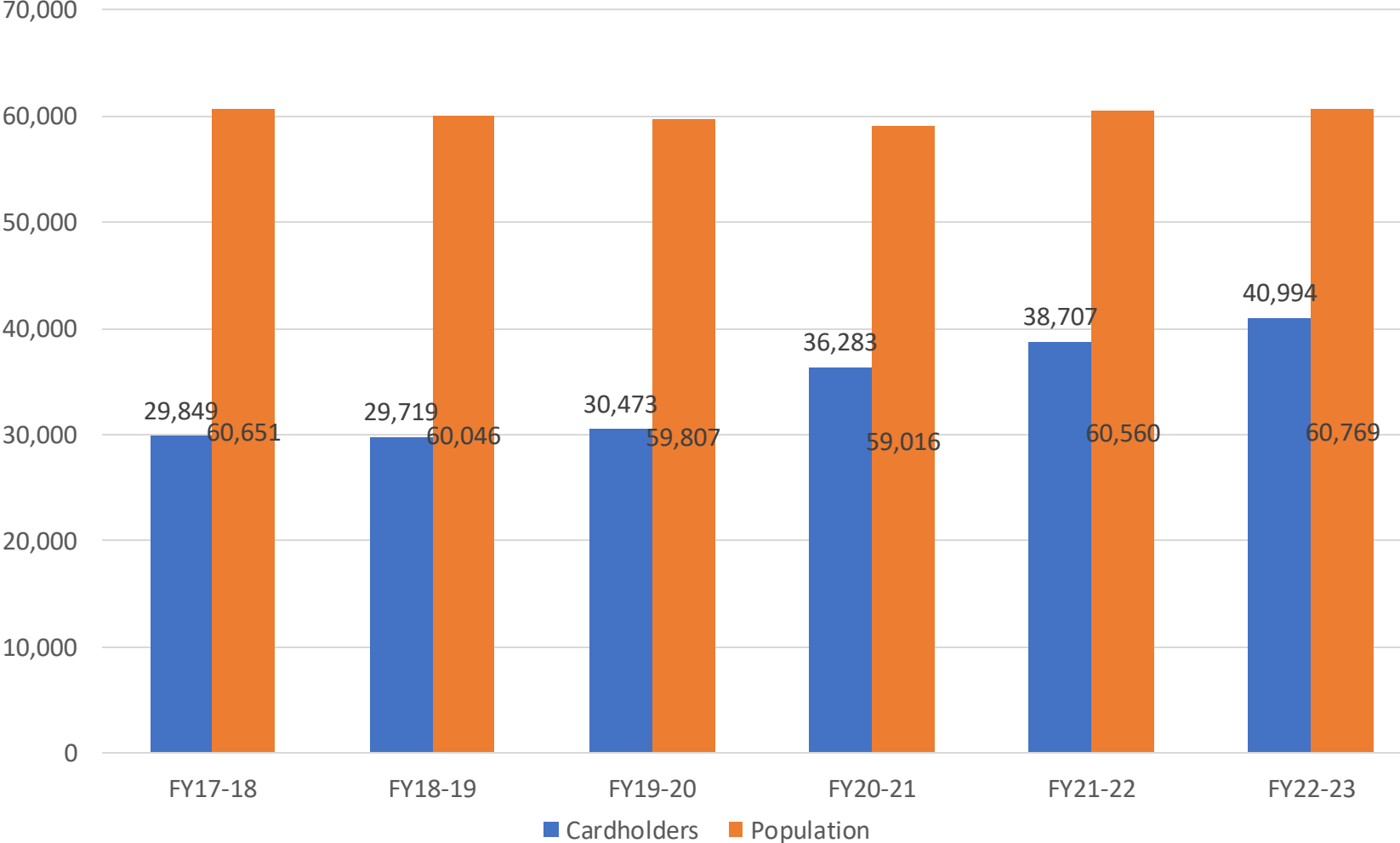




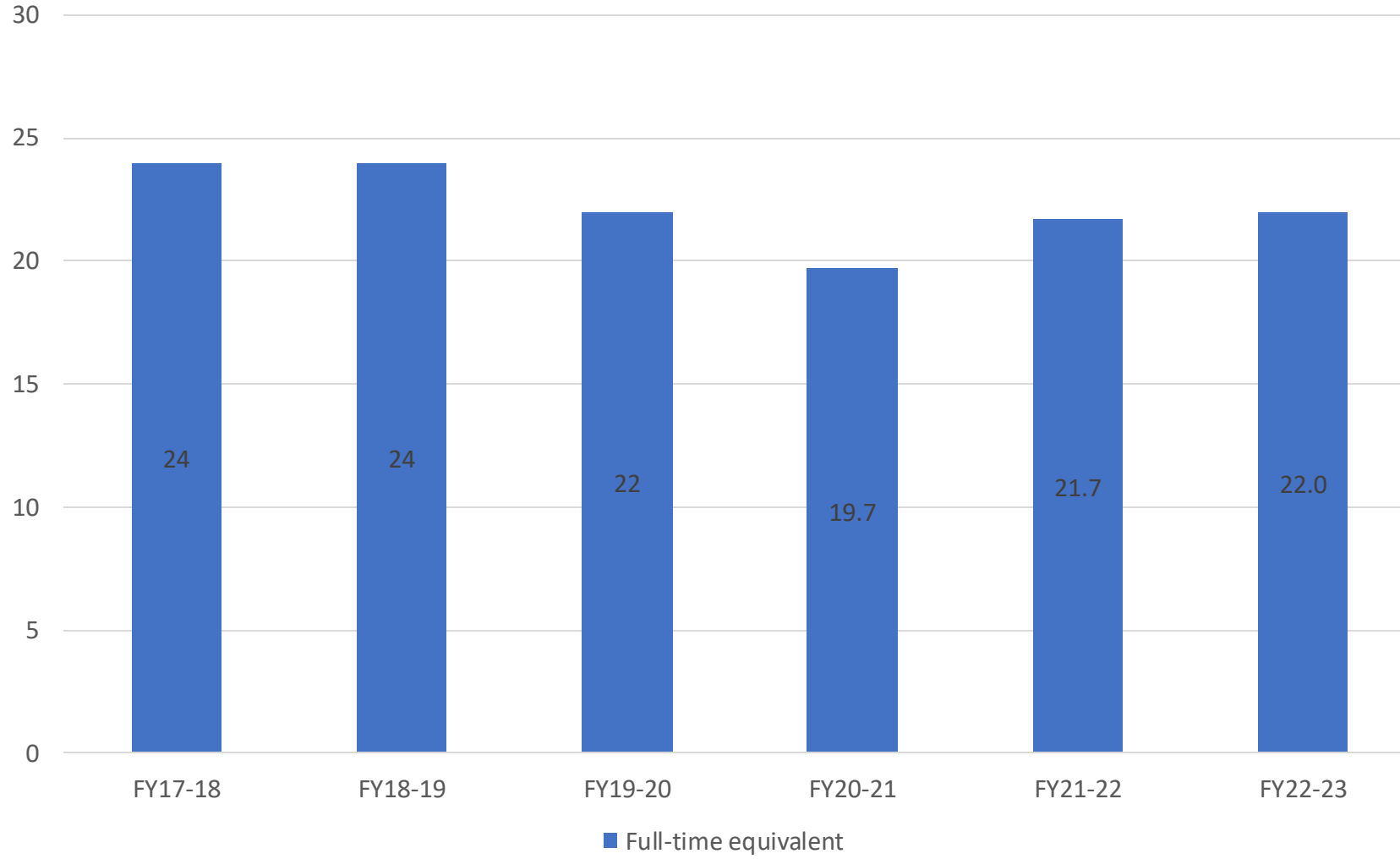
# Library Visits



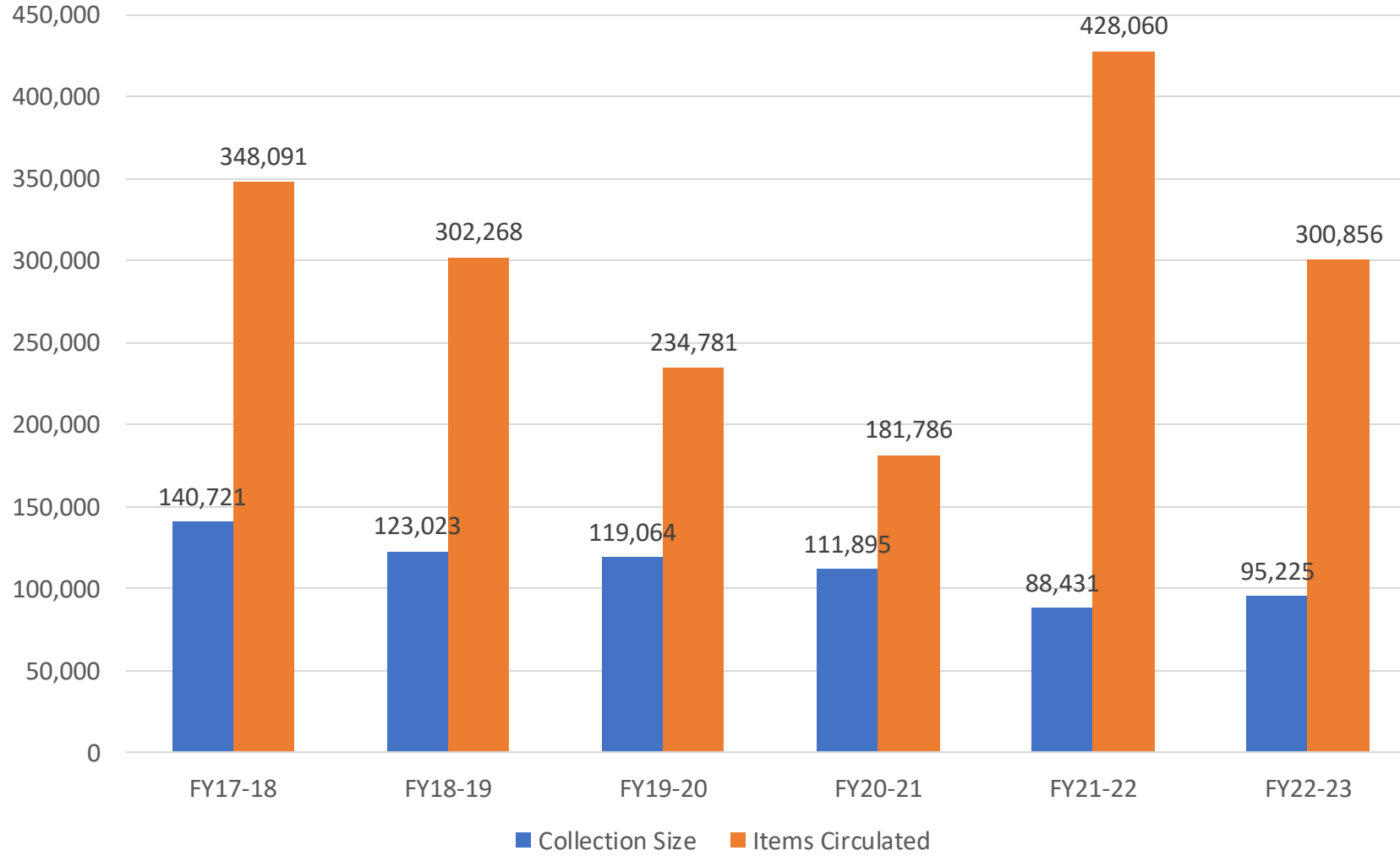
# San Rafael Residents



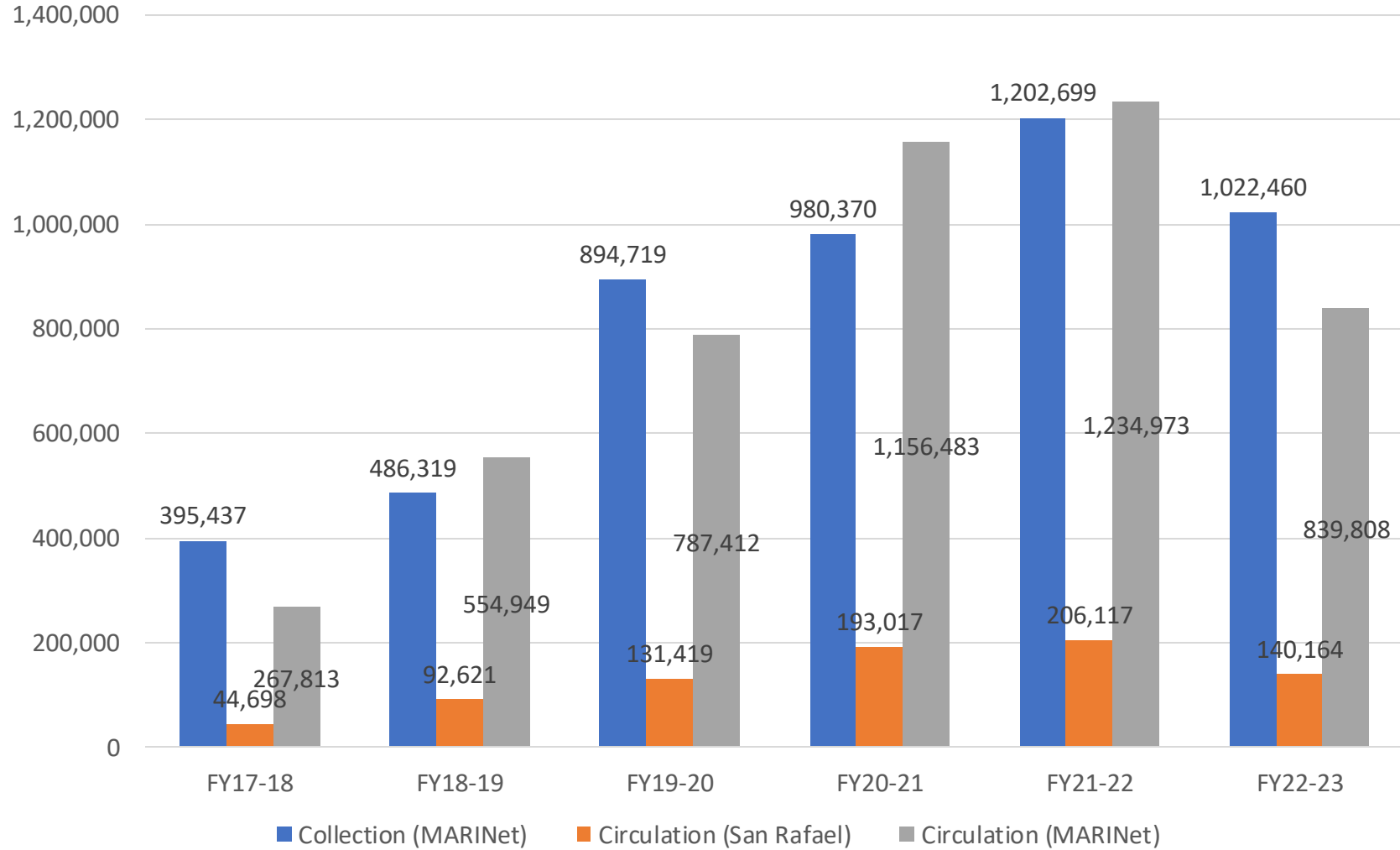
# Staff



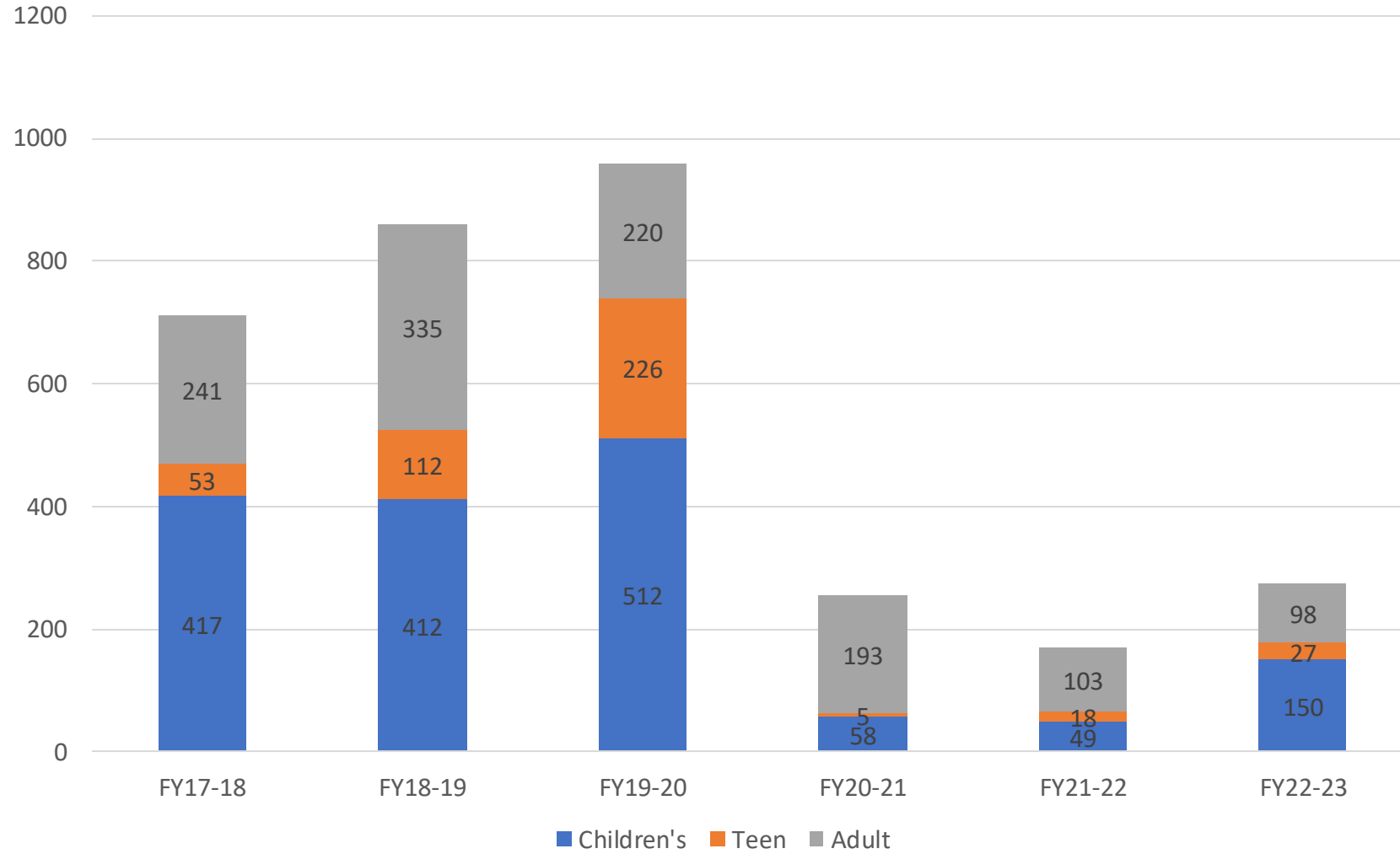
## Physical Collection



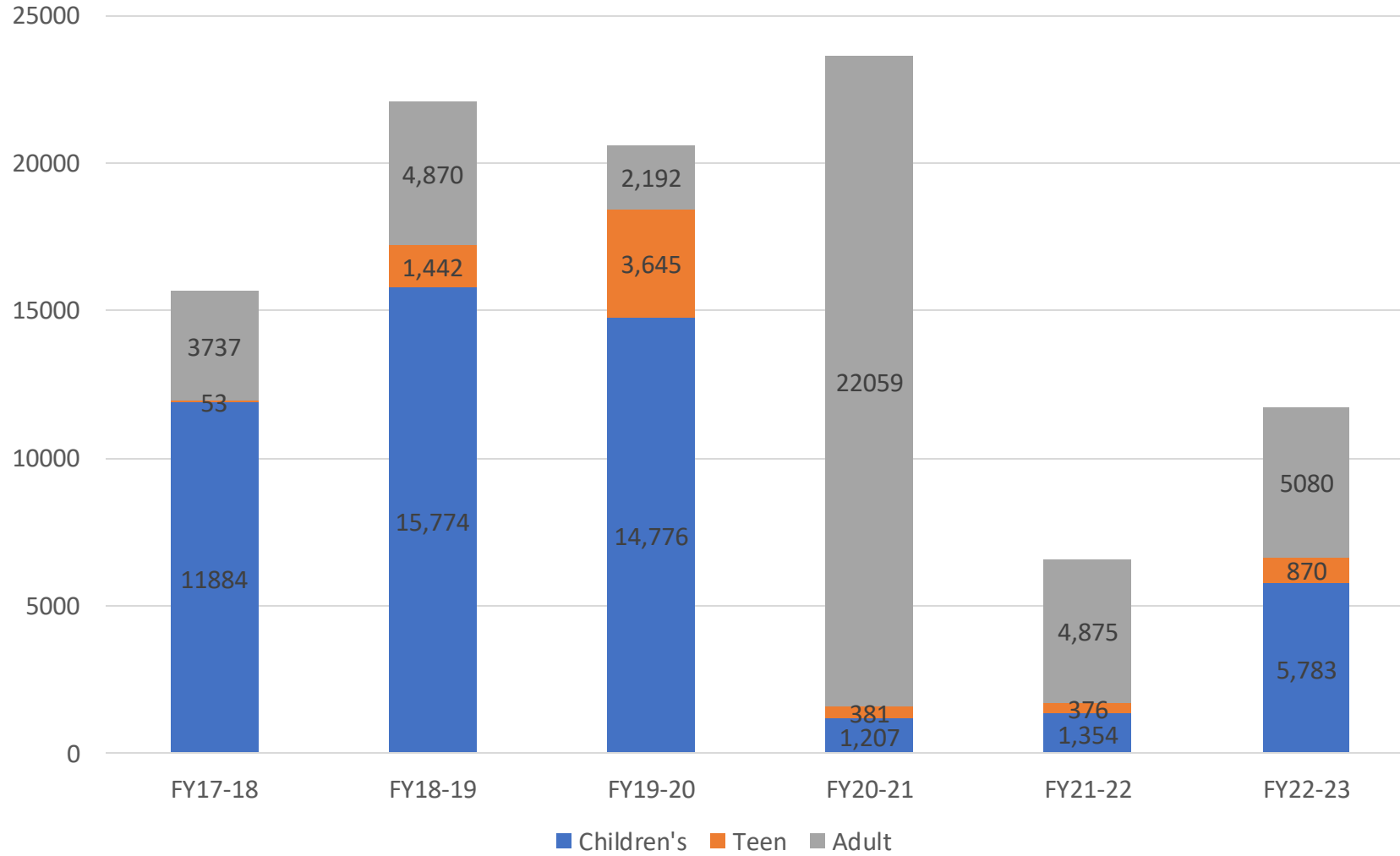
## eBook/ eAudiobook Collection



# Library Programs



# Program Attendance



# Open Hours vs. Programs Offered

