



**LIBRARY COMMISSION
REGULAR MEETING AGENDA**

**Thursday, April 2, 2026
7:00 PM**

**City Council Chamber
200 Old Bernal Avenue
Pleasanton, CA 94566**

The meeting will be held in-person and will be streamed at <https://www.youtube.com/user/TheCityofPleasanton>.

Public participation: It is requested that members of the public wishing to address the Commission submit a speaker card. When public comment is opened on an agenda item, individuals may speak once per agenda item.

In Person:

- Submit a physical speaker card at the meeting. When your name is called, please provide comment at the podium.
-

CALL TO ORDER

- Pledge of Allegiance
- Roll Call

AGENDA AMENDMENTS

CONSENT CALENDAR

Items listed on the consent calendar are considered routine in nature and may be enacted by one motion. If discussion is required, that particular item will be removed from the consent calendar and will be considered separately.

1. Approve special meeting minutes of March 5, 2026

MEETING OPEN TO THE PUBLIC

2. Public Comment regarding items not listed on the agenda – Speakers are limited to 3 minutes.

MATTERS FOR THE COMMISSION’S REVIEW/ACTION/INFORMATION

3. Review and recommend City Council adopt a resolution to rescind the Registration of Borrowers Policy
4. Review and discuss the Pleasanton Public Library Program Plan for Fiscal Year 2026/27

5. Review and discuss the Library and Recreation Department Fiscal Year 2024/25 Annual Report

MATTERS INITIATED

COMMISSION REPORTS

ADJOURNMENT

Notice

Under Government Code §54957.5, any writings/documents regarding an open session item on this agenda provided to a majority of the Commission after distribution of the agenda packet will be available for public inspection at the Library and Recreation department located at 400 Old Bernal Ave., Pleasanton, CA 94566. meeting, regardless of whether it is a regular or special meeting.

Accessible Public Meetings

The City of Pleasanton can provide special assistance for persons with disabilities to participate in public meetings. To make a request for a disability-related modification or accommodation (e.g., an assistive listening device), please contact the Library and Recreation department located at 400 Old Bernal Ave., or (925) 931-5340 at the earliest possible time. If you need sign language assistance, please provide at least two working days' notice prior to the meeting date.



LIBRARY COMMISSION SPECIAL MEETING MINUTES

Thursday, March 5, 2026
7:00 p.m.

CALL TO ORDER

Chair Stroud called to order the Regular Meeting of the Library Commission at 7:00 p.m. from the City Council Chamber located at 200 Old Bernal Ave., Pleasanton.

Chair Stroud led the Pledge of Allegiance.

ROLL CALL

Present: Commissioners Chen, Emerson, Joshi, Kimsey, Sabatini, Chair Stroud
Absent: Commissioner Woodwell

AGENDA AMENDMENTS

None.

CONSENT CALENDAR

MOTION: It was m/s by Kimsey/Sabatini to approve the consent calendar as recommended. Motion passed by the following vote:

Ayes: Commissioners Emerson, Joshi, Kimsey, Sabatini, Chair Stroud
Noes: None
Abstain: Commissioner Chen
Absent: Commissioner Woodwell

1. Approve meeting minutes of February 5, 2026

Recommendation: Approve meeting minutes of February 5, 2025.

2. Approve policy prioritization from the regular commission meeting on February 5, 2025

Recommendation: Approve policy prioritization from the regular commission meeting on Friday 5, 2025

MEETING OPEN TO THE PUBLIC

3. Public comment regarding items not listed on the agenda

Chair Stroud opened public comment. There being no speakers, Chair Stroud closed the public comment.

MATTERS FOR THE COMMISSION'S REVIEW / ACTION / INFORMATION

4. Review and provide feedback on the proposed changes to the Library Commission as defined in the Pleasanton Municipal Code (PMC) Chapter 2.34

Presented by Heidi Murphy, Director of Library and Recreation.

5. Recommend the City Council adopt a resolution updating the Master Fee Schedule, Section I, D. Pleasanton Public Library Fine and Fee Schedule.

Presented by Heidi Murphy, Director of Library and Recreation and Lia Bushong, Assistant Director of Library and Recreation.

MOTION: It was m/s by Kimsey/Joshi to recommend the City Council adopt a resolution updating the Master Fee Schedule, Section I, D. Pleasanton Public Library Fine and Fee Schedule.

Ayes: Commissioners Chen, Emerson, Joshi, Kimsey, Sabatini, Chair Stroud
Noes: None
Absent: Commissioner Woodwell

6. Discuss ad-hoc subcommittee topics and assignments for the 2026 calendar year.

Presented by Lia Bushong, Assistant Director of Library and Recreation.

MATTERS INITIATED

MOTION: It was m/s by Stroud/Chen to assign Commissioners Kimsey, Sabatini, and Emerson to the Collection Development Policy Ad-Hoc Subcommittee.

Ayes: Commissioners Chen, Emerson, Joshi, Kimsey, Sabatini, Chair Stroud
Noes: None
Absent: Commissioner Woodwell

Motion: It was m/s by Stroud/Emerson to assign Commissioners Chen, Joshi, and Stroud to the Library Program and Outreach Policy Ad-Hoc Subcommittee.

Ayes: Commissioners Chen, Emerson, Joshi, Kimsey, Sabatini, Chair Stroud
Noes: None
Absent: Commissioner Woodwell

COMMISSION REPORTS

7. Friends of the Library Updates

Lia Bushong, Assistant Director of Library and Recreation, shared an update on the Spring Book Sale

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

None.

ADJOURNMENT

Chair Stroud adjourned the meeting at 8:45 p.m.

**LIBRARY COMMISSION AGENDA
REPORT**

April 2, 2026
Library and Recreation

**TITLE: REVIEW AND RECOMMEND CITY COUNCIL ADOPT A RESOLUTION TO
RESCIND THE REGISTRATION OF BORROWERS POLICY**

SUMMARY

Library Commissioners have prioritized a comprehensive review of library policies as part of their two-year workplan. Among the policies identified for review is the Registration of Borrowers Policy, originally adopted in 1999. The policy does not meet current standards, providing only minimal guidance, and it does not address the full scope of borrower registration practices and patron needs.

RECOMMENDATION

Review and recommend City Council adopt a resolution to rescind the Registration of Borrowers Policy.

BACKGROUND

Section 2.34.020 of the Pleasanton Municipal Code outlines the Library Commission's duties to review and recommend policies related to library services to the City Council. At its December 2025 meeting, the Library Commission identified Library Policy Updates as one of its workplan goals. At the March 2025 meeting, the commission prioritized the Registration of Borrowers Policy for review, along with seven other policies, for its FY 2025/26 and 2026/27 reviews.

The existing Registration of Borrowers Policy, 1999 (Attachment 1), is over 25 years old and no longer reflects current practices or standards. The policy lacks the scope, specificity, and clarity expected of modern library policies and is not actively referenced by library staff or community members. Borrower registration is instead guided by the library's current Borrowers Guidelines (Attachment 2), the procedural document used by staff when working with patrons. The guidelines clearly state that library cards are free to all California residents.

In reviewing library policies, staff consider the following:

- How does this policy contribute to the mission and goals of the library?
- What needs and reasons exist to change or replace this policy?
- What are the potential positive and negative effects of the change?
- What are the estimated costs of implementation, including staff resources and any equipment or facility requirements?
- How will the public perceive this policy?
- What are the legal implications of enacting and implementing the policy?
- Is the policy realistically enforceable? (*Policies that cannot be enforced should not be committed to writing.*)

DISCUSSION

The 1999 policy was adopted to formally align the Pleasanton Library with the California Library Services Act (CLSA), a state law established in 1977 to ensure that all Californians have free and convenient access to library resources and services that might enrich their lives. As part of that framework, [California Education Code Section 18731](#) allows public libraries to participate in universal borrowing, meaning a participating library may not exclude residents of any other jurisdiction that maintains a public library. Universal borrowing remains widely referenced in library procedures across the state. Some agencies, such as [Alameda County](#) and [Palm Desert](#) libraries, address it through standalone borrower registration policies that cover topics such as acceptable identification, minors, out-of-state residents, privacy, and fees. Others incorporate that guidance into existing policy documents. The Pleasanton Library takes the latter approach, with those topics addressed across the Borrowers' Guidelines, [Materials Recovery Policy](#), and [Privacy Policy](#). An additional Registration of Borrowers Policy is not necessary to acknowledge what is already reflected in these other guidelines and policies.

Staff recommends against creating an ad hoc subcommittee to review this policy, as it is short and duplicative, and that the commission recommend the City Council rescind the Registration of Borrowers Policy.

EQUITY AND SUSTAINABILITY

Keeping library policies current and accurate is essential to the Library's commitment to equitable service delivery. Policy updates ensure that the Library provides reliable information to the public, maintains compliance with applicable laws, and affirms its dedication to providing equitable access to facilities, services, materials, and information for all community members.

OUTREACH

No public outreach has been conducted in advance of this agenda item.

STRATEGIC PLAN ALIGNMENT

This policy update advances the following Citywide goals and strategies:

ONE Pleasanton Citywide Strategic Plan

- Building a Community Where Everyone Belongs, Strategy 3 - Implement high-priority items from the Library and Recreation Strategic Plan to continue to deliver activities and programs that meet the needs and interests of the community.

FINANCIAL STATEMENT

There is no direct fiscal impact associated with this action.

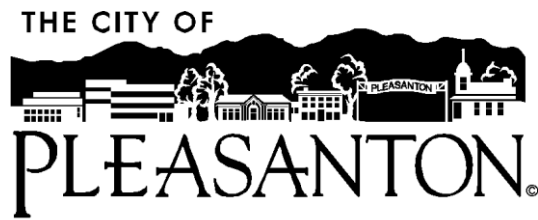
Submitted by

A handwritten signature in black ink, appearing to read "Lia Bushong". The signature is fluid and cursive, with the first name "Lia" and last name "Bushong" clearly distinguishable.

Lia Bushong, Assistant Director of Library and Recreation

Attachments:

1. Registration of Borrowers Policy 1999
2. Pleasanton Public Library Borrower Guidelines

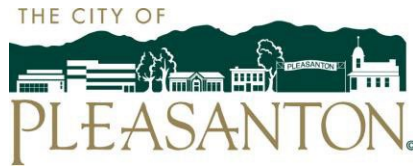


Registration of Borrowers

The Pleasanton Library participates in universal borrowing under the California Library Services Act. A Pleasanton Public Library card will be issued to any California resident who can present identification with an acceptable verification of name and address. There is no charge for a Pleasanton Public Library card.

Children under the age of 14 must have a library card application filled out and signed by a parent or legal guardian.

Adopted by the Pleasanton City Council, May 18, 1999.
Approved by the Library Advisory Commission, March 11, 1999.



Pleasanton Public Library Borrowing Guidelines

APPLYING FOR A LIBRARY CARD

Pleasanton Library cards are free to all residents of California. To complete your online eCard application or to sign up for a card in person, show any of the following combination of items with **your name, photo and current address**: California Driver's License or I.D. Card, U.S. Immigration and Naturalization Green Card, U.S. Passport, or Student I.D., and Utility Bill, Rental or Mortgage Paperwork, Imprinted Bank Checks, or USPS mail addressed to you (if your ID does not list your current address).

<i>Library Card Categories</i>	<i>Physical</i>	<i>Digital</i>	<i>Holds</i>	<i>Card Expires</i>
eCard Online Registration (temporary)	No	Yes	No	30 days
New Card without address verification	3 items	Yes	3	30 days
Library Full access card	50 items	Yes	10	4 years

LIBRARY LOAN PERIODS

<i>Types of Library Materials</i>	<i>Loan Period</i>	<i>Overdue/Frequency (when notices are sent)</i>	<i>Renewal Period (if not on hold)</i>
Books, DVDs, Audiobooks, CDs, Magazines, Library of Things	3 weeks	1 @ 10 days	2 times (21 days)
Lucky Day Books	3 weeks	1 @ 10 days	No renewals
Lucky Day DVDs	1 week	1 @ 10 days	No renewals
E-Books and Digital Resources	Varies	None	Varies

LIBRARY FINES AND FEES

- Pleasanton Library does not charge daily overdue fines, but LINK+ items may incur daily fines from the owning library.
- Items 30 days overdue are billed for the replacement cost plus a \$5 processing fee. After 120 days, a \$10 collection fee is added.
- Purchasing a replacement copy is not accepted due to cataloging and collection development needs.
- No refunds are provided once lost or damaged material has been paid for.
- The Library's [Materials Recovery Policy](#) provides additional details on fines and fees.

City of Pleasanton Master Fee Schedule: Section D. Pleasanton Public Library Fine and Fee Schedule

Processing Fee for Lost or Damaged Materials- in addition to item cost	\$5
Collection Agency fee	\$10
LINK+ Items - Items sourced from Library Partners Overdue item (per day) Max \$15 per item	\$1
Lost / Damaged item (Per item)	\$115

Last Updated 9/25/2025

**LIBRARY COMMISSION AGENDA
REPORT**

April 2, 2026
Library and Recreation

**TITLE: REVIEW AND DISCUSS THE PLEASANTON PUBLIC LIBRARY PROGRAM
PLAN FOR FISCAL YEAR 2026/27**

SUMMARY

The Pleasanton Public Library Program Plan for Fiscal Year (FY) 2026/27 is presented for Library Commission review and input. The plan outlines the library's programming for the coming year and provides background on the planning process, as well as program information, to support commissioners in their community outreach and advocacy efforts.

RECOMMENDATION

Review and discuss the Pleasanton Public Library Program Plan for Fiscal Year 2026/27.

BACKGROUND

[Section 2.34.020](#) of the Pleasanton Municipal Code outlines the Library Commission's duties to seasonally review the adopted library budget, program, and service plans, and key performance indicators. In keeping with this, the Library presents an annual program plan each FY to ensure that program goals are defined, resources are allocated efficiently, and community needs are met. At the request of commissioners, financial and participation data are included in this report through the use of Program Charts. The charts organize data across the Library's four service areas:

- Circulation and Library Materials Collection
- Information Services and Adult Literacy
- Facilities and Public Spaces
- Programs, Outreach, and Events

The charts attached (Attachments 1 and 2) provide data on the full-time employee equivalent (FTE) for each program as reported by staff, direct personnel and non-personnel expenses, overhead, revenue, participation metrics, and cost-per-use information. All services and programs are provided in the charts for a holistic view of library operations.

The overhead figures in both Program Charts reflect only Library and Recreation administrative expenses. They do not include support provided by other City departments, including IT, Finance, the City Attorney's Office, Public Works, Human Resources, the Police and Fire Departments, and the City Manager's Office, nor any apportionment toward asset management of facilities and equipment. As the asset management plan is currently underway and facility costs are being determined, City overhead rates may be incorporated into future planning and reporting cycles.

Program Chart: FY 2024/25 Actuals (Attachment 1)

FY 2024/25 actuals reflect staffing levels of 19.75 FTE, and total expenditures of \$5.76 million, which assumes a 20% overhead rate. Non-General Fund revenue of approximately \$301,711 results in a net General Fund expense of approximately \$5.46 million.

Program Chart: FY 2025/26 Budget (Attachment 2)

FY 2025/26 figures reflect staffing levels of 17.75 FTE, and budgeted expenditures of approximately \$5.06 million, assuming an overhead rate of 19%, with a projected non-General Fund revenue of approximately \$179,340. This chart is for the current FY and will be updated with actuals after the end of the FY.

In FY 2025/26, the following program changes were implemented:

- Volunteer Shelving Program — Introduced a new program for shelving materials
- Afterschool Teen Zone — Adjusted the program from two hours on weekdays to one hour on weekdays
- Field Trips, Book Club, Film Club, One-Time Programs, Puzzles/Games Meetup, Movie Matinées — Discontinued programs that had lower attendance, did not align with new hours, or did not have as strong an alignment with core services
- Stitch-it Café — Introduced an intergenerational program for clothing repair through the support and funding from the Pacific Library Partnerships Innovation grant, utilizing a contractor, specialized sewing supplies, and graphic design services.

A Program Chart for FY 2026/27 has not been developed, as the City's Mid-Term budget will be reviewed and adopted in the coming months.

DISCUSSION

FY 2026/27 Program Plan Overview

Guided by the [Library and Recreation Department Strategic Plan 2025–2030](#), the Library's programming and services are rooted in two overarching goals: "Building a Community Where Everyone Belongs: Livability and Enrichment" and "Funding Our Future: Fiscal Sustainability." These goals reflect the Library's ongoing commitment to advancing diversity, equity, and inclusion in serving the Pleasanton community. To that end, the FY 2026/27 plan continues to build on its core services and community engagement, including library collections and resources, information and technology assistance, reading and study spaces, early literacy and adult literacy services, out-of-school time programs, school partnerships, and community outreach.

Program Plan Development

Program planning for FY 2026/27 will consider the Library's operating hours, facility space availability, budgetary resources, staffing capacity, community needs and interests, and past program performance and cost-effectiveness. For example, one-time programs tend to cost more per program, as the planning effort required is similar to that of recurring programs or series. Staff review program data, including participant feedback, to inform planning decisions, with each program evaluated for continuation, cancellation, modification, or expansion.

When considering new programs, staff review existing offerings alongside current trends in public library services. To inform this work, staff draw on a range of professional resources and networks, including the Pacific Library Partnership consortium, the Association for Library

Service to Children, California Library Literacy Services, peer library collaborations, and professional journals and online publications. These connections help ensure that Pleasanton's program offerings reflect both local community needs and broader developments in public library service.

The Public Library Annual Report (Attachment 3), submitted periodically, provides additional context by documenting the Library's current service offerings and highlighting programs and services offered by public libraries across the United States. This comparative view helps staff identify current service strengths and potential areas for growth.

Facility Scheduling for Programs

The Library's program spaces were assessed during the planning process to ensure alignment between the program format, anticipated attendance, and available spaces. The majority of FY 2026/27 programs will be held in the Library's large meeting room, including Storytimes, Paws to Read, Stitch-It Café, cultural programs, and the Summer Reading Program. Most Cultural Celebration Series programs will be held at the Firehouse Arts Center and the Senior Center to accommodate larger expected audiences.

Community Input

Community feedback was gathered through surveys in FY 2024/25. A new survey tool and format are currently being launched, and future program updates will provide fresh insights and outcome-based reporting to be shared with commissioners in future program plan reports.

Prior community feedback highlighted the importance of more visible and consistent promotion of library programs. In response, staff developed a revised marketing checklist to support earlier postings and more streamlined communication. For FY 2026/27, outreach will continue to emphasize visibility through print, digital, and social media channels; multilingual materials; and collaboration with schools and local media. These efforts aim to reach wider audiences, deliver event reminders, and support core programming.

Next Steps

Program planning is an iterative process, and new programs may be added in response to identified community needs as staffing, resources, and facility availability allow. Staff will continue to evaluate new programs and services on a rolling basis once the needs of current programs have been met.

All existing programs from the FY 2025/26 Program Chart are planned to continue at the same frequency. Commissioners are asked to provide input on the following continuations and additions to the FY 2026/27 Program Plan and are encouraged to share community insights and recommendations for staff consideration.

Continuing Programs:

1. Adult Literacy and ESL Services — One-on-one tutoring and small group conversation groups and book clubs for adult learners working to improve reading, writing, and English language skills and achieve personal goals, offered by volunteer tutors
2. Afterschool Teen Zone — One-hour program for middle school students to connect and play games, held on weekdays during the school year
3. Baby Storytime — Interactive storytime for infants and their caregivers featuring songs,

rhymes, and books to support early language development and bonding.

4. Booklegger Program — Volunteer Bookleggers visit local elementary schools with stories and library promotion in this partnership program with PUSD
5. Cultural Celebrations — Programming that honors and highlights the diverse cultures of the Pleasanton community through special events, displays, and themed storytimes throughout the year. Celebrations under consideration include: Diwali, Dia de los Muertos, Native American Heritage Month, Lunar New Year, Black History Month, and AAPI Heritage Month
6. Earth Day — Annual Earth Day programming for all ages featuring booths and activities to celebrate and raise awareness of sustainability
7. Family Storytime — Evening storytime for families with children of all ages, combining books, songs, movement, and activities to encourage a love of reading together
8. Las Positas Library Card Event — Partnership event with Las Positas College to help students sign up for a Pleasanton library card and learn about the resources available to them
9. Paws to Read — A program where children practice their reading skills by reading aloud to certified therapy dogs in a relaxed, judgment-free environment
10. Sensory Storytime — Storytime for children with sensory needs was paused during the planning period from August 2025 to December 2025, but returned in 2026 to provide a sensory-friendly early literacy program
11. Summer Reading Program — Annual reading challenge for children, teens, and adults, encouraging participants to read throughout the summer with rewards, events, and activities
12. Teen Volunteer Program — Opportunity for high school students to give back to the community by volunteering at the library, supporting programs such as Paws to Read and Cultural Celebrations, while earning high school service hours
13. Toddler Storytime — Storytime designed for toddlers and their caregivers with age-appropriate books, songs, and movement activities to build early literacy skills
14. Veterans Mobile Outreach — Mobile library service bringing books and resources directly to veterans at local care facilities and community sites to ensure access for those who may face mobility or transportation barriers
15. Volunteer Shelving Program — This recently launched program provides shelving opportunities with volunteer training sessions. Trainings have been held monthly, transitioning to bimonthly
16. Zippy Outreach — The Zippy mobile outreach visits would continue their current frequency of once per month. Planned visits include local apartment communities, parks, Main Street events, senior housing facilities, Hometown Holidays, and others.

New Programs:

17. Field Trips — Third-grade field trips to the library will be reintroduced for Pleasanton third-grade classes in the fall of 2026, reconnecting students with library resources and services
18. Additional Grant Programs — Staff will continue to identify grant opportunities to provide funding for both personnel and non-personnel expenses.

EQUITY AND SUSTAINABILITY

Library programs advance equity by providing free access to activities, celebrating diverse cultures, and extending services offsite through outreach.

OUTREACH

No outreach has been done in advance of this item. Library programs will be featured in the Library and Recreation Activities Guides for Fall/Winter of 2026 and Spring/Summer of 2027.

STRATEGIC PLAN ALIGNMENT

This action advances the following Citywide goals and strategies:

ONE Pleasanton Citywide Strategic Plan

- Building a Community Where Everyone Belongs, Strategy 3 – Implement high-priority items from the Library and Recreation Strategic Plan to continue to deliver activities and programs that meet the needs and interests of the community.

FINANCIAL STATEMENT

Programs are an integral part of library services. Projected expenditures and revenues for FY 2026/27 will be similar to what is provided in the Program Charts for FY 2025/26.

Prepared by:



Lia Bushong, Assistant Director of Library and Recreation

Attachments:

1. Program Chart: FY 2024/25 Actuals
2. Program Chart: FY 2025/26 Budget
3. Public Library Annual Report

Library Services (FY 2024/25) ACTUALS

	TOTAL FTE (Perm)	DIRECT COSTS: Personnel	DIRECT COSTS: Non-Personnel (Supplies, Temps)	OVERHEAD: 20%	TOTAL EXPENDITURES	REVENUE (Non GF Sources)	NET EXPENSE (Total Costs + Revenue)	USERS/USAGE RATE	METRIC FOR USAGE	COST PER USER/USE	PROGRAM SESSIONS	AUDIENCE
A. Circulation and Library Materials Collection												
COLLECTIONS, DIGITAL- eMaterials, Digital Research/Learning - Selection, procurement, vendors	0.82	\$ 171,794	\$ 208,643	\$ 76,087	\$ 456,524	\$ (6,472)	\$ 450,052	591,238	Digital Checkouts/Retrievals	\$ 0.7612	-	-
COLLECTIONS, PRINT- Phys Mtls selection, cataloging, weeding, software vendors, processing	2.41	\$ 463,039	\$ 317,292	\$ 156,066	\$ 936,397	\$ (355)	\$ 936,042	30,000	New items + Disposals (weed	\$ 31.2014	-	-
HOLDS/RESERVES - Holds shelving and pick lists	0.37	\$ 54,709	\$ 4,180	\$ 11,778	\$ 70,666	\$ -	\$ 70,666	63,906	Holds Filled	\$ 1.1058	-	-
LIBRARY CARDS - New cards, library accounts, card renewals	0.16	\$ 24,116	\$ 2,293	\$ 5,282	\$ 31,691	\$ -	\$ 31,691	54,206	Registered Users	\$ 0.5846	-	-
LIBRARY CARDS (PUSD) Student Success School ID Program	0.02	\$ 4,473	\$ -	\$ 895	\$ 5,368	\$ -	\$ 5,368	10,000	75% PUSD Enrollment	\$ 0.5368	-	-
LINK+ - Materials workflow, software, courier, vendor relations	0.16	\$ 24,116	\$ 29,570	\$ 10,737	\$ 64,423	\$ (3,174)	\$ 61,249	10,907	Loaned/Borrowed	\$ 5.6156	-	-
MATERIALS RECOVERY- Lost materials, shelf checks, billing, collection agency, credit card payments	0.12	\$ 19,499	\$ 3,204	\$ 4,541	\$ 27,244	\$ (9,602)	\$ 17,642	339	Collection Accounts	\$ 52.0403	-	-
MEMBER SERVICES - Check-ins/checkouts, shelving, MS Desk and Returns, scheduling, carts	5.18	\$ 770,762	\$ 135,247	\$ 181,202	\$ 1,087,211	\$ -	\$ 1,087,211	879,312	Checkouts of Physical Mtls.	\$ 1.2364	-	-
ONLINE CATALOG - Polaris ILS, Biblio Catalog, Self Check, updates, vendor relations	0.24	\$ 53,378	\$ 115,000	\$ 33,676	\$ 202,053	\$ -	\$ 202,053	850,000	Biblio Users	\$ 0.2377	-	-
TOTAL	9.48	\$ 1,585,885	\$ 815,429	\$ 480,263	\$ 2,881,577	\$ (19,603)	\$ 2,861,974					
B. Information Services and Adult Literacy												
INFO AND CHLD DESKS/REFERENCE -Desk reference, public PC's/tech supplies, scheduling, ZenDesk	3.53	\$ 713,919	\$ 49,399	\$ 152,664	\$ 915,982	\$ (158)	\$ 915,824	44,352	Desk Transactions	\$ 20.65	-	-
LITERACY (ASL+ESL) - Coordination, tutor/ learner services, programs, promotion, grants	0.72	\$ 151,710	\$ 63,514	\$ 43,045	\$ 258,269	\$ (106,793)	\$ 151,476	2,714	Lrns+Tutors+Prog Attend	\$ 55.81	405	Ages 19+
NEWSLETTERS- Development, design (Do not include City IT software cost)	0.11	\$ 23,845	\$ -	\$ 4,769	\$ 28,614	\$ -	\$ 28,614	37,136	Newsletter Subscribers	\$ 0.77	-	-
COMMS AND MARKETING-Social Media, Press Releases, Flyers, Activity Guide, Calendars	0.25	\$ 50,143	\$ 800	\$ 10,189	\$ 61,132	\$ -	\$ 61,132	20,000	PR and Social Views	\$ 3.06	-	-
PUBLIC PCS, PRINTING, WIFI - (Not public assistance); reporting, software, vendors	0.32	\$ 71,749	\$ 8,731	\$ 16,096	\$ 96,577	\$ -	\$ 96,577	175,000	PC/Wi-Fi/Printing Use	\$ 0.55	-	-
WEBSITE - Updates and maintenance by lib staff (not IT time or software costs)	0.12	\$ 25,538	\$ -	\$ 5,108	\$ 30,646	\$ -	\$ 30,646	119,050	Web Sessions	\$ 0.26	-	-
TOTAL	5.05	\$ 1,036,905	\$ 122,444	\$ 231,870	\$ 1,391,219	\$ (106,951)	\$ 1,284,268					
C. Facilities and Public Spaces												
MEETING ROOM RENTALS - Public reservations, inquiries, tours, forms, rental insurance, equipment	0.45	\$ 69,591	\$ 100	\$ 13,938	\$ 83,629	\$ -	\$ 83,629	38	Number of Bookings	\$ 2,200.77	-	-
PUBLIC SPACES/FACILITIES - Furnishings, displays, signage, door counts	1.02	\$ 189,228	\$ 17,700	\$ 41,386	\$ 248,314	\$ -	\$ 248,314	30,000	Facility Square Ft	\$ 8.28	-	-
TOTAL	1.47	\$ 258,819	\$ 17,800	\$ 55,324	\$ 331,943	\$ -	\$ 331,943					
D. Programs, Outreach and Events												
ADULT ONE-TIME PROGRAMS - (Vegucation) Coordination, contracts, purchases, programming	0.01	\$ 2,374	\$ 1,000	\$ 675	\$ 4,049	\$ (1,000)	\$ 3,049	52	Participants	\$ 58.63	2	Ages 19+
AFTERSCHOOL TEEN ZONE - Coordination, coverage, scheduling, includes special programs	0.09	\$ 19,067	\$ 6,482	\$ 5,110	\$ 30,659	\$ (294)	\$ 30,365	4,669	Participants	\$ 6.50	178	Ages 13-18
BABY STORYTIME - Coordination, scheduling, implementation	0.10	\$ 20,874	\$ 63	\$ 4,187	\$ 25,124	\$ (63)	\$ 25,061	3,082	Participants	\$ 8.13	43	Ages 0-5
BOOK CLUB - Coordination, reading, tech for remote	0.05	\$ 9,265	\$ 1,321	\$ 2,117	\$ 12,703	\$ (1,321)	\$ 11,382	28	Participants	\$ 406.51	6	Ages 6-12
BOOKLEGGERS PUSD PROGRAM- Coordination, volunteers,training, programs, school support, training	0.42	\$ 87,666	\$ 234	\$ 17,580	\$ 105,480	\$ (55)	\$ 105,425	5,000	Participants	\$ 21.09	205	Ages 19+
COMMUNITY OUTREACH - PUSD, Alviso, MADD, Community Events (Not Booklegger or Zippy)	0.24	\$ 49,373	\$ -	\$ 9,875	\$ 59,247	\$ -	\$ 59,247	322	Participants	\$ 184.00	4	All Ages
CONSORTIUMS AND COMMITTEES - Safety, EEC, PLP, BELONG, ACLC (Not Literacy)	0.35	\$ 72,089	\$ 11,641	\$ 16,746	\$ 100,476	\$ (6,183)	\$ 94,293	-	-	-	-	-
CULTURAL CELEBRATIONS- Coordination, volunteers, programs, purchasing, performers	0.30	\$ 58,762	\$ 2,403	\$ 12,233	\$ 73,398	\$ (2,403)	\$ 70,995	3,751	Participants	\$ 18.93	8	All Ages
EARTH DAY - Coordination of performers, outdoor booths, day-of support, PLP grant	0.04	\$ 9,495	\$ 500	\$ 1,999	\$ 11,995	\$ (5,000)	\$ 6,995	700	Participants	\$ 9.99	1	All Ages
FAMILY STORYTIME - Coordination, scheduling, implementation	0.09	\$ 19,514	\$ 63	\$ 3,915	\$ 23,492	\$ (63)	\$ 23,429	2,215	Participants	\$ 10.58	55	Ages 0-5
FIELD TRIPS - Coordination, scheduling, implementation for PUSD 3rd grade classes	0.06	\$ 13,420	\$ -	\$ 2,684	\$ 16,104	\$ -	\$ 16,104	350	Participants	\$ 46.01	13	Ages 6-12
FILM CLUB FOR ADULTS- Coordination, viewing, film licenses and DVD's, implementations	0.07	\$ 15,519	\$ 1,289	\$ 3,362	\$ 20,170	\$ (1,145)	\$ 19,025	109	Participants	\$ 174.54	10	Ages 19+
LPC COLLEGE LIBRARY CARD EVENT - Coordination, scheduling, implementation	0.05	\$ 10,342	\$ -	\$ 2,068	\$ 12,410	\$ -	\$ 12,410	1,000	Participants	\$ 12.41	1	Ages 19+
MOVIE MATINEES - Coordination, scheduling, implementation	0.07	\$ 15,329	\$ 20	\$ 3,070	\$ 18,418	\$ (20)	\$ 18,398	393	Participants	\$ 46.82	3	All Ages
PAWS TO READ - Coordination, volunteers,training, programs, school support, training	0.15	\$ 31,199	\$ 71	\$ 6,254	\$ 37,524	\$ (43)	\$ 37,481	367	Participants	\$ 102.13	19	Ages 6-12
PUZZLES AND GAMES MEETUP - Program coordination, materials, implementation	0.06	\$ 12,853	\$ 63	\$ 2,583	\$ 15,499	\$ (63)	\$ 15,436	129	Participants	\$ 119.66	8	All Ages
SENSORY STORYTIME - Coordination, scheduling, implementation	0.05	\$ 11,321	\$ 63	\$ 2,277	\$ 13,660	\$ (63)	\$ 13,597	83	Participants	\$ 163.82	9	Ages 0-5
STEAM Saturdays - Coordination, volunteers, supplies, programs	0.03	\$ 6,191	\$ -	\$ 1,238	\$ 7,429	\$ -	\$ 7,429	86	Participants	\$ 86.39	1	Ages 6-12
SUMMER READING PROGRAM - Coordination, vendors, programming, volunteers, design, rewards	0.59	\$ 117,356	\$ 9,890	\$ 25,449	\$ 152,695	\$ (9,890)	\$ 142,805	7,025	Participants+Registrations	\$ 20.33	107	All Ages
TEEN ONE-TIME PROGRAMS - (Stock Market Game) Coordination, contracts, purchases, programming	0.05	\$ 11,321	\$ -	\$ 2,264	\$ 13,585	\$ -	\$ 13,585	9	Participants	\$ 1,509.40	1	All Ages
TEEN VOLUNTEER PROGRAM- Book Sale - City needs, program admin, communication (Not Summer)	0.11	\$ 23,810	\$ -	\$ 4,762	\$ 28,572	\$ -	\$ 28,572	92	Participants	\$ 310.57	100	Ages 13-18
TODDLER STORYTIME - Coordination, scheduling, implementation	0.15	\$ 32,482	\$ 63	\$ 6,509	\$ 39,054	\$ (63)	\$ 38,991	3,842	Participants	\$ 10.15	39	Ages 0-5
VETERAN'S MOBILE OUTREACH - Coordinate visits, scheduling, on-site support for larger programs	0.04	\$ 8,947	\$ -	\$ 1,789	\$ 10,736	\$ -	\$ 10,736	85	Participants	\$ 126.31	10	All Ages
WIZARD OF OZ - Library storytime at public art event- Program set up and implementation	0.01	\$ 2,374	\$ -	\$ 475	\$ 2,849	\$ -	\$ 2,849	75	Participants	\$ 37.98	1	All Ages
ZIPPY OUTREACH VEHICLE - Vehicle purchase, visits, books, driving, checkout, storytime, grants	0.57	\$ 118,013	\$ 147,488	\$ 53,100	\$ 318,601	\$ (147,488)	\$ 171,113	430	Participants	\$ 397.94	2	All Ages
TOTAL	3.75	\$ 778,954	\$ 182,654	\$ 192,322	\$ 1,153,930	\$ (175,157)	\$ 978,773	33,894				
BUDGET TOTALS	19.75	\$ 3,660,564	\$ 1,138,327	\$ 959,778	\$ 5,758,669	\$ (301,711)	\$ 5,456,958					

Library Services (FY 2025/26) BUDGETED

	TOTAL FTE (Perm)	DIRECT COSTS: Personnel	DIRECT COSTS: Non-Personnel (Supplies, temps)	OVERHEAD: 19%	TOTAL EXPENDITURES	REVENUE (Non GF Sources)	NET EXPENSE (Total Costs + Revenue)	USERS/ USAGE RATE (Est)	METRIC FOR USAGE	COST PER USER/ USE	PROGRAM SESSIONS	COST PER PROGRAM SESSION	AUDIENCE
A. Circulation and Library Materials Collection													
COLLECTIONS, DIGITAL- eMaterials, Digital Research/Learning - Selection, procurement, vendors	0.32	\$ 74,825	\$ 150,000	\$ 42,717	\$ 267,542	\$ (7,000)	\$ 260,542	600,000	Checkouts/Retrievals	\$ 0.43	-	-	-
COLLECTIONS, PRINT- Phys MtIs selection, cataloging, weeding, software vendors, processing	2.39	\$ 499,161	\$ 180,000	\$ 129,041	\$ 808,202		\$ 808,202	30,000	New items + Disposals	\$ 26.94	-	-	-
HOLDS/RESERVES - Holds shelving and pick lists	0.31	\$ 49,732	\$ 5,000	\$ 10,399	\$ 65,131	\$ -	\$ 65,131	30,000	Holds Filled	\$ 2.17	-	-	-
LIBRARY CARDS - New cards, library accounts, card renewals	0.14	\$ 23,702	\$ 2,500	\$ 4,978	\$ 31,180	\$ -	\$ 31,180	55,000	Registered Users	\$ 0.57	-	-	-
LIBRARY CARDS (PUSD) Student Success School ID Program	0.02	\$ 4,883	\$ -	\$ 928	\$ 5,810	\$ -	\$ 5,810	10,000	75% PUSD Enrollment	\$ 0.58	-	-	-
LINK+ - Materials workflow, software, courier, vendor relations	0.13	\$ 21,111	\$ 30,000	\$ 9,711	\$ 60,822	\$ (2,264)	\$ 58,558	11,000	Loaned/Borrowed	\$ 5.32	-	-	-
MATERIALS RECOVERY- Lost materials, shelf checks, billing, collection agency, credit card payments	0.11	\$ 19,693	\$ 3,000	\$ 4,312	\$ 27,004	\$ (25,000)	\$ 2,004	350	Collection Accounts	\$ 5.73	-	-	-
MEMBER SERVICES - Check-ins/checkouts, shelving, MS Desk and Returns, scheduling, carts	4.35	\$ 698,278		\$ 132,673	\$ 830,950	\$ -	\$ 830,950	660,000	Checkouts of Physical MtIs.	\$ 1.26	-	-	-
ONLINE CATALOG - Polaris ILS, Biblio Catalog, Self Check, updates, vendor relations	0.15	\$ 36,062	\$ 115,000	\$ 28,702	\$ 179,764	\$ -	\$ 179,764	850,000	Biblio Users	\$ 0.21	-	-	-
VOLUNTEER SHELVER PROGRAM - Recruiting, training, tours, monitoring, report on volunteer program	1.27	\$ 256,012	\$ 100	\$ 48,661	\$ 304,773	\$ -	\$ 304,773	5,000	Volunteer Hours	\$ 60.95	500	\$ 609.55	Ages 19+
TOTAL	9.19	\$ 1,683,458	\$ 485,600	\$ 412,121	\$ 2,581,180	\$ (34,264)	\$ 2,546,916						
B. Information Services and Adult Literacy													
INFO AND CHILD DESKS/REFERENCE -Desk reference, public PC's, supplies, scheduling, ZenDesk	3.55	\$ 775,570	\$ 15,000	\$ 150,208	\$ 940,778	\$ -	\$ 940,778	35,000	Desk Transactions	\$ 26.88	-	-	-
LITERACY (ASL+ESL) - Coordination, tutor/ learner services, programs, promotion, grants	0.72	\$ 165,586	\$ 63,000	\$ 43,431	\$ 272,018	\$ (106,793)	\$ 165,225	2,000	Lnrns+Tutors+Prog Attend	\$ 82.61	500	-	Ages 19+
MARKETING/COMMS - Social Media, Press Releases, Flyers, Activity Guide	0.18	\$ 40,843	\$ 1,000	\$ 7,950	\$ 49,793	\$ -	\$ 49,793	20,000	PR and Social Views	\$ 2.49	-	-	-
NEWSLETTERS- Development, design (Do not include City IT software cost)	0.09	\$ 20,545	\$ -	\$ 3,904	\$ 24,448	\$ -	\$ 24,448	40,000	Newsletter Subscribers	\$ 0.61	-	-	-
PUBLIC PCS, PRINTING, WIFI - (Not public assistance); reporting, software, vendors	0.22	\$ 54,645	\$ 3,000	\$ 10,952	\$ 68,597	\$ -	\$ 68,597	130,000	PC/Wi-Fi/Printing Use	\$ 0.53	-	-	-
WEBSITE - Updates and maintenance by lib staff (not IT time or software costs)	0.09	\$ 20,401	\$ -	\$ 3,876	\$ 24,277	\$ -	\$ 24,277	120,000	Web Sessions	\$ 0.20	-	-	-
TOTAL	4.85	\$ 1,077,589	\$ 82,000	\$ 220,322	\$ 1,379,911	\$ (106,793)	\$ 1,273,118						
C. Facilities and Public Spaces													
MEETING ROOM RENTALS - Public reservations, inquiries, tours, forms, rental insurance, equipment	0.07	\$ 11,571	\$ -	\$ 2,198	\$ 13,769	\$ -	\$ 13,769	10	Number of Bookings	\$ 1,376.92	-	-	-
PUBLIC SPACES/FACILITIES - Electricity, furnishings, displays, signage, door counts	0.88	\$ 177,979	\$ 114,500	\$ 55,571	\$ 348,050		\$ 348,050	30,000	Facility Square Ft	\$ 11.60	-	-	-
TOTAL	0.95	\$ 189,549	\$ 114,500	\$ 57,769	\$ 361,819	\$ -	\$ 361,819						
D. Programs, Outreach and Events													
AFTERSCHOOL TEEN ZONE- Coordination, coverage, scheduling	0.16	\$ 37,750	\$ 2,000	\$ 7,553	\$ 47,303	\$ (2,000)	\$ 45,303	2,000	Participants	\$ 22.65	178	\$ 254.51	Ages 13-18
BABY STORYTIME - Coordination, scheduling, implementation	0.11	\$ 24,567	\$ 110	\$ 4,689	\$ 29,365	\$ (110)	\$ 29,255	3,000	Participants	\$ 9.75	43	\$ 680.35	Ages 0-5
BOOKLEGGER PUSD PROGRAM- Coordination, volunteers,training, programs, school support, training	0.41	\$ 90,439	\$ 3,000	\$ 17,753	\$ 111,193	\$ (3,000)	\$ 108,193	5,000	Participants	\$ 21.64	205	\$ 527.77	Ages 6-12
COMMUNITY OUTREACH - PUSD, Alviso, MADD, Community Events (Not Booklegger or Zippy)	0.05	\$ 12,056	\$ -	\$ 2,291	\$ 14,347	\$ -	\$ 14,347	300	Participants	\$ 47.82	4	\$ 3,586.81	All Ages
CONSORTIUMS AND COMMITTEES - Safety, EEC, PLP, BELONG, ACLC (Not Literacy)	0.19	\$ 43,797	\$ 11,600	\$ 10,525	\$ 65,923	\$ (6,767)	\$ 59,156	-	-	-	-	-	-
CULTURAL CELEBRATIONS- Coordination, volunteers, programs, purchasing, presenters	0.13	\$ 29,022	\$ 7,910	\$ 7,017	\$ 43,949	\$ (7,500)	\$ 36,449	4,000	Participants	\$ 9.11	8	\$ 4,556.10	All Ages
EARTH DAY - Coordination of performers, outdoor booths, day-of support, PLP grant	0.06	\$ 14,048	\$ 500	\$ 2,764	\$ 17,313	\$ (500)	\$ 16,813	700	Participants	\$ 24.02	1	\$ 16,812.67	All Ages
FAMILY STORYTIME - Coordination, scheduling, implementation	0.10	\$ 24,712	\$ 110	\$ 4,716	\$ 29,538	\$ (110)	\$ 29,428	2,500	Participants	\$ 11.77	55	\$ 535.06	Ages 0-5
FRIENDS OF THE LIBRARY - Staff support for book sales, volunteers, meetings, admin of funds	0.25	\$ 64,775	\$ -	\$ 12,307	\$ 77,083	\$ -	\$ 77,083	-	-	-	-	-	-
LPC COLLEGE LIBRARY CARD EVENT - Coordination, scheduling, implementation	0.05	\$ 11,288	\$ -	\$ 2,145	\$ 13,432	\$ -	\$ 13,432	1,000	Participants	\$ 13.43	1	\$ 13,432.30	Ages 19+
PAWS TO READ - Coordination, volunteers,training, programs, school support, training	0.17	\$ 38,316	\$ 500	\$ 7,375	\$ 46,191	\$ (500)	\$ 45,691	400	Participants	\$ 114.23	19	\$ 2,404.77	Ages 6-12
SENSORY STORYTIME - Coordination, scheduling, implementation	0.05	\$ 10,524	\$ 110	\$ 2,020	\$ 12,654	\$ (110)	\$ 12,544	100	Participants	\$ 125.44	12	\$ 1,045.34	Ages 0-5
STITCH-IT CAFE - Coordination, volunteers, programs, purchasing, vendor, PLP grant admin	0.05	\$ 11,457	\$ 9,000	\$ 3,887	\$ 24,344	\$ (8,300)	\$ 16,044	100	Participants	\$ 160.44	5	\$ 3,208.87	All Ages
SUMMER READING PROGRAM - Coordination, presenters, programming, volunteers, design, rewards	0.46	\$ 99,260	\$ 15,000	\$ 21,709	\$ 135,970	\$ (15,000)	\$ 120,970	3,000	Participants	\$ 40.32	38	\$ 3,183.42	All Ages
TEEN VOLUNTEER PROGRAM- Volunteer mgmt for Paws, Cultural Celebrations (Not Summer)	0.10	\$ 22,992	\$ -	\$ 4,368	\$ 27,360	\$ -	\$ 27,360	1000	Volunteer Hours	\$ 27.36	38	\$ 720.01	Ages 13-18
TODDLER STORYTIME - Coordination, scheduling, implementation	0.12	\$ 27,680	\$ 110	\$ 5,280	\$ 33,071	\$ (110)	\$ 32,961	4,000	Participants	\$ 8.24	43	\$ 766.52	Ages 0-5
VETERAN'S MOBILE OUTREACH - Scheduling, on-site support for larger programs	0.03	\$ 7,174	\$ -	\$ 1,363	\$ 8,537	\$ -	\$ 8,537	500	Participants	\$ 17.07	10	\$ 853.70	Ages 19+
ZIPPY OUTREACH VEHICLE - Visits, books, driving, checkout, activities, storytime, grants	0.27	\$ 56,827	\$ 2,200	\$ 11,215	\$ 70,242	\$ (2,200)	\$ 68,042	2,500	Participants	\$ 27.22	12	\$ 5,670.20	All Ages
TOTAL	2.76	\$ 626,686	\$ 52,150	\$ 128,979	\$ 807,814	\$ (46,207)	\$ 761,607						
BUDGET TOTALS	17.75	\$ 3,577,283	\$ 734,250	\$ 819,191	\$ 5,130,724	\$ (187,264)	\$ 4,943,460						

Library Name PLEASANTON PUBLIC LIBRARY
 FSCS Key CA0206
 Survey Name PLA Services Survey
 Year 2025

Section	Question	Question Prompt	Response	METHODOLOGY/ PLA INSTRUCTIONS (Internal Use)
				RESPONSES IN THE "COMMUNITY NEEDS SECTION" SHOULD FOCUS ON WHAT THE LIBRARY DIVISIONAL STAFF PROVIDES, EVEN IF OTHER AREAS OF THE DEPT OR THE CITY DELIVER THE SERVICE.
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Accessibility and supporting people with disabilities	Currently Addressing	Sensory Storytime; Inclusion Services; Services and materials focusing on developmental stages
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Civic engagement	Currently Addressing	Community meetings held at the library
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Climate change and sustainability	Currently Addressing	Earth Day Program; Stitch in Café, Book donations to BWB
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Digital equity	Currently Addressing	Reference assistance for tech help (NOTE: Avg 50% of Public Services desk time is for tech help for all reference questions); Also includes device checkout
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Economic development and job-seeker support	Currently Addressing	Partnership with Career Center, Adult Literacy/ESL tutoring, Stoneridge Creek Literacy Program, Collection development, Public PC's and Printers, Study Spaces
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Equity, diversity, inclusion, and social justice	Currently Addressing	Library staff participation in City BELONG workgroup; Staff trainings on DEI tools; DEI evaluation of programs; DEI audit of library collections; Free services and fine-free lending model; Easy access to library cards; Multilingual resources and staff; Cultural Celebrations
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Food insecurity	Currently Addressing	Reference assistance for referrals and City services in walk throughs and staff coordination with City-contract CityServe
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Homelessness	Currently Addressing	Reference assistance for referrals and City services in walk throughs and staff coordination with City-contract CityServe
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Literacy and educational achievement	Currently Addressing	Early literacy programs, adult literacy and ESL, school partnerships
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Public health and wellbeing	Currently Addressing	The library does not have a current program in this area though refers frequently to other agencies - this information is captured in another section in the report.
Community Needs	Thinking about your community's most pressing needs and priorities, which of the areas below is your library currently striving to address with partnerships, programs, or services, or are developing plans to address in the future? If any areas are not applicable at this time, please select N/A.	Other community needs (please describe):	N/A	

1. THIS SECTION ON "SERVICES" SHOULD NOT INCLUDE DIGITAL RESOURCES, AS THEY ARE COVERED BY A PLA TECHNOLOGY REPORT

2. "FORMAL" IS DEFINED BY PLA AS A PROGRAM THE LIBRARY HOSTS, STAFFS, PROMOTES. INFORMAL IS DEFINED BY STAFF ASSISTING OR SUPPORTING THROUGH REFERENCE QUESTIONS, TECH SUPPORT, PRINTING ETC.

Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	ACA, Medicaid, Medicare, or other health insurance enrollment	Yes, <i>informal</i>	Reference assistance and forms
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Drivers' licenses or state IDs	Yes, <i>informal</i>	Reference assistance and forms
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Elections (e.g., voter registration, ballot drop-off, polling place)	No	City Hall
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Immigration and naturalization	Yes, <i>informal</i>	Adult Literacy tutoring assists if part of the learner goals; Printing of forms
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Notary services	No	Staff not certified as notaries
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Passport application acceptance	No	Staff not certified for application acceptance
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Referrals to social services	Yes, <i>both</i>	Reference assistance for referrals and City services in walk throughs and staff coordination with City-contract CityServe
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Rental assistance (e.g., Section 8)	Yes, <i>informal</i>	Reference assistance and forms Students work with schools and submit themselves with parent portion to review (simpler process than prior years); No questions to date
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Student aid application (e.g., FAFSA)	No	
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Tax preparation/filing	Yes, <i>informal</i>	Reference assistance to VITA and other services and printing support
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Unemployment filing	Yes, <i>informal</i>	Reference assistance with referrals to other agencies and tech support
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Veterans' services	Yes, <i>both</i>	Veteran's Connect and Mobile Medical Outreach as well as reference assistance and referrals
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Vital records	Yes, <i>informal</i>	Reference assistance with referrals to other agencies and tech support
Services	Does your library offer formal services to assist patrons with any of the following government services? If not formally offered and delivered by the library, do you informally assist patrons with any of these services?	Other government services (please indicate if formally or informally provided):	<i>Informally assist patrons with social security services, public health agencies, school information, court systems, and workforce development.</i>	Reference assistance with referrals to other agencies and tech support
Services	Does your library offer any of the following support services?	Business development	Yes, <i>informal</i>	Assist to provide books and materials as well printing and study space support
Services	Does your library offer any of the following support services?	English language learning/ESL	Yes, <i>both</i>	Adult Literacy and ESL formal program funded by CSL and City funds; and informally supported by all other library staff through referrals and program support
Services	Does your library offer any of the following support services?	Food security support services	Yes, <i>informal</i>	Reference assistance for referrals and City services in walk throughs and staff coordination with City-contract CityServe

Services	Does your library offer any of the following support services?	GED/diploma student support	Yes, informal	Reference assistance with referrals to other agencies and tech support
Services	Does your library offer any of the following support services?	Homebound or by-mail services	No	Not provided, but in "additional support section", we refer to LINK+ which expands access
Services	Does your library offer any of the following support services?	Job and career services	Yes, informal	Reference assistance with referrals to other agencies and tech support
Services	Does your library offer any of the following support services?	Legal information services	Yes, informal	Reference assistance with referrals to other agencies and tech support
Services	Does your library offer any of the following support services?	Older adult (age 65+) services	Yes, informal	See detailed response on line 86 referring to Senior Center collaboration
Services	Does your library offer any of the following support services?	Reentry services post-incarceration	No	Staff is not aware if reference requests are for this purposes
Services	Does your library offer any of the following support services?	Other support services (please indicate if formally or informally provided):	Assist patrons with language interpretive services (informally), formal and informal assistance with book lending from other libraries throughout the state (through LINK+ service), and informal referrals to City-contracted social service providers for children, adults, families, and seniors.	
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	Book clubs for children	No	None at this time
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	Children's after-school or homework programs	Yes, informal	Digital tools not included per PLA as they are captured in a different report; Reference assistance and referrals
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	Early literacy programs (e.g., play & learn, storytime, StoryWalk, etc.)	Yes	Storytimes, 1000 Books before Kindergarten, SRP, Seasonal Reading Challenges
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	Family engagement programs	Yes	Storytimes, SRP, Cultural Celebrations
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	Health and wellness programs (e.g., yoga for kids)	No	Not at this time, provided through Recreation
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	Homeschooling programs	No	Not at this time, some neighboring libraries like Livermore offer library homeschool groups
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	School-aged literacy programs	Yes	Paws to Read, SRP
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	School preparation or grade transition programs	Yes	1000 Books Before Kindergarten, Toddler Storytime preps kids for TK
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	STEAM (science, technology, engineering, arts, and math) programs for children	Yes	STEAM is a part of SRP and Zippy visits
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	Summer reading program for children	Yes	SRP is all ages from baby to adult
Programs	Does your library offer any of the following types of PROGRAMS for children? Children are defined as those ages 0 to 11.	Other children's programs (please describe):	The library offers an elementary school outreach program to promote reading in individual classrooms through its Booklegger program. Additionally, Student Success library cards are provided to TK-12 students upon enrollment each school year. The library also hosts visits from the Library and Recreach Outreach Vehicle in the community, featuring activities and books for children.	
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	Book clubs for teens	No	None at this time
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	College or trade school preparation programs	No	None at this time - offered by district
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	Financial literacy programs for teens	Yes	None at this time - offered by district
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	Games and gaming programs	Yes	Part of Adulting 101 in Afterschool Program
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	Health and wellness programs (e.g., Adulting 101, cooking programs)	No	Cooking as part of Afterschool Program
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	Media or information literacy programs for teens	No	None at this time
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	STEAM (science, technology, engineering, arts, and math) programs for teens	Yes	STEAM is a part of SRP and Zippy visits
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	Summer reading program for teens	Yes	SRP is all ages from baby to adult

Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	Teen advisory group or board	No	None at this time
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	Teen after school or homework programs	Yes	Teen Zone Afterschool Program
Programs	Does your library offer any of the following types of programs for TEENS? Teens are defined as those ages 12 to 18.	Other teen programs (please describe):	<i>The library also offers several volunteer programs for teens, both year-round and over the summer, that help meet the graduation requirements for volunteer hours in Pleasanton schools.</i>	
Programs	Does your library offer any of these types of ADULT or general interest programs?	Adult education/literacy classes	Yes	Adult Literacy/ESL
Programs	Does your library offer any of these types of ADULT or general interest programs?	Art, music, or cultural programs	Yes	Art during SRP, Cultural Programs
Programs	Does your library offer any of these types of ADULT or general interest programs?	Book clubs	Yes	Adult Literacy Book Club
Programs	Does your library offer any of these types of ADULT or general interest programs?	Business development programs	No	None at this time
Programs	Does your library offer any of these types of ADULT or general interest programs?	Civic and community engagement programs	Yes	Community meetings held at the library
Programs	Does your library offer any of these types of ADULT or general interest programs?	English language learner classes or networking	Yes	Adult Literacy/ESL
Programs	Does your library offer any of these types of ADULT or general interest programs?	Financial literacy programs	No	None at this time
Programs	Does your library offer any of these types of ADULT or general interest programs?	Health and wellness programs	No	None at this time; Provided through Recreation
Programs	Does your library offer any of these types of ADULT or general interest programs?	History or genealogy programs	No	None at this time; Refer to LAGS
Programs	Does your library offer any of these types of ADULT or general interest programs?	Media or information literacy programs	No	None at this time
Programs	Does your library offer any of these types of ADULT or general interest programs?	Programs or classes in languages other than English	No	None at this time
Programs	Does your library offer any of these types of ADULT or general interest programs?	Repair or "Fix-it Clinic" programs	No	None at this time
Programs	Does your library offer any of these types of ADULT or general interest programs?	Self-development (e.g., hobbies, crafts)	Yes	SRP and Zippy activities; Stitch-it Café
Programs	Does your library offer any of these types of ADULT or general interest programs?	Summer reading program	Yes	SRP is all ages from baby to adult
Programs	Does your library offer any of these types of ADULT or general interest programs?	Workforce development programs	No	None at this time; Refer to local organizations
Programs	Does your library offer any of these types of ADULT or general interest programs?	Other adult or general interest programs (please describe):	<i>The library also offers several adult volunteer programs, including literacy tutoring and shelving support.</i>	
Programs	What types of programs does the library offer specifically for older adults (age 65+)?	Cognitive health and social connection	No	None at this time; refer to survey response on line 86
Programs	What types of programs does the library offer specifically for older adults (age 65+)?	Digital literacy and technology help	No	None at this time; refer to survey response on line 86
Programs	What types of programs does the library offer specifically for older adults (age 65+)?	Family/caregiver programming	No	None at this time; refer to survey response on line 86
Programs	What types of programs does the library offer specifically for older adults (age 65+)?	Financial literacy (e.g., retirement planning, scam prevention)	No	None at this time; refer to survey response on line 86
Programs	What types of programs does the library offer specifically for older adults (age 65+)?	Physical health and wellness programs (e.g., chair yoga, walking groups)	No	None at this time; refer to survey response on line 86
Programs	What types of programs does the library offer specifically for older adults (age 65+)?	Other programs for older adults (please describe):	<i>The library primarily supports older adult-specific programming through close coordination and referrals to the department's Pleasanton Senior Center, located within 0.6 miles of the library, which offers a range of programs, including Mind Your Memory, technology classes, caregiver support groups, financial workshops, and health and wellness activities. The library has also piloted a program for older adults through a PLP Innovation grant, which helped identify new collaboration opportunities, share library materials, and inform future service approaches.</i>	
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	Cultural arts organization, museum, or historical society	Yes, both	MOU with historical Society and genealogy Society for genealogy materials, as well as partnership with PCAC and other local cultural groups for cultural celebrations for cultural celebrations
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	Early childhood providers or centers (e.g., daycares, preschools)	Yes, both	City Grant with Hively provides for collaborative programming, also work with department gingerbread City Grant with Hively provides for collaborative programming, also work with department Gingerbread preschool
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	For-profit business (e.g., restaurant, bookstore, sports teams, etc.)	Yes, informal	Local book seller, town center books partners on author talks
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	Institution of higher education (including vocational schools and academic libraries)	Yes, informal	Partnership with Las Positas College for Library card outreach, and partnership with career center in Dublin in collaboration with adult literacy

Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	K-12 school or school district (including public, charter, and private schools)	Yes, both	Formal partnership with Pleasanton unified school district for Paws to read program and Booklegger
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	Local interest group (e.g., quilters guild, poetry club, etc.)	Yes, both	Amador Valley Garden Club and Friends of the Library for seed share program; DAR for constitution week display
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	Non-profit or community-based organization (e.g., charity, foundation, advocacy group, faith-based organization, Lion's Club, Rotary, VFW, etc.)	Yes, both	Friends of the Pleasanton library
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	Other libraries or library systems	Yes, informal	Alameda County library system, Livermore public library - collaborative programming
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	Senior residences, centers, retirement homes, or other organizations for older adults	Yes, both	Pleasanton Senior Center,, Stoneridge retirement community , Kottinger Gardens
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	State, local, county, or municipal government (e.g., employment office, health and human services department, police, tourism department, parks and recreation, etc.)	Yes, both	Integrated department of Library and recreation; collaborate with Housing and Police department on human services
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	Tribal organization (e.g., tribal government, tribal council, etc.)	Yes, informal	Work alongside tribal communities for the Native American cultural celebration each year
Partnerships	Does your library have a partnership with any of the following types of entities? Partnerships may be formal or informal.	Other (please describe):	In addition, the library works with the Friends of the Pleasanton Library, participates in cooperative systems such as the Pacific Library Partnership, collaborates with community nonprofits and legal aid organizations, coordinates informally with public health agencies, works with broadband and digital equity programs such as CENIC, and engages with the local chambers of commerce and downtown association.	
Facilities	How many of your current library locations were built or received a major renovation within the last three years (since 2022)?	Built		0 No new library facilities built.
Facilities	How many of your current library locations were built or received a major renovation within the last three years (since 2022)?	Major Renovation	1	Major renovations in three years have included a new roof and clerestory windows, a new lighting and LED system
Facilities	How would you describe the overall condition of your library facilities?	How would you describe the overall condition of your library facilities?	Fair	Rating of "Fair" condition aligns with PLA rating system for library facilities. Additional details in Line 103 responses.
Facilities	How would you describe the overall condition of your library facilities?	Please share any specific comments you have about the condition of your library's facilities and the extent to which they meet community needs.		Overall, the library facility is in fair condition and remains functional for its intended purpose. Recent renovations and improvements include a new roof and clerestory windows, a new lighting and LED system, and a planned upgrade to the fire alarm system. However, the 1988 building's design limits materials handling efficiency, lacks an automated sorting system to support high circulation, and constrains program, reading, staff, and storage spaces during peak periods, while aging carpeting and restrooms require frequent repairs to maintain safety and functionality. The library remains a well-used and well-loved community resource.
Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	Art or music studio	N/A	No art of music studios in library facility.
Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	Auditorium or large community event space	N/A	No additions or renovations to the large meeting room, except for the lighting and roof improvements referenced in the prior response.
Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	Coworking spaces	N/A	No additions or renovations to coworking space, except for the lighting and roof improvements referenced in the prior response.

Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	Dedicated programming space by age	N/A	No additions or renovations to programming space, except for the lighting and roof improvements referenced in the prior response.
Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	General use (for staff or the public)	N/A	No additions or renovations to general library spaces, except for the lighting and roof improvements referenced in the prior response.
Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	Maker space (including digital media production lab)	N/A	No additions or renovations for a makerspace.
Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	Meeting or study rooms for public use	Added or renovated	Study rooms final pieces of renovations completed in 2022.
Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	Outdoor space	N/A	No additions or renovations for outdoor spaces.
Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	Renovations/upgrades to physical plant (e.g., HVAC system, roof, foundation, etc.)	Added or renovated	Major renovations included a new roof and clerestory windows, repairs to the wood and access doors for HVAC system.
Facilities	Please indicate whether your library has recently (since 2022) added or renovated any of the following types of spaces or are currently developing plans to do so in the future. If your library is in the midst of making any of these additions, choose the "Added or renovated" option.	Other recent or planned additions (please describe):	Planned additions include a fire alarm panel upgrade and the exploration of an automated materials handling (AMH) system to better support circulation operations.	Plans for fire alarm panel and initial bids in 2025
Facilities	Do any of your library locations currently have any of the following types of physical spaces that can accommodate in-person programs or events?	Dedicated children's space(s)	Yes	Children's area with alcoves for programming, program registration, field trips, activities
Facilities	Do any of your library locations currently have any of the following types of physical spaces that can accommodate in-person programs or events?	Dedicated teen space(s)	Yes	Teen Area with group study tables and collections, could be used for small programs and homework help
Facilities	Do any of your library locations currently have any of the following types of physical spaces that can accommodate in-person programs or events?	Fixed maker space (e.g., digital media lab, FabLab, etc.)	No	Community Creativity Center is not a dedicated space for media lab and technology
Facilities	Do any of your library locations currently have any of the following types of physical spaces that can accommodate in-person programs or events?	Large meeting space or auditorium (for more than 25 people)	Yes	Library Meeting Room
Facilities	Do any of your library locations currently have any of the following types of physical spaces that can accommodate in-person programs or events?	Mid-size meeting space (for approximately 10-25 people)	No	Community Creativity Center does not fit more than 8
Facilities	Do any of your library locations currently have any of the following types of physical spaces that can accommodate in-person programs or events?	Outdoor programming space	Yes	Library Lawn and parking lot have been used for programs and events
Facilities	Do any of your library locations currently have any of the following types of physical spaces that can accommodate in-person programs or events?	Technology training space (e.g., classroom or computer lab)	Yes	Library Meeting Room (question does not indicate that it be a dedicated space)
Facilities	Do any of your library locations currently have any of the following types of physical spaces that can accommodate in-person programs or events?	Other spaces for programming (please describe):	In addition to programming offered at the library, the department utilizes other community spaces to support programs and outreach. The library's outreach vehicle, Zippy, visits local parks, the Senior Center, downtown events, and preschools, with additional locations planned in the coming year. Zippy was funded in part by a grant from the California State Library, the Black Gold Cooperative Library System, and City funding, with many of the books on board for checkout supported by the Friends of the Library.	
Facilities	Does your library have any of the following types of vehicles to offer mobile programming and outreach?	Book Bike	No	
Facilities	Does your library have any of the following types of vehicles to offer mobile programming and outreach?	Bookmobile	Yes	Zippy functions for some events as a bookmobile, also indicated as an Outreach Vehicle below.
Facilities	Does your library have any of the following types of vehicles to offer mobile programming and outreach?	Cybermobile or mobile technology lab	No	
Facilities	Does your library have any of the following types of vehicles to offer mobile programming and outreach?	Mobile job center	No	
Facilities	Does your library have any of the following types of vehicles to offer mobile programming and outreach?	Other outreach vehicle	Yes	

Facilities	Does your library have any of the following emergency designations within your community?	Cooling/warming center in extreme temperatures	Yes	
Facilities	Does your library have any of the following emergency designations within your community?	Distribution center during a public health emergency	No	Did not indicate these functions but in response in Line 131, shared that as needed the library could provide these roles.
Facilities	Does your library have any of the following emergency designations within your community?	Evacuation or reunification center	No	Did not indicate these functions but in response in Line 131, shared that as needed the library could provide these roles.
Facilities	Does your library have any of the following emergency designations within your community?	Hub for community members or first responders during disaster recovery	No	Did not indicate these functions but in response in Line 131, shared that as needed the library could provide these roles.
Facilities	Does your library have any of the following emergency designations within your community?	Other emergency designations (please describe):	<i>Alongside other City facilities, the library supports community needs during emergency activations. In addition to serving as a cooling facility, it provides access to technology, information resources, programs, and device charging during its regular hours, which include evenings and Saturdays. As needed, the library could also function as a hub to support other emergency designations.</i>	
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Electric vehicle charging stations	In place currently	In Civic Center complex
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Energy-efficient lighting systems (e.g., LEDs)	In place currently	Yes, as part of Lighting Replacement Project
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	High efficiency cooling	In place currently	Citywide, confirmed on website
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	High efficiency heating	In place currently	Citywide, confirmed on website
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Net zero energy buildings	N/A	Could not confirm
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Recycling (for staff or patrons)	In place currently	Recycling bins throughout public spaces and staff areas
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Solar panels	N/A	Not planned, per Engineering, would have needed to do at time of roofing
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Stormwater management	In place currently	Citywide, confirmed on website
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Water conservation	In place currently	Citywide, confirmed on website
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Wind generator	N/A	Not confirmed with PWD, but fairly certain library does not have
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Other onsite renewable energy (e.g., geothermal)	N/A	Not confirmed with PWD, but fairly certain library does not have
Facilities	Green or Energy-Saving Initiatives: Please indicate whether your library currently has these green or energy-saving initiatives in place in at least one location, or whether your library has plans to add these in the future.	Other green or energy-saving initiatives or certifications (please describe):	<i>The City is in the planning stages of drought-tolerant landscaping for the library's green spaces.</i>	Assumption this is moving forward, I had heard it is after the fence project.

Since 2022, community needs and usage patterns have continued to evolve, with overall visits slightly below pre-pandemic levels. During peak periods, the library increasingly serves as a teen study space, while early literacy storytimes and adult literacy/ESL continue to see high participation. Partnerships with schools and organizations remain foundational, alongside growing interest in cultural programming and the new outreach vehicle service. In response to citywide budget reductions in 2025 that impacted hours and some services, staff implemented innovations, including a volunteer shelver program, adjustments to checkout practices, a renewed focus on core programs, and refinements to purchasing to prioritize high-demand titles and community needs.

Information from statistics and budget impact info to City Council.

Final Thoughts	Describe how your community's needs have changed in the last three years (since 2022), and how the library has adjusted its services, programs, partnerships, and facilities to meet those changed needs.	Describe how your community's needs have changed in the last three years (since 2022), and how the library has adjusted its services, programs, partnerships, and facilities to meet those changed needs.	
Final Thoughts	How does your library evaluate the impact of its programs, services, partnerships, and facilities? Select all that apply.	How does your library evaluate the impact of its programs, services, partnerships, and facilities? Select all that apply.	
Final Thoughts	How does your library evaluate the impact of its programs, services, partnerships, and facilities? Select all that apply.	Other evaluation methods (please describe):	<i>In addition to other evaluation methods, the Library Commission reviews program, service, and facility planning, providing feedback, ideas, and recommendations to the City Council as applicable.</i>
Final Thoughts	Thank you for taking the time to complete this survey! Please take a moment to describe any other issues or concerns related to how your library is addressing current and future community needs that were not reflected in this survey. In particular, please explain challenges and/or successes and trends you are watching for the future.	Thank you for taking the time to complete this survey! Please take a moment to describe any other issues or concerns related to how your library is addressing current and future community needs that were not reflected in this survey. In particular, please explain challenges and/or successes and trends you are watching for the future.	

**LIBRARY COMMISSION AGENDA
REPORT**

April 2, 2026
Library and Recreation

**TITLE: REVIEW AND DISCUSS THE LIBRARY AND RECREATION DEPARTMENT
FISCAL YEAR 2024/25 ANNUAL REPORT**

SUMMARY

The City of Pleasanton’s Library and Recreation Department provides a wide range of programs and services to meet the community’s needs and interests. The Annual Report (Attachment 1) provides an overview of these programs and services for Fiscal Year (FY) 2024/25.

RECOMMENDATION

Review and discuss the Library and Recreation Department Fiscal Year 2024/25 Annual Report.

BACKGROUND

The City of Pleasanton’s Library and Recreation Department offers community services and programs in areas including Gingerbread Preschool, youth and teen services, senior services, recreation for adults with developmental disabilities, theater programs, public art, visual arts, performing arts, cultural and environmental education, sports programming, aquatics programming, library programs and services, special events (such as cultural celebrations and Hometown Holidays), homeless outreach services in partnership with local non-profits and the Police Department, and cemetery services.

DISCUSSION

The Annual Report overviews library and recreation programs and services for FY 2024/25. Staff reviews programs and services based on participation numbers, revenue generation, and participant survey feedback. Programs are continually improved in all areas. The community has responded well to the latest offerings.

EQUITY AND SUSTAINABILITY

The programs and services outlined in the Annual Report are created and adapted regularly by staff to reflect the community’s changing needs and interests.

OUTREACH

No outreach was done for this item; however, the Library and Recreation department does extensive marketing and outreach for the various programs and services outlined in the Annual Report.

STRATEGIC PLAN ALIGNMENT

This action advances the following Citywide goals and strategies: ONE Pleasanton Citywide Strategic Plan:· Building a Community Where Everyone Belongs, Strategy 3 – Implement high

priority items from the Library and Recreation Strategic Plan to continue to deliver activities and programs that meet the needs and interests of the community.

FINANCIAL STATEMENT

The programs and services outlined are regularly monitored by staff to ensure they meet the metrics outlined in the City's Master Fee Schedule.

Prepared by:

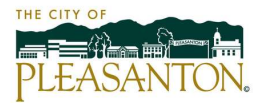
A handwritten signature in black ink, appearing to read "Lia Bushong". The signature is written in a cursive, flowing style.

Lia Bushong, Assistant Director of Library and Recreation

Attachments:

1. Library and Recreation FY 2024/25 Annual Report

Library and Recreation Fiscal Year 2024/25 Annual Report

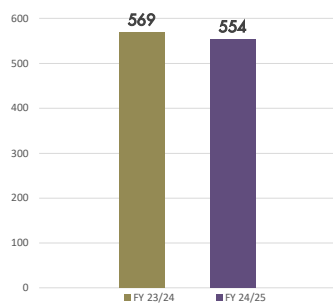


1

Facility Rentals

Total Rentals: 554

Number of Rentals



“ I wanted to let you know that the rental was perfect - better than I could have hoped for. Many thanks to the team for making this happen.

”



2

Pleasanton Pioneer Cemetery

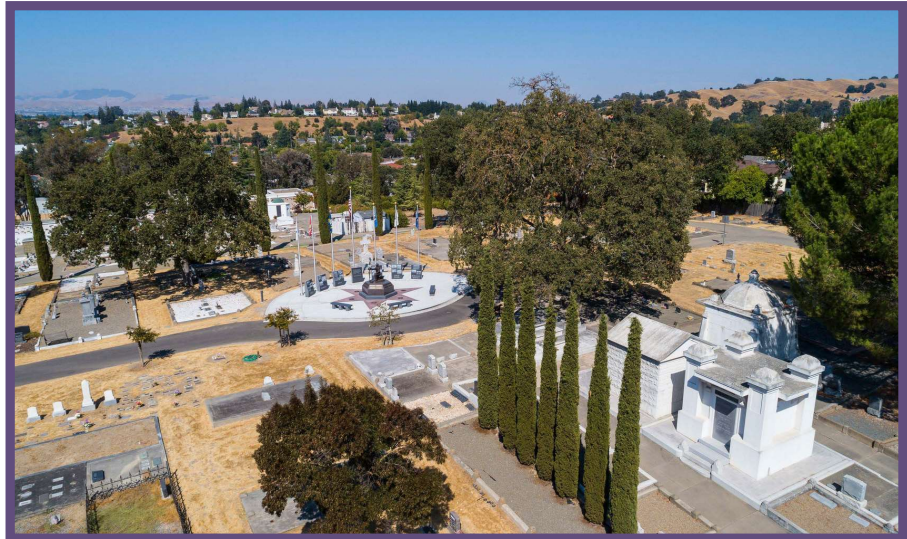
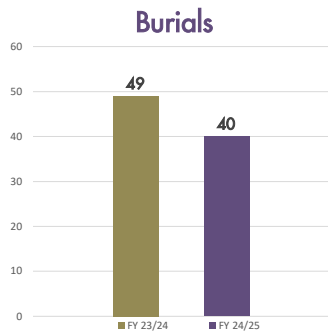
Cemetery Plot Sales

Caskets: **8**

Cremains: **19**

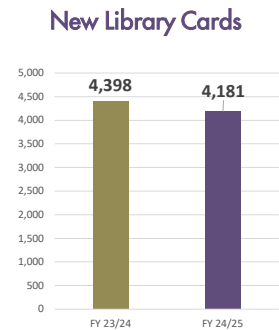
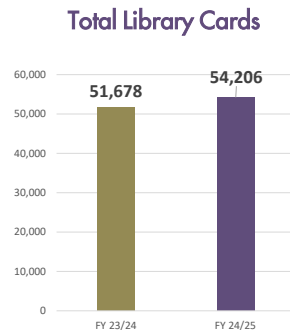
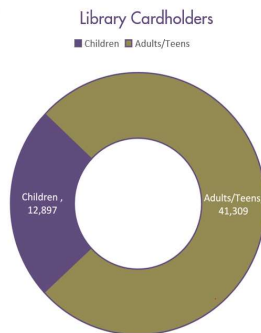
Burials at the Cemetery

Burials: **40**



3

Pleasanton Public Library



4.9%
Year-over-year increase in the total number of library cards



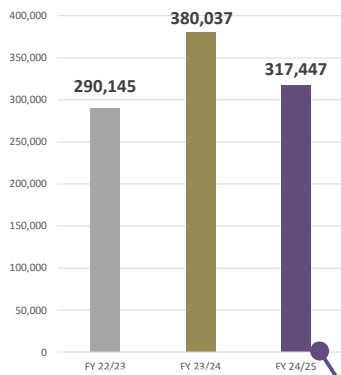
4

Library Usage and Technology

Checkouts of Physical Items: 879,312

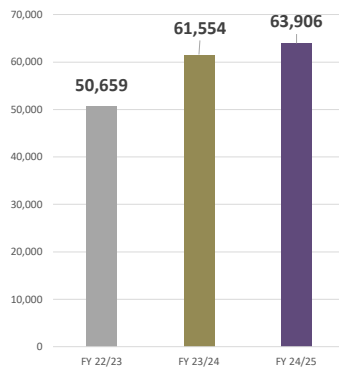
Checkouts of eMaterials: 175,904

Library Visits



Implementation of SenSource digital people counter provides more accurate data with heat maps of usage

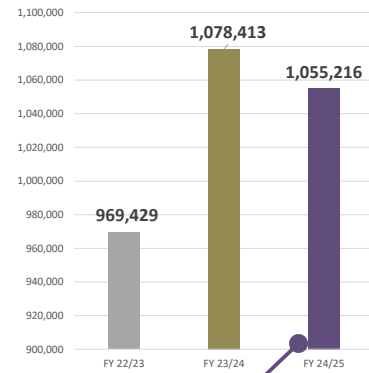
Requests Filled



3.8%

Year-over-year increase in hold requests filled

Total Checkouts



Year-over-year decrease in checkouts attributed to revised reporting methods



5

Library Year-Round Programs



26,413

Total Program Participants



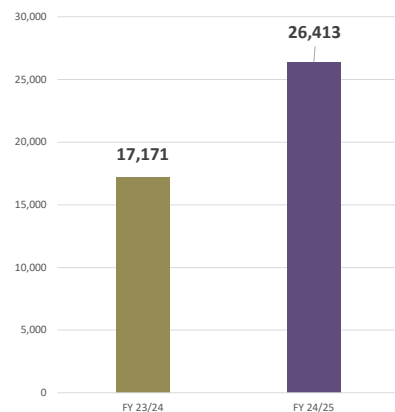
Children's Programs: 12,794

Teen Programs: 4,614

Adult Programs: 2,776

All-Ages Programs: 6,229

Total Program Attendance



"We really appreciate the staff creating a fun and welcoming space for baby storytime and for parents to meet each other!"
- Storytime Participant



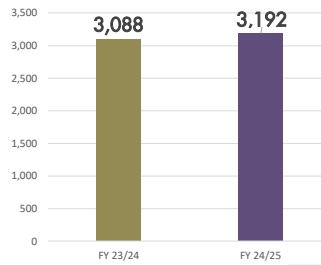
6

Library Summer Reading Program

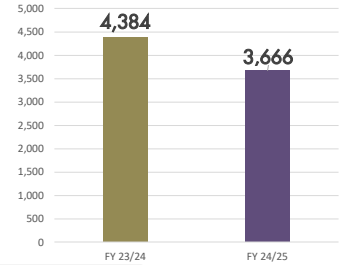


91.7%
Percent of survey respondents who reported that the Summer Reading Program encouraged them to read more in the summer

Program Attendance



Summer Game Participants



Welcome Zippy!

66.7% increase in offsite summer programs



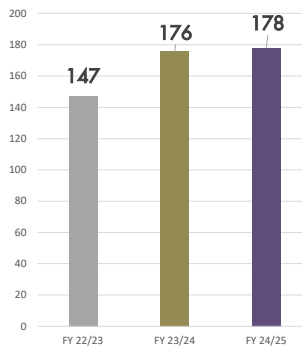
7

Pleasanton Reads: Literacy & ESL Services

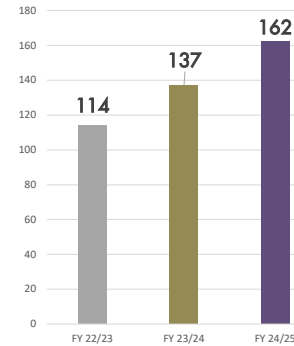


29%
Year-over-year increase in volunteer hours

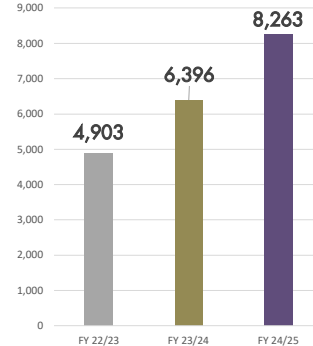
Students Served



Volunteer Tutors



Volunteer Hours



Number of Programs: **70**
Program Attendees: **1,174**

"This library feels like home. Home is where you feel safe; home is where you feel loved; home is where you feel supported."
- Adult Literacy Learner



8

Human Services

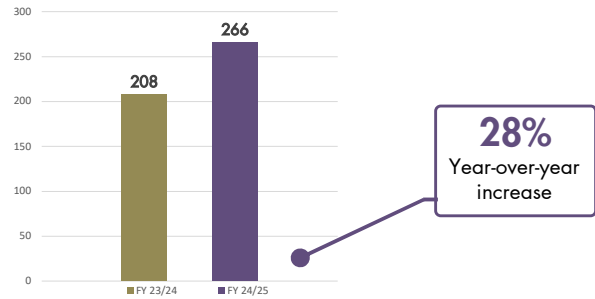
Housing and Human Services Grant Program

Persons served: **4,953**

Persons experiencing homelessness who were served: **266**

Agencies receiving grant funding: **20**

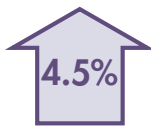
Persons experiencing homelessness served through Housing and Human Services Grant Program



9

Firehouse Presenting Series

Shows: **30**
 Attendees: **4,692**



Survey Highlights

Of those who attended a Presenting Series show...

- 94%** enjoyed the performance
- 95%** agreed the theater was a suitable fit for the performance
- 94%** believed the performance was fairly priced
- 79%** indicated the performance improved their quality of life



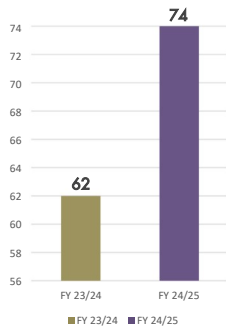
10

Pleasanton Youth Theater Company

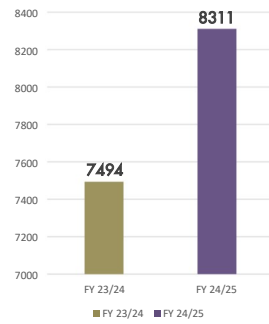
Programs: **44**

Youth Participants: **818**

Performances



Audience Members



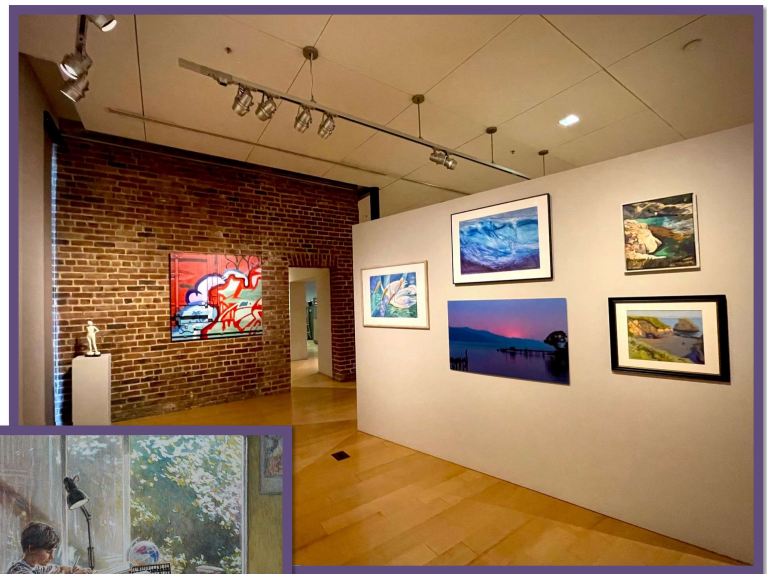
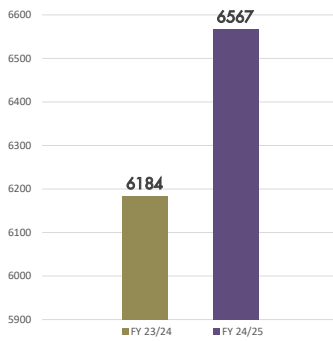
11

Harrington Gallery

Art exhibits: **17**

Participating artists: **230**

Gallery Visitors



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Senior Center

Drop-In program participants: **9,671**

Senior fitness class participants: **4,972**

Special events participants: **925**

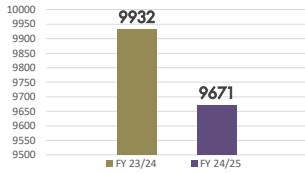
Volunteer program shifts: **851**

Volunteer hours: **6,262**

Non-profit partner program participants: **42,894**



Drop-in Program Participants



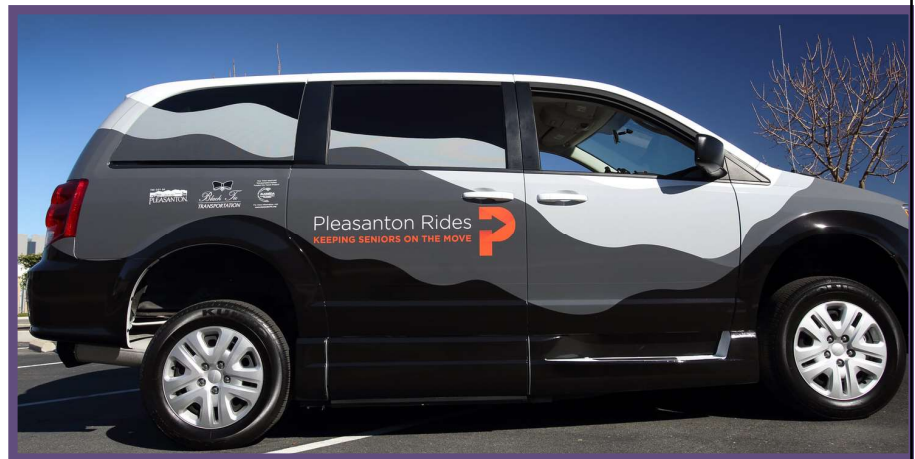
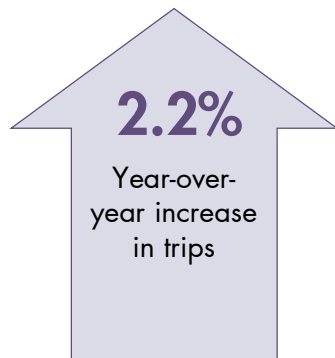
“Our senior fitness classes are about more than movement — they’re about community, joy and understanding your own body.”



13

Pleasanton Rides

Trips provided: **6,871**



14

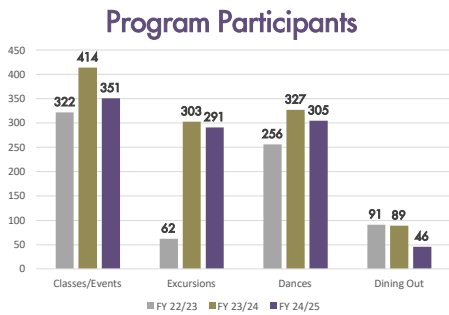
Recreation for Adults with Developmental Disabilities

Classes/Special events: **351 participants**

Excursions: **291 participants**

Dances: **305 participants**

Dining out: **46 participants**



15

Contract and Specialty Classes

Participants: **4,770**

Classes offered: **779**



“My children have participated in several programs over the years (swim, art, taekwondo), and overall we have been very pleased. Worthwhile, fun and enriching activities that are reasonably priced.”



“I love all the options and programs in Pleasanton!”



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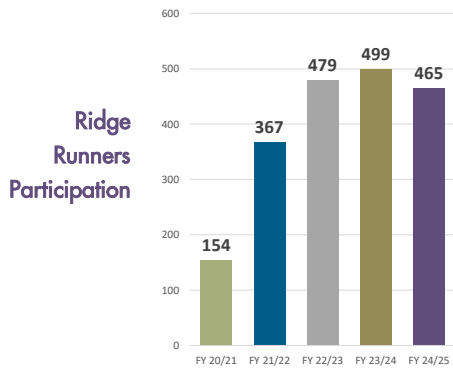
Environmental Education at the Alviso Adobe

Program Participants

Ridge Runner Camp: **465**

Field Trips: **75 classes / 2,300 participants**

Earth Day: **600 attendees**



“ 100/10 summer camp! The staff were wonderful and it is so nice being out in nature. My 4-year-old loved this camp so much and was truly upset when the summer camp was over. Excited for this camp for summers to come! ”



17

Cultural Celebration Series

Program Participants

Hispanic Heritage Month: **120**

Diwali: **200**

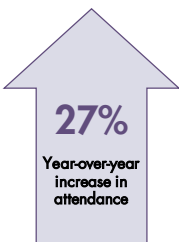
Dia De Los Muertos: **190**

Native American Heritage Month: **90**

Lunar New Year: **350**

AAPI: **500**

Juneteenth: **86**



“ Thank you for hosting this! I grew up in Pleasanton, and we never had anything like this when I was a kid. ”

18

Citywide Special Events

Library and Recreation coordinated with city departments and multiple community organizations for a variety of community events.

These events increased civic engagement and economic vitality.

Total Events 2025
PDA Events/Concerts: 16
Non-Profit Organizations: 17
School District: 2
City/City Sponsored: 6
Total Events Jan –Dec 2025: 41



19

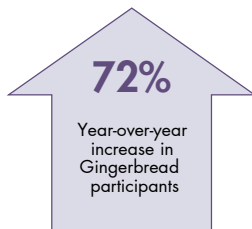
Gingerbread Preschool

Program Participants

Gingerbread School Year: **664**

Preschool Enrichment: **132**

My Grown Up & Me: **92**



20

Recreation Programs for Youth and Teens

Program Participants

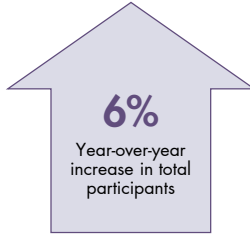
Youth Programs (activities for 6-11): **527**

Teen Programs: **415**

Youth in Government Day: **75 Teens from Amador and Foothill High School**



Teen Programs



Youth Sports

Program Participants

Sports Classes and Camps: **3,386**

Pleasanton Youth Basketball and Summer Youth Basketball: **806**



Pleasanton Youth Basketball Survey Highlights

93% said the program improved their quality of life

92% were satisfied with the content that was covered

85% would register their child for PYB again



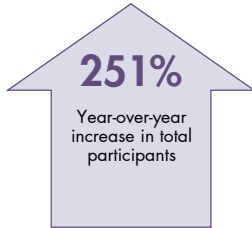
Tennis & Pickleball

Program Participants

- Lessons and Camps: **7,376**
- Court Reservations: **24,568**
- Pickleball Programming: **36,858**



Pickleball Programming



Aquatics

Program Participants

- Lap Swim: **24,495**
- Water Exercise: **6,166**
- Recreational Swim: **8,042**
- Swim Lessons: **2,505**



Lap Swim

Water Exercise

