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Direct questions or concerns to the Commission Liaison at (310) 618-5950, or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

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Any correspondence received after 2:00 p.m. on MONDAY on any item on the agenda will be provided to the Commission electronically and available for public inspection in the City Clerk's Office. A copy of the correspondence will be available for public inspection in a binder at the back of the Council Chamber or Commission Meeting room.

**TORRANCE LIBRARY COMMISSION AGENDA  
MONDAY, October 13, 2025  
REGULAR MEETING  
6:00 PM KATY GEISSERT CIVIC CENTER LIBRARY  
LIBRARY MEETING ROOM  
3301 TORRANCE BLVD. TORRANCE, CA 90503**

**THE TORRANCE LIBRARY COMMISSION MAY TAKE ACTION ON ANY ITEM  
LISTED ON THE AGENDA**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members: Chatterjee, Dojiri, Piotrowski, Singh, Sun, and Lefevre

**2. FLAG SALUTE:** Commissioner Piotrowski

**3. INSPIRATIONAL MESSAGE:** Commissioner Lefevre

**4. REPORT OF THE STAFF ON THE POSTING OF THE AGENDA**

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Thursday, October 9, 2025.

**5. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**6. ORAL COMMUNICATIONS (Limited up to a 15-minute period)**

*This portion of the meeting is reserved for comment on items on the Consent Calendar or not on the agenda. Under the Ralph M. Brown Act, the Commission cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. **No longer than 1 minute per speaker.** If presenting handout material to Commission, please provide 10 copies to staff before speaking.*

**7. CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.*

**7A. Approve Commission Minutes: September 8, 2025**

**8. ADMINISTRATIVE MATTERS**

**8A. REVIEW AND ACCEPT REPORT ON THE EXPANSION OF EXTENDED ACCESS  
HOURS AT EL RETIRO LIBRARY**

Recommendation of the City Librarian that the Library Commission review and accept a report on the expansion of Extended Access hours at El Retiro Library.

**8B. ACCEPT AND APPROVE LIBRARY COMMISSION ANNUAL REPORT FOR FISCAL YEAR 2024-2025**

Recommendation of the City Librarian that the Library Commission accept and approve the draft Library Commission Annual Report for Fiscal Year 2024-2025.

**8C. ACCEPT UPDATE ON THE 2025 NATIONAL LIBRARY CARD SIGN-UP MONTH CAMPAIGN**

Recommendation of the City Librarian that the Library Commission accept an update on the 2025 National Library Card Sign-up Month campaign.

**8D. ACCEPT UPDATE REGARDING TORRANCE PUBLIC LIBRARY'S NEEDS ASSESSMENT**

Recommendation of the City Librarian that the Library Commission accept the update regarding the Torrance Public Library's Needs Assessment.

**8E. ACCEPT CITY LIBRARIAN'S MONTHLY DIVISION REPORT**

Recommendation of the City Librarian that the Library Commission accept the City Librarian's Monthly Division Report.

**8F. WALKING TOUR OF THE KATY GEISSERT CIVIC CENTER LIBRARY**

Recommendation of the City Librarian that the Library Commission take a guided walking tour of the Katy Geissert Civic Center Library.

**9. COMMISSION ORAL COMMUNICATIONS**

**10. ITEMS FOR FUTURE LIBRARY COMMISSION MEETINGS**

**11. ADJOURNMENT**

**11A.** Adjournment of Torrance Library Commission Meeting to Monday, November 10, 2025, at 6:00 p.m. at the El Retiro Branch Library, 126 Vista Del Parque, Torrance, CA 90277.



**MINUTES OF A REGULAR MEETING OF  
THE TORRANCE LIBRARY COMMISSION**

**1. CALL TO ORDER**

The Torrance Library Commission convened in a regular session at 6:01 PM. on Monday, September 8, 2025, in the West Annex meeting room, 3031 Torrance Boulevard.

**ROLL CALL**

Present: Commissioners Chatterjee, Dojiri, Piotrowski, Sun, and Chair Lefevre (Commissioner Sun left the meeting at 7:30 PM)

Absent: Commissioners Singh and Reilly

Also Present: Friends of the Torrance Library President Brian Connet, Torrance Public Library Foundation President Sunni Won, Management Aide Sophia Suh and City Librarian Heather Cousin

**MOTION:** Commissioner Piotrowski moved to approve excused absences for commissioners Singh and Riley. Commissioner Lefevre seconded the motion; a roll call vote reflected 5-0 approval.

**2. FLAG SALUTE**

The Pledge of Allegiance was led by Commissioner Piotrowski

**3. INSPIRATIONAL MESSAGE**

Commissioner Dojiri

**4. REPORT ON POSTING OF AGENDA**

City Librarian Cousin reported that the agenda was posted on the Public Notice Board at 3031 Torrance Boulevard and on the City's website on Thursday, September 4, 2025.

**5. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

City Librarian Cousin stated added attachments were given to the commissioners regarding items 8E and 8G.

City Librarian Cousin stated the City of Torrance has been named one of 50 finalists nationwide for the highly competitive Levitt Foundation Music Series Grant.

**6. ORAL COMMUNICATIONS**

Members of the public spoke.

**7. CONSENT CALENDAR**

**7A. APPROVAL OF MINUTES: AUGUST 11, 2025**

**MOTION:** Commissioner Piotrowski moved to approve August 11, 2025 minutes. Commissioner Chatterjee seconded the motion; a roll call vote reflected 5-0 approval. (Absent: Commissioners Singh and Reilly)

**8. ADMINISTRATIVE MATTERS**

**8A. ACCEPT VERBAL REPORT FROM THE FRIENDS OF THE TORRANCE LIBRARY**

City Librarian Cousin introduced the item.

Friends of the Torrance Library President Brian Connet provided a verbal report from the Friends of the Torrance Library. Mentioned there will be a fundraiser at Mendicino Farms on September 24 the from 2:00 PM – 9:00 PM.

Commission discussed the item and asked questions.

Members of the public spoke.

**MOTION:** Commissioner Chatterjee moved to receive and file the report from the Friends of the Torrance Library. Chair Lefevre seconded the motion; a roll call vote reflected 5-0 approval. (Absent: Commissioners Singh and Reilly)

**8B. RECEIVE AND FILE VERBAL REPORT FROM THE TORRANCE PUBLIC LIBRARY FOUNDATION**

City Librarian Cousin introduced the item.

Torrance Public Library Foundation President Sunni Won provided a verbal report from the Torrance Public Library Foundation.

Commission discussed the item and asked questions.

**MOTION:** Commissioner Sun moved to receive and file the verbal report from the Torrance Public Library Foundation. Commissioner Chatterjee seconded the motion; a roll call vote reflected 5-0 approval. (Absent: Commissioners Singh and Reilly)

**8C. APPROVE FRIENDS OF THE TORRANCE LIBRARY AND TORRANCE PUBLIC LIBRARY FOUNDATION REPORTING SCHEDULE**

City Librarian Cousin introduced and gave a brief presentation on the item.

Commission discussed the item.

**MOTION:** Commissioner Piotrowski moved to approve the Friends of the Torrance Library. Chair Lafevre seconded the motion; a roll call vote reflected 5-0 approval. (Absent: Commissioners Singh and Reilly)

**8D. APPROVE SELECTION OF A PROCESS TO DRAFT LIBRARY COMMISSION ANNUAL REPORT FOR FISCAL YEAR 2024-25**

City Librarian Cousin introduced and gave a brief presentation on the item. Commission discussed the item and asked questions.

**MOTION:** Chair Lefevre to approve the selection of staff to draft a Library Commission Annual Report covering the Commission's activities during fiscal year 2024-2025. Commissioner Dojiri seconded the motion; a roll call vote reflected 5-0 approval. (Absent: Commissioners Singh and Reilly)

**8E. ACCEPT ANNUAL LIBRARY OVERVIEW OF THE 2025 SUMMER READING PROGRAM**

City Librarian Cousin introduced the item.

Management Aide Sophia Suh presented the Annual Library overview of the 2025 Summer Reading Program.

Commission discussed the item and asked questions.

Commission was asked to select 3 winners for the "Design a Bookmark" contest. Commissioners selected their top 3 choices and staff will contact those who won and will copy the winning bookmarks to hand out to the public during the year.

**MOTION:** Commissioner Sun moved to receive and file the annual library overview of the 2025 Summer Reading Program. Chair Lefevre seconded the motion; a roll call vote reflected 5-0 approval. (Absent: Commissioners Singh and Reilly)

**8F. REVIEW THE TORRANCE PUBLIC LIBRARY COLLECTION DEVELOPMENT POLICY AND REQUEST FOR RECONSIDERATION OF MATERIAL FORM**

City Librarian Cousin introduced and presented the item.

Commission discussed the item.

**MOTION:** Commissioner Piotrowski moved to receive and file the review of the Torrance Public Library Collection Development Policy and the request for reconsideration of material form. Commissioner Chatterjee seconded the motion; a roll call vote reflected 5-0 approval. (Absent: Commissioners Singh and Reilly) were absent)

**8G. ACCEPT CITY LIBRARIAN'S MONTHLY DIVISION REPORT**

City Librarian Cousin introduced and presented the item.

Commission discussed the item and asked questions.

**MOTION:** Commissioner Dojiri moved to receive and file the Librarian's monthly division report. Commissioner Piotrowski seconded the motion; a roll call vote reflected 4-0 approval. (Absent: Commissioners Singh and Reilly and Commissioner Sun left the meeting at 7:30 PM)

**9. COMMISSION ORAL COMMUNICATIONS**

Commissioner Piotrowski mentioned he was sorry to miss the downtown sign event this evening.

Commissioner Chatterjee requested staff include a statistical report in the agenda package in order to read it before the meeting. Commissioner Chatterjee also thanked the library staff for accepting the books from her family for the international section of the library.

Commissioner Dojiri viewed a webinar regarding the promotion of changing the public's image of what a library should be, not just the interior, but also the exterior and also design the library to not only be place of checking out books, but a place to where the public comes together for social gatherings.

**10. ITEMS FOR FUTURE LIBRARY COMMISSION MEETINGS**

Chair Lefevre and Commissioner Piotrowski requested an item regarding the staffing levels mentioned earlier by members of the public.

Chair Lefevre also requested be more information be brought back to the commission regarding the form introduced tonight by a member of the public.

**11. ADJOURNMENT**

**MOTION:** At 7:53 PM. Commissioner Dojiri moved to adjourn the meeting to Monday, October 13, 2025 at 6:00 PM, at the Katy Geissert Civic Center Library, 3301 Torrance Blvd, Torrance, CA 90503. The motion was seconded by Commissioner Piotrowski; a roll call vote reflected 4-0 approval. (Absent: Commissioners Singh and Reilly and Commissioner Sun left the meeting at 7:30 PM)

**TO: LIBRARY COMMISSION**

**FROM: HEATHER COUSIN, CITY LIBRARIAN**

**SUBJECT: REVIEW AND ACCEPT REPORT ON THE EXPANSION OF EXTENDED ACCESS HOURS AT EL RETIRO LIBRARY**

### **RECOMMENDATION**

Recommendation of the City Librarian that the Library Commission review and accept a report on the expansion of Extended Access hours at El Retiro Library.

### **BACKGROUND/ANALYSIS**

In 2020, Community Services Director, John La Rock worked with then City Librarian, Yolande Wilburn to successfully apply for a grant from the California State Library to support the Open+ System. The Open+ System permits library card holders to scan their card and use the library during self-service hours.

As the smallest location in the Torrance Public Library (Library) system, at around 7,000 square feet, El Retiro was considered an ideal site to pilot the program, which centers on a mix of staffed and self-service hours. After overcoming many architectural and technological challenges, the Library launched Extended Access service in February 2024.

#### **How Extended Access Works**

Torrance Public Library card holders, in good standing and over the age of 18, are eligible to register for Extended Access. If a card holder wishes to register for Extended Access, they would:

- Visit the El Retiro Library and receive a brief orientation/overview of the location from library staff
- Sign an acknowledgement form/application, which is also available on the Library's website, outlining the terms and conditions of participation in the Extended Access program

Once a card holder enrolls, they are permitted to visit the Library during Extended Access hours by scanning the barcode on their card which unlocks the entry door. They can then use the Library as they would during staffed hours. Parents and caregivers of children under 18 years old may also bring their children into the Library. However, those with Extended Access may lose those privileges if they do not follow the terms and conditions.

#### **Extended Access Operation**

With extensive cameras throughout the interior of the building streaming directly to the Torrance Police Department's Real Time Response Center, and over 18 months of incident free operations, staff are seeking to expand the current Extended Access schedule.

To assess the feasibility of proposed changes, the Senior Librarian at El Retiro met with staff and designed the potential schedules based on their input and the location's programming demands. Following those meetings, the staff met with the Torrance Library Employee Association and discussed proposed changes.

Since launching in 2024:

<b>Cardholders</b>	<b>Visits</b>	<b>Incidents</b>
274	635	0

Currently, Extended Access and staffed hours are divided into four-hour blocks over six days. Staff are seeking to provide more consistent, full day scheduling. A benefit of this change in service hours is the addition of Sunday hours, making El Retiro the only Torrance Public Library with Sunday service.

Comparable Systems

There are two other library systems in the region providing self-service library hours like those at El Retiro: Glendale Library, Arts and Culture and Santa Monica Public Library. Both systems offer primarily full day staffed or self-service schedules. Glendale has one day in which the library has a split schedule with both self-service and staffed service.

City Council approval is required to implement any changes to operating hours. Staff are currently working on a report to present to Council for their approval.

Staff are available for questions.

Respectfully submitted,



Heather Cousin  
City Librarian

ATTACHMENT A: Schedule of Current and Proposed Hours for El Retiro Library

### Schedule of Current and Proposed Hours for El Retiro Library

Current								Current Total	Current Total
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Staffed Hours	Extended Access
9:00-10:00am							Open -- Staffed	28	20
10:00-11:00am	Closed	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	Open -- Staffed		
11:00-12:00pm		Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	Open -- Staffed		
12:00-1:00pm		Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	Open -- Staffed		
1:00-2:00pm		Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	Open -- Staffed		
2:00-3:00pm		OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed		
3:00-4:00pm		OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed		
4:00-5:00pm		OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed		
5:00-6:00pm		OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access	Open -- Staffed	OPEN -- Extended Access			
		4 Staffed/4 Extended Access	4 Staffed/4 Extended Access	4 Staffed/4 Extended Access	4 Staffed/4 Extended Access	4 Staffed/4 Extended Access	8 Staffed		
Proposed									
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Proposed Total Staffed Hours	Proposed Total Extended Access Hours
10:00-11:00am		OPEN -- Extended Access	Open -- Staffed	Open -- Staffed	OPEN -- Extended Access	OPEN -- Extended Access	Open -- Staffed		24
11:00-12:00pm		OPEN -- Extended Access	Open -- Staffed	Open -- Staffed	OPEN -- Extended Access	OPEN -- Extended Access	Open -- Staffed		
12:00-1:00pm		OPEN -- Extended Access	Open -- Staffed	Open -- Staffed	OPEN -- Extended Access	OPEN -- Extended Access	Open -- Staffed		
1:00-2:00pm		OPEN -- Extended Access	Open -- Staffed	Open -- Staffed	OPEN -- Extended Access	OPEN -- Extended Access	Open -- Staffed		
2:00-3:00pm		OPEN -- Extended Access	Open -- Staffed	Open -- Staffed	OPEN -- Extended Access	OPEN -- Extended Access	Open -- Staffed		
3:00-4:00pm		OPEN -- Extended Access	Open -- Staffed	Open -- Staffed	OPEN -- Extended Access	OPEN -- Extended Access	Open -- Staffed		
4:00-5:00pm		OPEN -- Extended Access	Open -- Staffed	Open -- Staffed	OPEN -- Extended Access	OPEN -- Extended Access	Open -- Staffed		
5:00-6:00pm		OPEN -- Extended Access	Open -- Staffed	Open -- Staffed	OPEN -- Extended Access	OPEN -- Extended Access			
Total Hours	4 Extended Access	8 Extended Access	8 Staffed	8 Staffed	8 Extended Access	8 Extended Access	8 Staffed		

**TO: LIBRARY COMMISSION**

**FROM: HEATHER COUSIN, CITY LIBRARIAN**

**SUBJECT: ACCEPT AND APPROVE LIBRARY COMMISSION ANNUAL REPORT FOR FISCAL YEAR 2024-2025**

**RECOMMENDATION**

Recommendation of the City Librarian that the Library Commission accept and approve the draft Library Commission Annual Report for Fiscal Year 2024-2025.

**BACKGROUND/ANALYSIS**

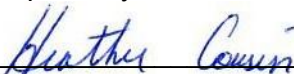
Each year, the Library Commission is responsible for presenting an Annual Report to the City Council. The report may be drafted by a single commissioner, an ad hoc committee, or staff liaison.

At the September 2025 meeting, the Commission approved delegating this task to the Library Commission's staff liaison. Attached, please find the draft report for Fiscal Year 2024-2025.

If approved by the Commission, the draft will be forwarded to the City Council for review and approval.

Staff are available for questions.

Respectfully submitted,

  
\_\_\_\_\_  
Heather Cousin  
City Librarian

ATTACHMENT A: Draft Library Commission Annual Report for Fiscal Year 2024-2025

**Library Commission**  
**2024-2025 Annual Report**

**The Library Commission’s Scope of Work**

Governing Code: Division 1, Chapter 3, Article 3, Sections 13.3.1 13.3.8

*The Commission makes recommendations to the City Council regarding the operation of the library system by keeping in touch with the patrons; establishes strong lines of communication with the schools; supports the Historical Society and the Friends of the Torrance Library; promotes the use of the library; gives information on its activities and encourages public support as well as legislative support.*

**Library Commission Members**

<b>Member</b>	<b>Role</b>	<b>Appointed</b>
Indrani Chatterjee	Commissioner	7-1-2024
Peter Lefevre	Vice Chair	7-1-2023
Dennis Piotrowski	Commissioner	7-1-2021
Andrea Reilly	Chair	7-1-2021
Sadna Singh	Commissioner	7-1-2021
Kim Wang	Commissioner	7-1-2021
Vacant	Commissioner	

**Highlights 2024-2025**

<b>Meeting Date</b>	<b>Location</b>
July 8, 2024	West Annex
August 12, 2024	West Annex
September 9, 2024	West Annex
October 14, 2024	Dark
November 11, 2024	Dark
December 9, 2024	Dark
January 13, 2025	Southeast Library
February 10, 2025	Henderson Library
March 10, 2025	North Torrance Library
April 14, 2025	Walteria Library
May 12, 2025	West Annex
June 9, 2025	West Annex

Commissioner **Andrea Reilly** took on the task of **Chair** and **Peter Lefevre** as **Vice Chair** as the Commission kicked off the new year in July 2024, taking over from Chair Piotrowski. Although the Commission had one vacancy throughout the year, Commissioners continued with business, rotating meetings throughout library branches.

In August, the Commission discussed **fundraising**, a topic that would return multiple times throughout the year. With funding cuts announced at the State level, the Commission considered how best to assist with advocacy.

Commissioners reached out into the community in September, attending library related workshops of neighboring jurisdictions and sharing that information with Torrance staff. Library staff also shared the **Summer Reading Program** outcomes and outputs and kicked off the **National Library Card Sign Up Month** campaign.

Due to a lack of quorum and holidays, October, November, and December Commission meetings were cancelled.

In January, staff kicked off the new year meeting at the Southeast Library. Commissioners were treated to an update on exterior upgrades, hiring, and programming increases. Commissioners began receiving regular updates from the **Friends of the Torrance Library (Friends)** and the **Torrance Public Library Foundation (Foundation)**.

February brought the Commission to the Henderson Library. At that meeting, Commissioners received an update on the **Torrance Little Free Libraries** from Management Aide, Carlo Aguila. The total number of Torrance Little Free Libraries is at nine in parks throughout the City.

North Torrance Library was the site of the March meeting. Representatives from both the Friends and Foundation were back to give updates on their organizations. Commissioners also discussed participating in the **Serving with a Purpose Conference**. The Conference provides valuable information for library staff and stakeholders about advocacy and fundraising.

**Commissioner Wang** was appointed to the Commission on Aging in March. The unscheduled vacancy left the Library Commission with just 5 members until the July appointments.

In April, the Commission met at the Walteria Library. While there, they received updates about changes to national library funding priorities, like the termination of the **Institute of Library and Museum Services (IMLS)** and the impact that will have on state and local programs.

May saw the Commission back in the West Annex Commission Meeting Room. Commissioners discussed the upcoming library event featuring authors **Kwame Alexander** and **Jerry Craft**.

The June Library Commission Commissioners heard a report on the history of the Library from retiring Librarian, Michael George. George, who worked for the City of Torrance for 25 years, traced the library's history from that of a City department to its current status as a division of the Community Services Department.

### **Operation of the Library System**

Commissioners fulfilled their commitment by:

- Receiving regular updates during Monthly Division Reports
- Getting fundraising updates from the Friends and Foundation
- Receiving an operational overview and visit at each Library location
- Getting updates from staff during the Staff Appreciation event

### **Establishes strong lines of communication with the schools**

Commissioners fulfilled their commitment by receiving regular updates from library staff who did the following and reported during meetings:

- Meeting regularly with Torrance Unified School District Library Staff
- Attending Back to School events
- Attending the DELMAC conference

### **Supports the Historical Society**

Commissioners fulfilled their commitment by regularly attending meetings of the Historical Society and inviting and encouraging the cooperation and collaboration of Library staff whenever possible. Some examples of Library collaborations:

- Participation in the annual Rock Around the Block event
- On the recommendation of the Commission, Library staff present History of Torrance presentations
- Preservation of historical Torrance photographs, articles and memorabilia by Library staff

### **Supports the Friends of the Torrance Library**

Commissioners fulfilled this obligation by routinely requesting updates from both the Friends and Foundation regarding fundraising and any challenges to their operations. During the 2024-2025 session, the topic of the Friends was agendized eight times out of the nine times the Commission met.

### **Promote the use of the Library**

Commissioners fulfilled this obligation by:

- Actively supporting events like National Library Card Sign Up Month (October), National Library Week (April), and the Summer Reading Program
- Promoting the use of the Torrance Little Free Library program
- Requesting updates on El Retiro Library's Extended Access Program

### **Gives Information on its Activities**

Commissioners fulfilled this obligation by:

- Routinely reporting Library Commission activities and events at other organizations and events like the Historical Society Board meeting
- Sharing information with members of City Council
- Sharing information with Library Staff

### **Encourages Public Support as well as Legislative Support**

Commissioners fulfilled this obligation by:

- Routinely receiving legislative updates and suggesting advocacy objectives to staff

**TO: LIBRARY COMMISSION**

**FROM: SOPHIA SUH, MANAGEMENT AIDE**

**SUBJECT: ACCEPT UPDATE ON THE 2025 NATIONAL LIBRARY CARD SIGN-UP MONTH**

**RECOMMENDATION**

Recommendation of the City Librarian that the Library Commission accept an update on the 2025 National Library Card Sign-Up Month event at the Torrance Public Library.

**BACKGROUND/ANALYSIS**

Every year, the American Library Association (ALA) declares the month of September National Library Card Sign-Up Month. ALA provides a theme each September, with this past one stating: "One Card, Endless Possibilities."

Library Card Sign-Up Month at the Torrance Public Library followed a garden theme that reflected the planned programs for the month, as well as ALA's established motto. Staff worked on event set-up and design, outreach opportunities, social media promotions, and community engagement initiatives to encourage residents to sign up for, or renew, their library card.

Promotional events included outreach at the Torrance Farmers' Market, a collaborative event with the Madrona Marsh, interviews with programming hosts from the Torrance Sister Cities Association, and staffing at employee fairs. Social media efforts were largely emphasized, with both independent posts and those in collaboration with the City of Torrance Instagram account circulating regularly to promote new registrations.

With an initial goal of reaching at least 500 new signups, the Torrance Public Library received a whopping 597 new registrants!

Staff are available for questions.

Respectfully submitted,



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Sophia Suh  
Management Aide


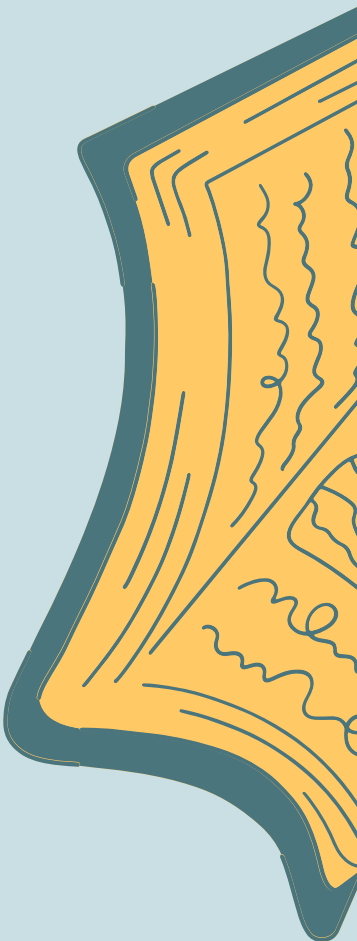
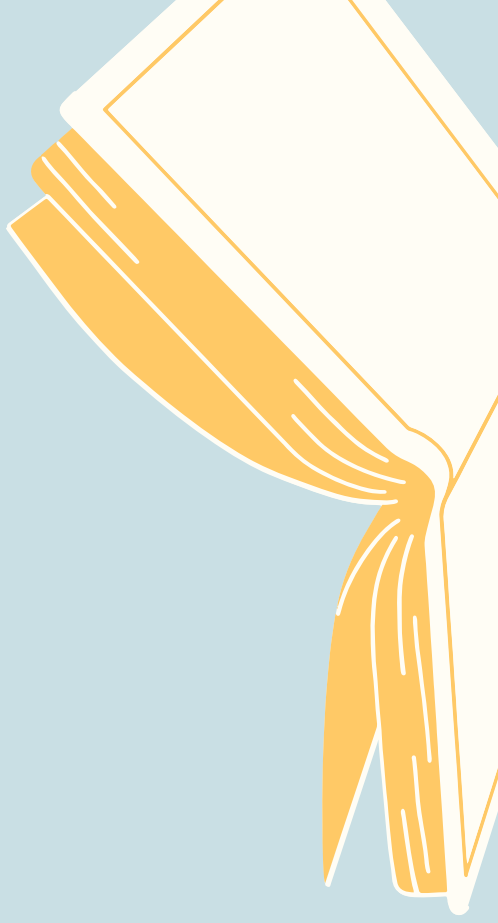
Concur:



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Heather Cousin  
City Librarian

ATTACHMENT A: 2025 Library Card Sign-Up Month Highlights



Torrance Public Library

# LIBRARY CARD SIGN UP MONTH



a review of programs and outreach  
initiatives throughout September



# PROMOTIONAL EFFORTS



Madrone Marsh, social media campaign

- **9/11 Madrone Marsh Nature Storytime**
- Attended Nature Storytime event to pass out library card applications, merch, and promote LCSUM

## **Social media campaign**

- Posted and pinned a “September is Library Card Sign Up Month” design with instructions on registering for a card
- Worked with the Communications Dept. to create promotional videos for events



# OUTREACH

Torrance Farmers' Market, Back to School Night, Employee Benefits Fair

## 9/2 Farmers' Market event

- Hosted a stand from 9-12pm, passed out applications and stickers to visitors

## Weeks 2 & 3 of Sept. Back to School Nights

- Staff hosted at various elementary and middle schools, passed out rewards and applications

## 9/24 Employee Health & Benefits Fair

- Staffed at the fair to promote LCSUM and the Mendocino fundraiser, passed out merch and stickers to employees





Mendocino Farms

# EAT HAPPY. GIVE BACK.



**FUNDRAISER FOR**  
Friends of the Torrance Public Library

**September 24, 2025 | 2PM - close**  
21107 Hawthorne Ave, Torrance, CA 90503

Order online  
promo code  
and we'll

promo code:  
**GOGIVEBACK**

Customers must show flyer at register or enter code at checkout. Tax, tip, and delivery fee will not be eligible. Not valid for pickup between 2PM - closes on event date.

# FUNDRAISING



Friends of the Library

## 9/24 Mendocino Farms Fundraiser

*A complete success!*

- Received 50% of proceeds, since the fundraiser occurred within three months of opening (would typically be only 20% at other locations)
- Generated \$546.65, to go to the Friends of the Library to support programs and events throughout the year

# STAFF INVOLVEMENT

## Back to School Night, Weekly Updates

### Back to School Nights

- Staff attended and promoted LCSUM at Victor, Anza, and Riviera Elementary
- JH Hull Middle School
- Torrance High School

### Sophia's Weekly Updates

- Sent out weekly reviews, along with “what to expect” for the coming week every Monday of September to keep staff looped in



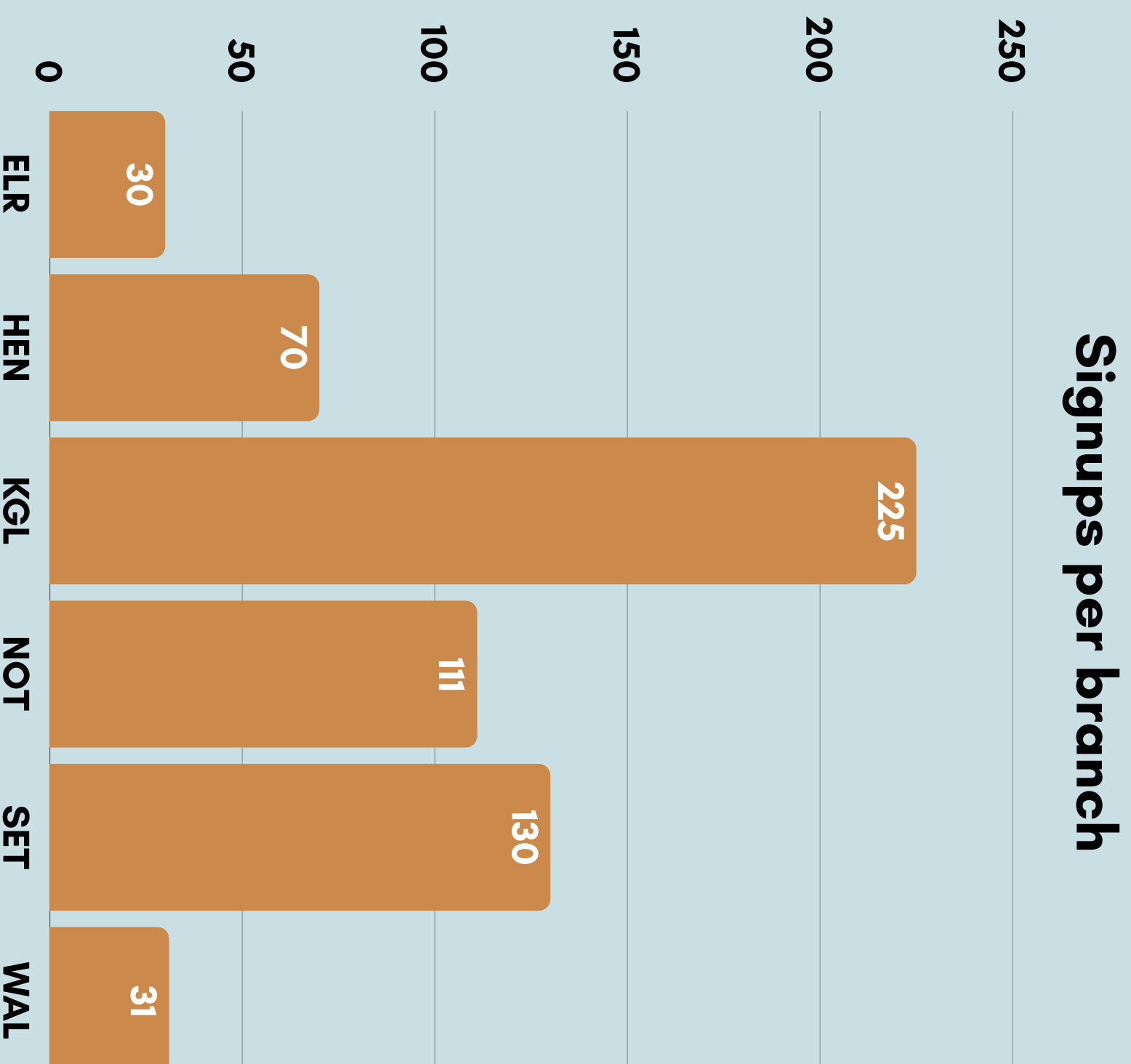
# GOAL AND ACHIEVEMENTS:

GOAL: Receive 500 library card sign ups

For reference, the Torrance Public Library branches receive a cumulative average of roughly 200-300 signups a month.

WE RECEIVED 597 SIGNUPS

in September alone!



# A QUICK LOOK

into our September 2025 programs!



**9/13 Piecin' It  
Together Musical**



**Familytime:  
Connections for  
Children**



**2025 SRP Bookmark  
Contest Winners**



**9/20 Kamishibai**



# THANK YOU FOR LISTENING

We had an immensely  
successful LCSUM!

**TO: LIBRARY COMMISSION**

**FROM: HEATHER COUSIN, CITY LIBRARIAN**

**SUBJECT: ACCEPT UPDATE REGARDING TORRANCE PUBLIC LIBRARY'S NEEDS ASSESSMENT**

**RECOMMENDATION**

Recommendation of the City Librarian that the Library Commission accept the update regarding the Torrance Public Library's Needs Assessment.

**BACKGROUND/ANALYSIS**

In 2020, the Torrance Public Library (Library) conducted a Plan of Service study. This study was aimed at understanding the community's interest in, and satisfaction with, staff efforts in programming and customer service. These studies did not evaluate the organization's needs, considering factors like staffing, budget, or whether locations have the resources needed to meet current and future population and usage trends.

For the first time in Library history, the Community Services Department will undergo such an assessment. Starting first with the Parks Division, the Library Division's Needs Assessment's Request for Quotes (RFQ) was posted on the City's Planet Bids vendor platform on September 2. The RFQ closed on October 6. Following that date, a City staff team will review submissions, evaluating submissions based on pre-set criteria. Work is anticipated to start in January of 2026.

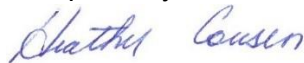
The RFQ asks vendors to outline how they will assess, report, and provide potential guidance in the following areas:

- Staffing
- Branch Structure
- Outreach and Community Engagement
- Technology Infrastructure

As part of the study, staff, stakeholders including Library Commissioners, the Friends of the Torrance Library, Torrance Public Library Foundation, community members (both library users and non-users), City staff, and others will be surveyed in person and online. Data will be gathered through reports and other documents, and multiple opportunities for community input will be offered through outreach events.

Staff are available for questions.

Respectfully submitted,



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Heather Cousin  
City Librarian

**TO: LIBRARY COMMISSION**

**FROM: HEATHER COUSIN, CITY LIBRARIAN**

**SUBJECT: CITY LIBRARIAN'S MONTHLY DIVISION REPORT**

**Staffing and Administration**

On September 25, Human Resources launched the open recruitment for permanent Librarians. The recruitment will close on October 12.

Staff continued interviewing candidates for Temporary Appointment Librarians and part-time Library Technicians. To cover existing vacancies, staff were on move-up at the Southeast, El Retiro, Henderson, and Katy Geissert Libraries and additional hours were offered.

Staff prepared a second amendment to the contract for the integrated library system, or catalog. Once finalized, this will be the last year of the current contract, and then staff will need to go out to bid for the service. Staff also continue to work at the request of the City's Information Technology Department, researching public printing options and the documentation on the Library's nearly 40 software vendors.

The lack of public printing continues to be an ongoing problem at each location. Both the City Librarian and Assistant City Librarian have been working to find solutions. They met with the City's Information Technology staff and prospective vendors in hopes of identifying a new vendor and solution. It now appears that, despite earlier conversations, the City's IT team will not be managing this service as originally planned, leaving the Library to look for its own vendor.

**El Retiro Library**

It has been a busy September for the El Retiro Library. The El Retiro Book Group has experienced growing attendance under the guidance of Adult Services Librarian, Cameron Jappe. This month, discussion hinged on the Rachel Joyce novel, *Miss Benson's Beetle*, which turned out to be a divisive read, sparking a lively discussion.

September also saw the introduction of a series of Qi Gong classes led by Gayla from Torrance Memorial. Attendance was strong, and patrons appreciated being able to move their bodies in a healthful manner. One attendee confessed she hadn't been to the library in years and that she was grateful for the class. She ended up renewing her library card on the spot.

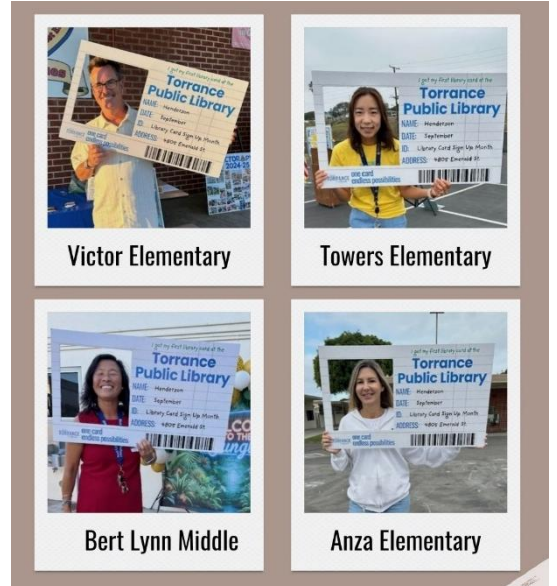
On the young readers' side of things, Matthew Moses once again presented his popular Toddler Scientists program, which brought a bevy of children and parents to El Retiro. The crowd enjoyed Matthew's presentation and stayed afterward to practice some of the science themselves. Toddler Time continues to be a hit with the little ones and their grown-ups as well. September at El Retiro also saw Sensory Storytime and Big Kid Storytime events, which went off without a hitch.

### **Henderson Library**

With school back in session, Henderson continues to be a busy community space with kids, teens, and families using the library to work on homework or connect with other families and friends. After a small pause, our Family Storytimes are back in session, attracting an average of 40 to 50 participants eager to move and hear stories.

Our Thursday Youth programs continue to be popular. On Thursday, September 18, we hosted Hey Hey Entertainment, which delighted over a hundred attendees with their fun, interactive puppet show. Throughout September, our Youth Services Librarian, Lisa Gutierrez, visited six different local schools to promote library services and Library Card Sign-up Month.

We have recently begun weeding Adult Fiction, CDs, and audiobooks, and we have expanded the adult biographies to alleviate overcrowding.



*Photos: Henderson Library at Back to School Night*

### **Katy Geissert Civic Center Library**

The Circulation Department continues to assist patrons with registering for library cards, updating their accounts, and checking out library materials. Additionally, Pages continue to discharge library materials and shelve those items promptly so that they are available for patrons to find and check out with ease.

### **North Torrance**

September brought a big “weeding”, or deselection, project to North Torrance, including taking a closer look at the children’s picture book and young adult collections. Both have overflowed their current locations and, although they are stored in three different areas, they are frequently checked out.

The fruit from the palm trees in front of the facility was removed, which has been helpful. When at their peak, the trees can shed hundreds of pods, creating a sticky mess. Parks crews are working to keep up with the dropped fruit which is still piled in the planters, weeds in the staff parking area, and accumulating trash around the building.

The ongoing lack of printing capabilities continues to cause significant hardship for the community. Staff logged over 150 concerns. Those without reliable transportation are experiencing the most significant hardship, as they cannot easily travel to another facility to print their documents.

On September 6, members of the public celebrated National Read a Book Day by participating in the Great Silent Reading Challenge, as children and parents chose their favorite library spot and spent an hour reading. On September 17, members of the Torrance Police Department visited



Photo: Author and Firefighter Kate Hamberger

and demonstrated how they use drones in police work. Afterwards, they demonstrated the amazing accuracy of the drones and allowed the children to chase them around the park!

Author and firefighter Kate Hamberger visited to discuss her novel *Dances with Fire*, her experiences battling wildfires as a Hotshot, and how to create a defensible space around your home.

Youth Services Librarian Suzi Kortenkamp promoted National Library Card Sign Up Month by visiting eight schools (preschool through high school) for Back-to-School nights, student assemblies, class visits, and distribution of library materials, reaching

thousands of families. North Torrance had 506 registrations, second only to Katy Geissert and more than double the other locations

### **Southeast Library**

September was an art-filled month at Southeast Library, beginning with a sketchbook workshop for youth led by local artist Amelia Haru, and ending with our regular Watercolor Wednesday program and a matinee of early films to celebrate National Silent Movie Day for adults. A screening of *The Jungle Book* inaugurated a series of classic Disney animated films as part of our Teen Zone programming.

Music was also featured, with a livestream from SFJAZZ in San Francisco and a live concert from the internationally touring quartet, the Micolodiacs. Families enjoyed a game day featuring Lotería, and the Novels at Night book group mostly enjoyed Nathan Hill's *Wellness*.



Photo: Micolodiacs at Southeast Library

### **Walteria**

September marked the celebration of National Library Card Sign-up Month at Walteria Library. Patrons were invited to join the library and received small tokens for signing up. A highlight of the month was the growing success of the handprint leaves for the 3D tree in the children's area, which saw enthusiastic participation.

Key programs included Toddler Squish and Shape with Play-Doh, Autumn Leaf Press and Paint, and Family Science Lab, led by Dan Charlin. The L.A. Beekeepers Association captivated attendees with an informative presentation on bees and honey production.

The recurring Tech Hour program has proven to be a valuable mainstay at the branch. Concluding the month, the Steeped in Calm tea blending program was a weekend favorite, drawing significant interest from the community.



*Photo: Family Science Lab at Waltheria Library*

Staff are available for questions.

Respectfully submitted,

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Heather Cousin  
City Librarian

ATTACHMENT A: September Statistical Report

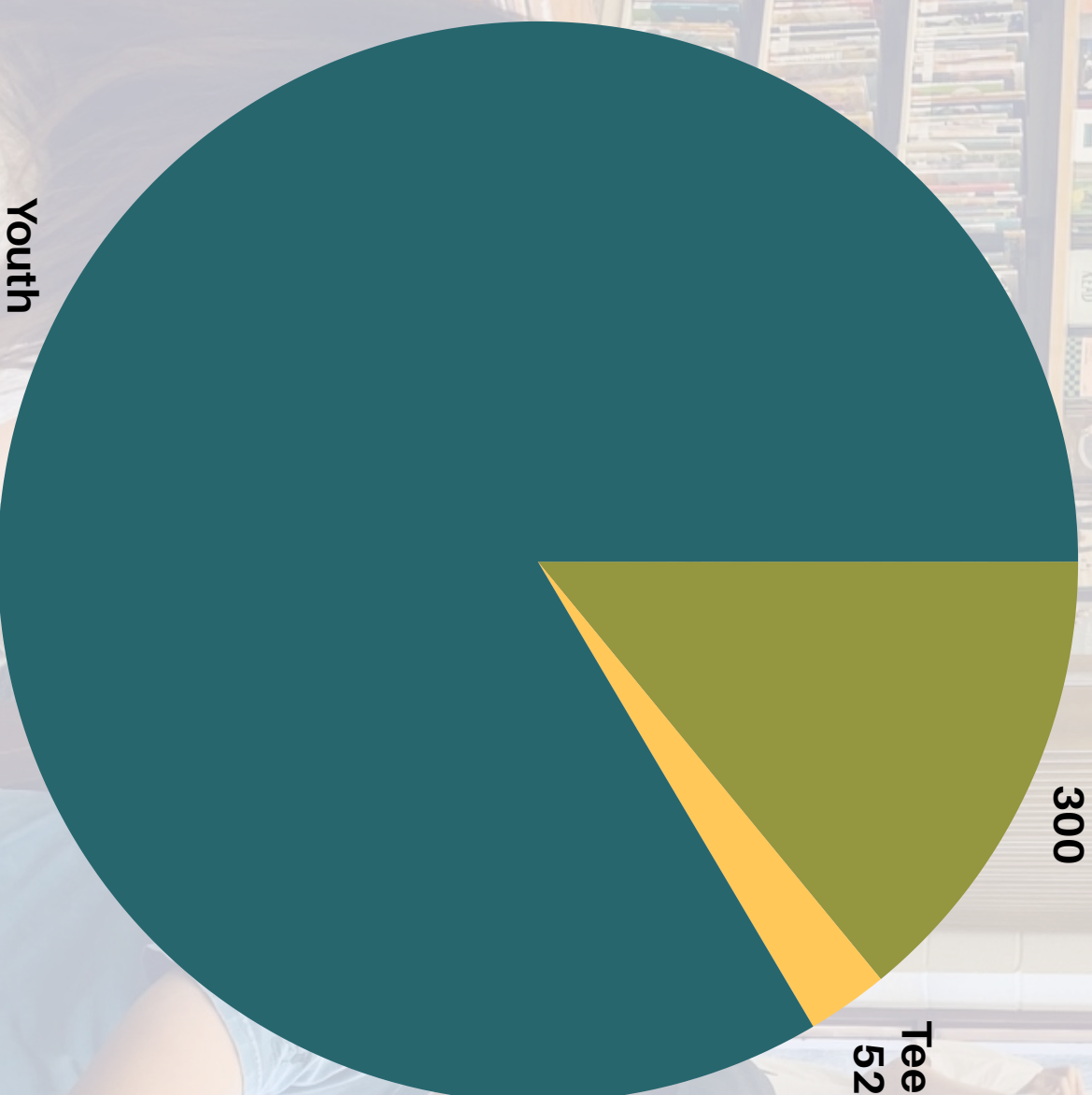
# SEPTEMBER STATISTICAL REPORT

Presented by Sophia Suh to the Library Commission

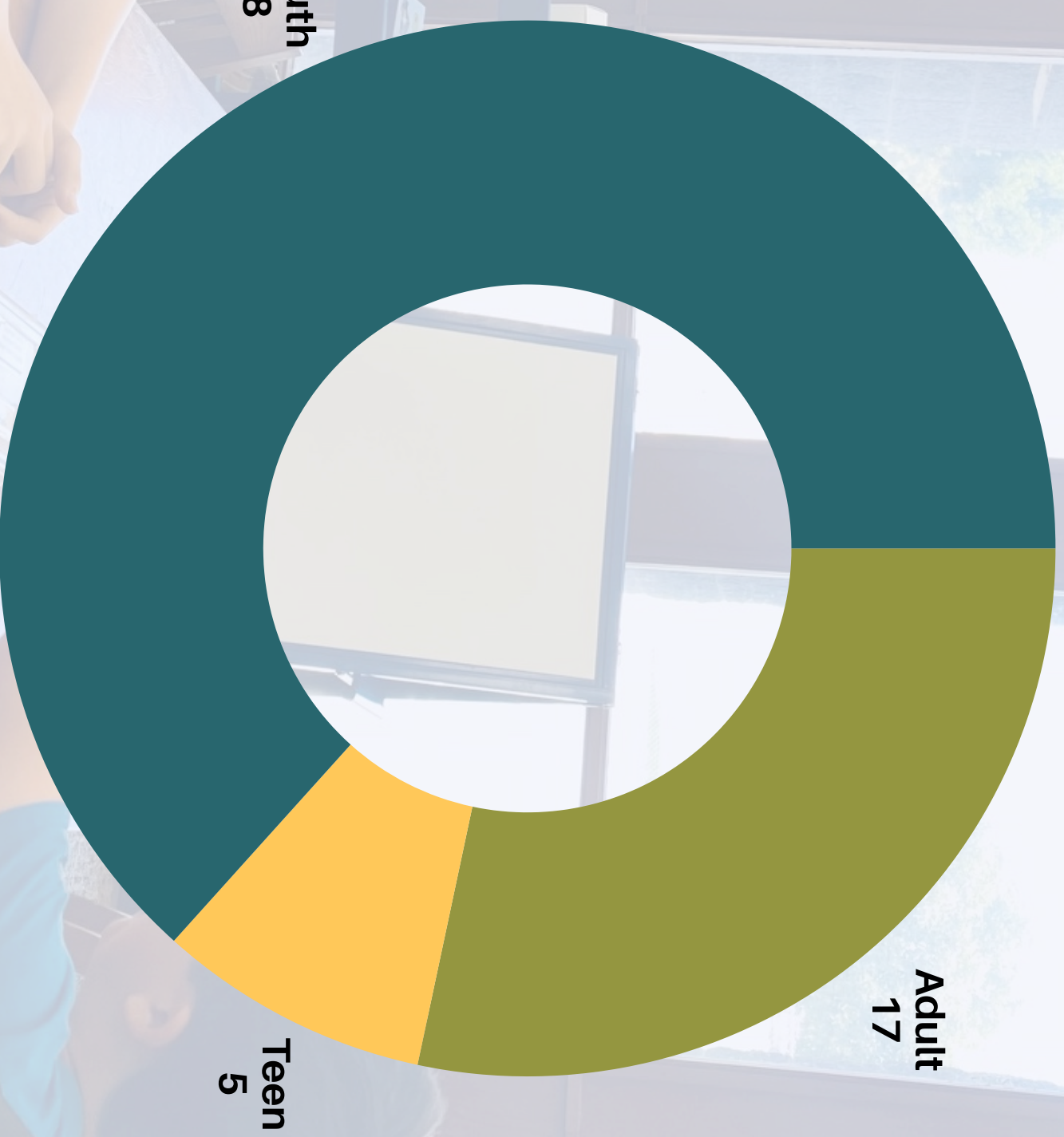


# PROGRAMMING

Attendance by Age

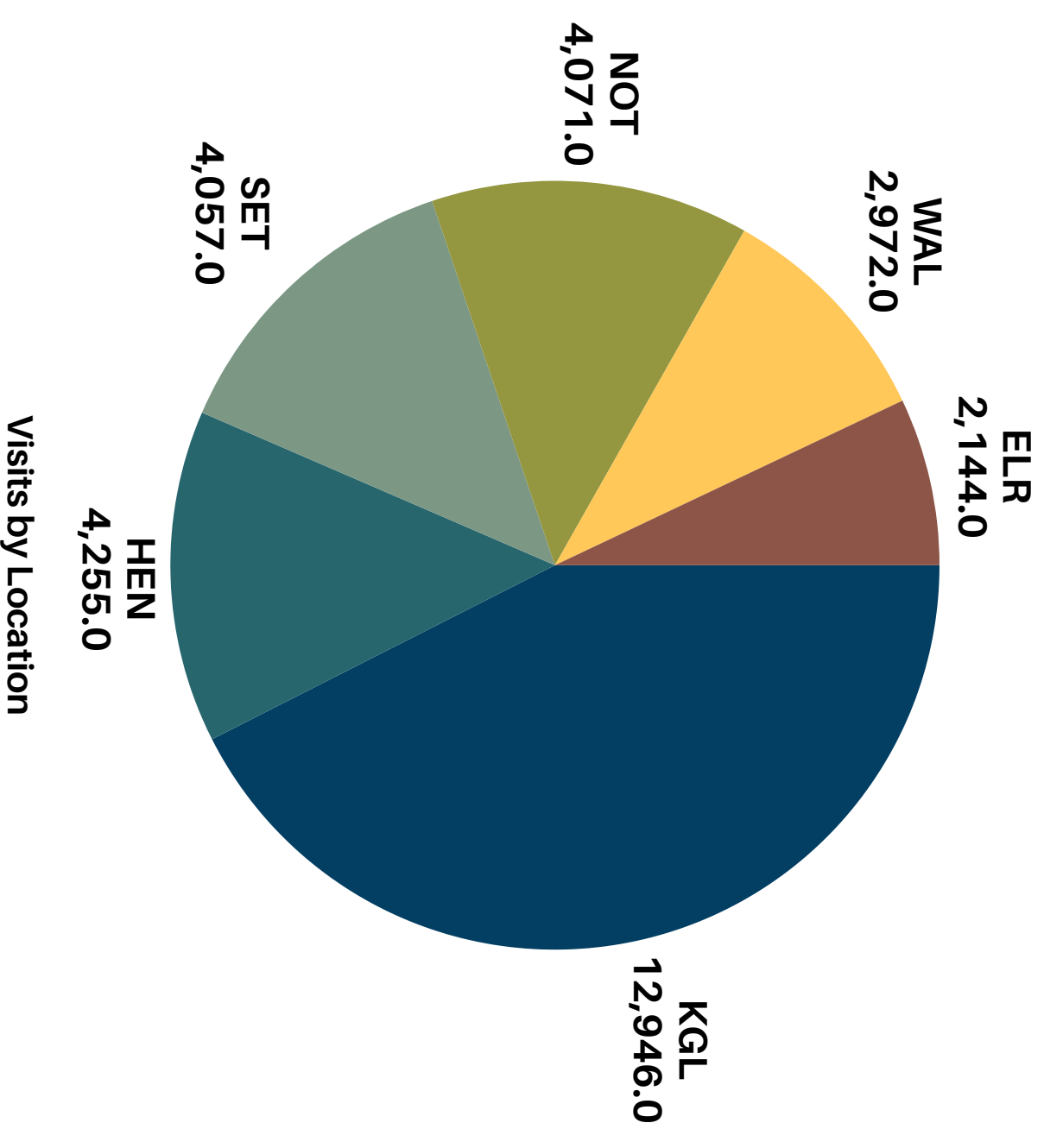
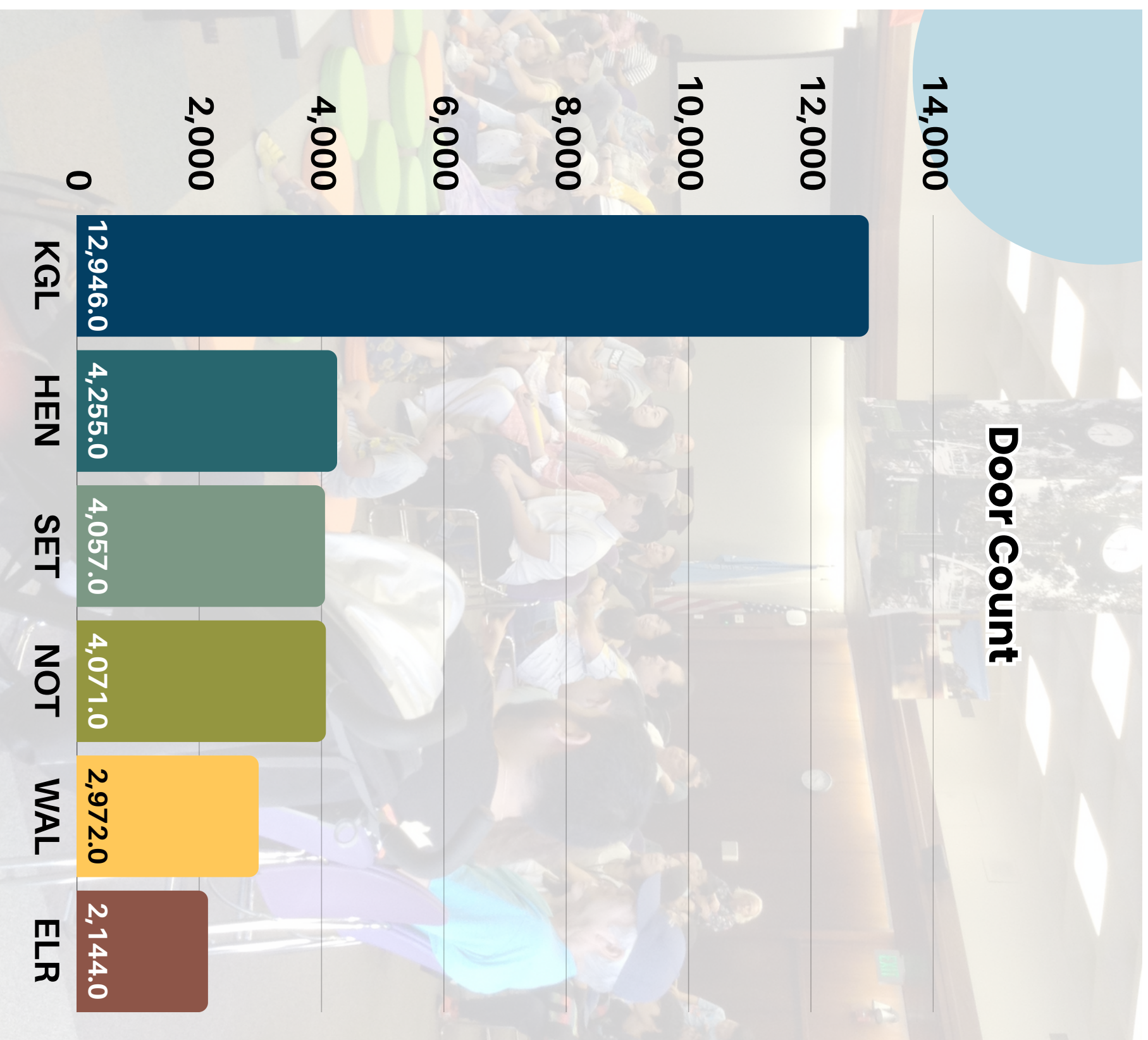


# Programs Offered by Age



**Sept: Total of 60 programs with 2135 attendees**  
**Aug: Total of 33 programs with 1007 attendees**

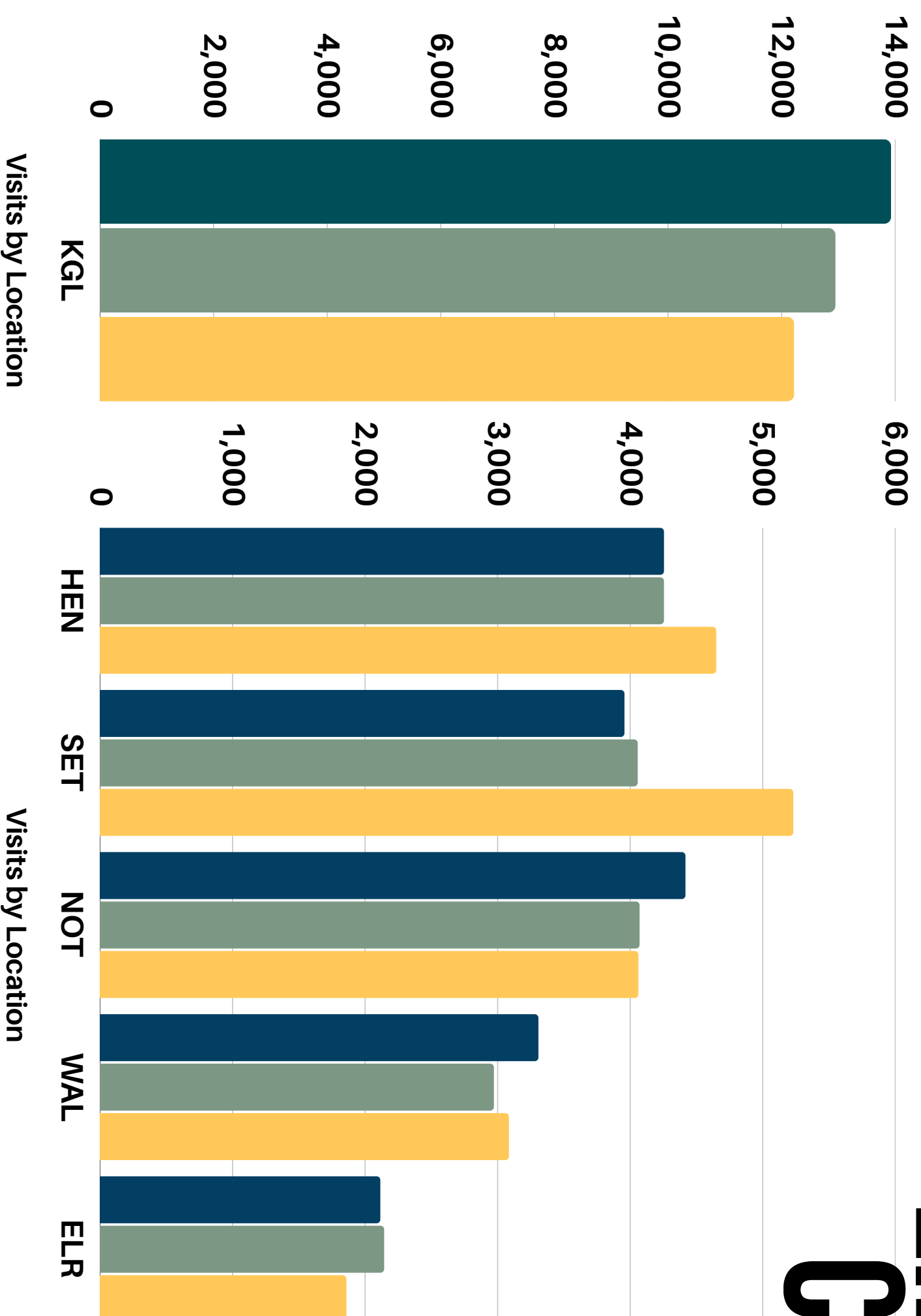
# LIBRARY VISITS



# LIBRARY VISIT COMPARISON

## Door Count (July -- September)

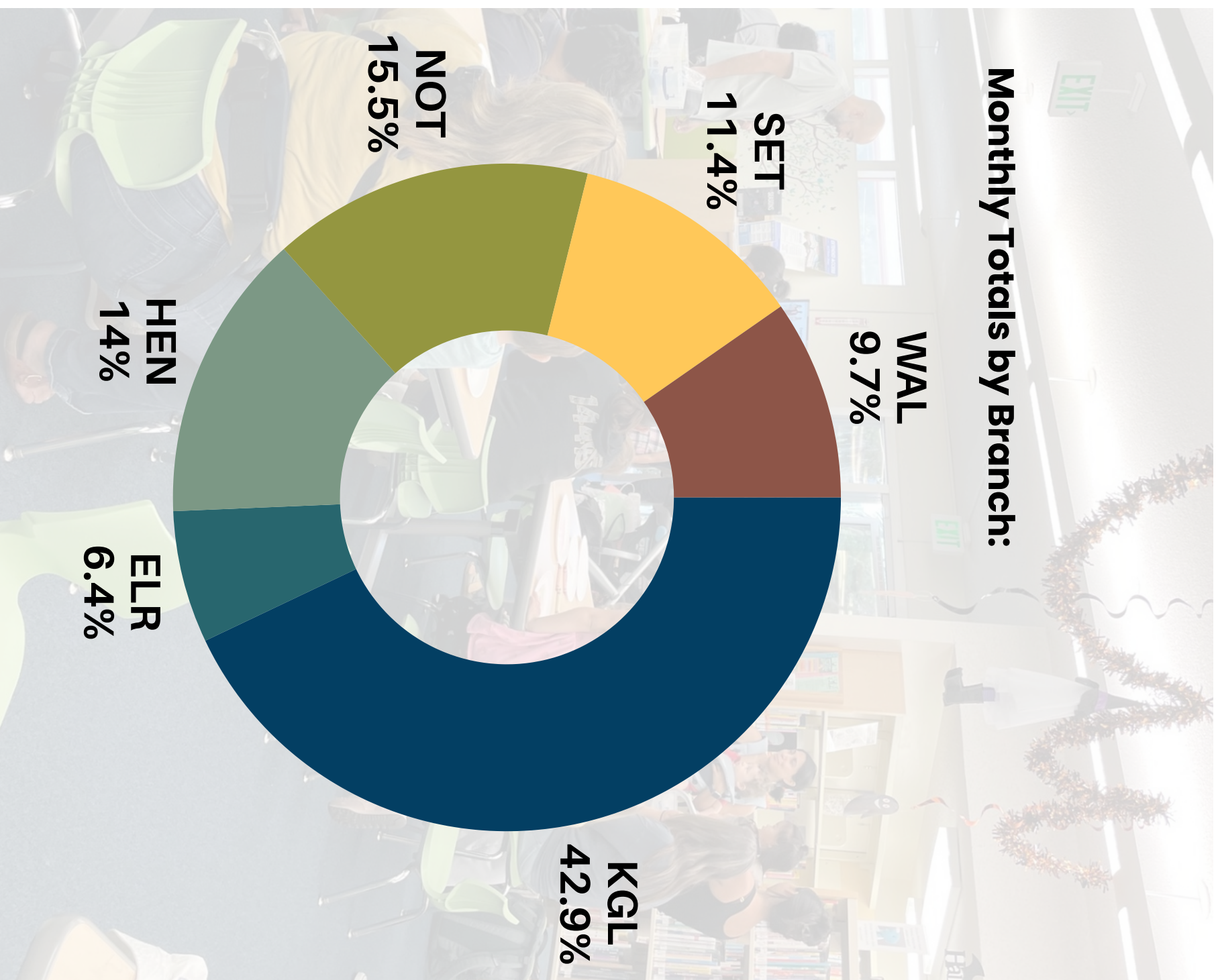
July August September



### EXTENDED ACCESS

44 Extended  
Access users  
in September

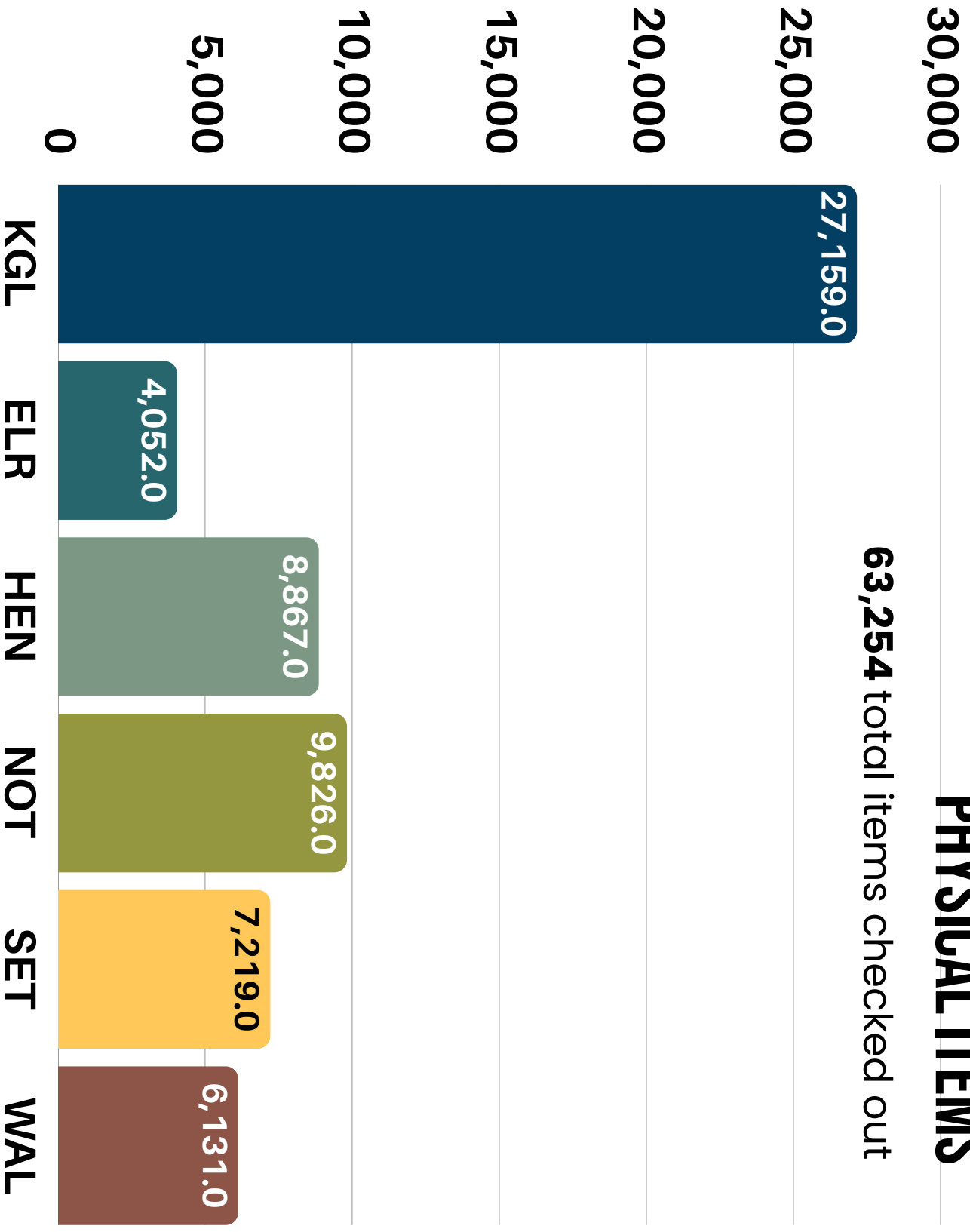
## Monthly Totals by Branch:



# CIRCULATION

## PHYSICAL ITEMS

63,254 total items checked out



# CIRCULATION

E-BOOKS: E-COMICS, HOOPLA, & OVERDRIVE  
E-AUDIO: HOOPLA & OVERDRIVE  
**6,988 total items checked out**

## VIRTUAL ITEMS

## EMAGAZINES

25.5%

● E-AUDIO

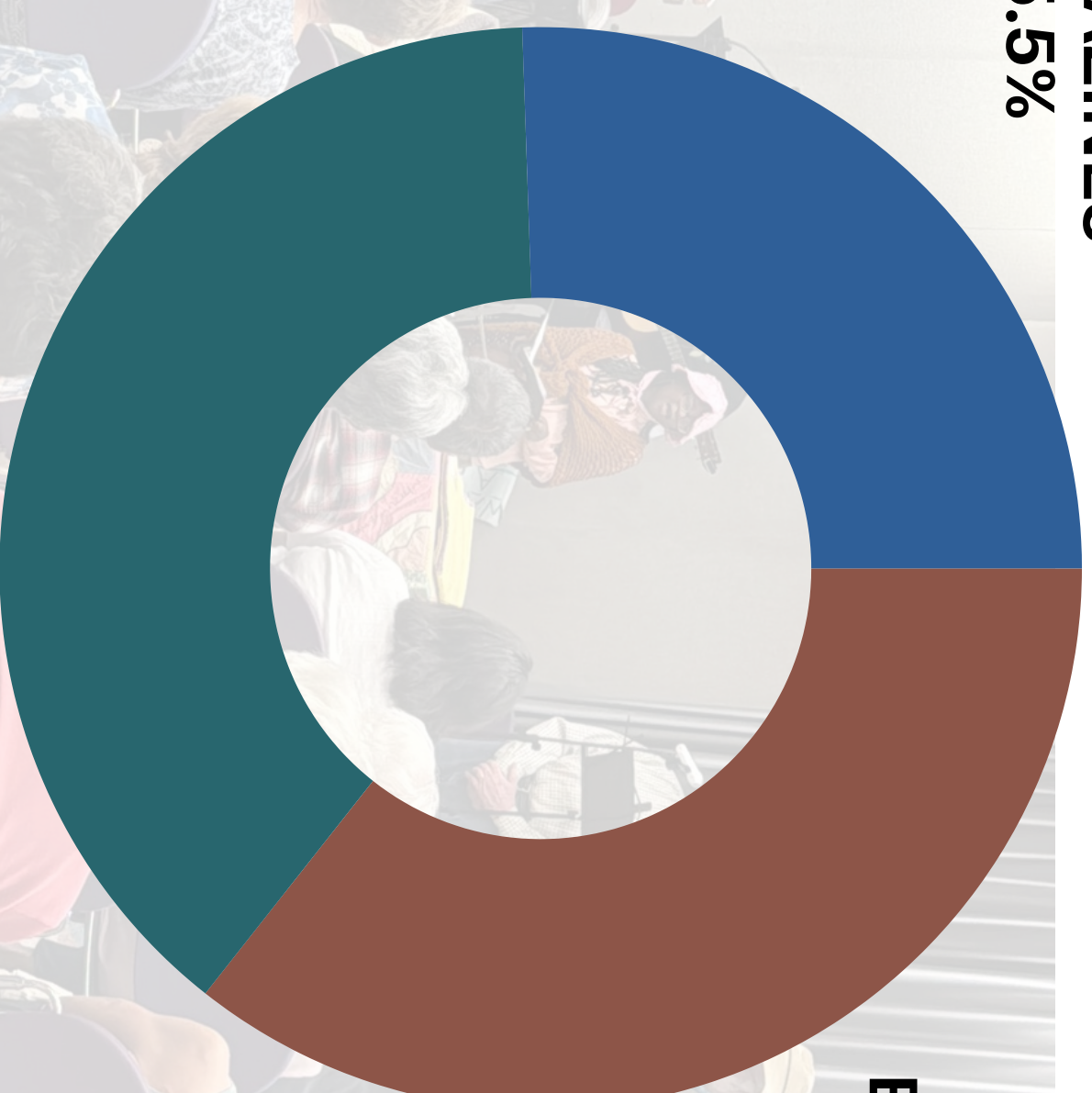
● E-BOOKS

3,000  
2,500  
2,000  
1,500  
1,000  
500  
0

2,713.0

2,490.0

ALL E-ITEMS CHECKED OUT



EBOOKS

35.6%

EAUDIO

38.8%

