ANNUAL REPORT

CONTRACT YEAR 2021/2022

CITY OF UPLAND
CALIFORNIA
INCORPORATED IN 1906

Upland Public Library

450 N Euclid Ave | Upland, CA 91786

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LETTER FROM THE DIRECTOR

Dear Readers,

I would like to thank you for joining us as we emerge from pandemic restrictions with a full slate of library services and programs. As Upland's economic forecast improved, City Council restored funding to open the Library 52 hours per week. Upland Public Library (UPL) is now fully available to the public, with in-person storytimes, book clubs, hands-on learning and art activities for all ages. We are deeply grateful for this return to service and have celebrated in the most meaningful way—by adding new, valuable resources and experiences for our patrons.

These additions include new in-person programs like Grim Readers, our true crime book club, as well as take-home hands-on activities such as Spice of the Month, where both novice and experienced chefs can bring home a perfectly-portioned spice to use with an included recipe.

We've used lessons learned from the pandemic to create blended-access programs for presenters and attendees to participate both in-person and online. This has allowed us to invite an array of speakers, both local and from afar including TV host and genealogist Nicka Sewell-Smith. Sewell-Smith hosted an informative workshop on family research for African-Americans and discussed ways to overcome the unique challenges of following ancestors through historical records.

Libraries have always been the heart of a community, and Upland Public Library and its staff are proud to assist Upland's return to prosperity as we celebrate our relationships and unique city heritage.

Thank you for your support. We are overjoyed to be here to serve you.

YURI HURTADO | Library Director

UPLAND PUBLIC LIBRARY BY THE NUMBERS

92,142
VISITS

8,241
REFERENCE QUESTIONS

3,324
NEW CARDS

143,369
PHYSICAL ITEMS BORROWED

24,482
EMATERIALS BORROWED

$1,705,092
SAVED BY BORROWERS

327
PROGRAMS

16,895
PROGRAM ATTENDANCE

10,477
VOLUNTEER HOURS

50 PAIRS
ADULT LITERACY TUTORS AND STUDENTS

MOST CHECKED-OUT BOOK

DIARY OF A WIMPY KID: HARD LUCK

August 2021 – July 2022

STRATEGIC PLAN

The Library launched a future-focused strategic plan at the start of this contract year. Together with community stakeholders, staff set goals to connect with the community, engage with users and enhance services.

CONNECT

UPL informs and unifies the community.

UPL encouraged patrons to enjoy their natural heritage by providing States Parks Passes to check out.

UPL held its first Asian & Pacific Heritage program series, *Paint and Sip*, with boba tea for adults and a large multi-activity event for families.

UPL celebrated African-American History with a genealogy workshop focusing on resources for tracing pre-Emancipation lineages for people of color.

ENGAGE

UPL centers programs and collections around a love of reading and literacy.

UPL incentivized reading with the In-N-Out Cover to Cover challenge, Baker's Book Club and a Read Beyond the Beaten Path Summer Reading Challenge.

UPL fostered new friendships with a popular new true crime book club, Grim Readers.

UPL launched its inaugural 1,000 Books Before Kindergarten family reading program.

ENHANCE

UPL provides an experience that surprises and delights, with a special focus on digital literacy and technology skills.

UPL added 48 internet hotspots for patrons to access the online world from home.

UPL enabled seniors to engage via Zoom by hosting hybrid model programs and offering in-person assistance with conferencing technology.

UPL added robust online adult learning and workforce skills development resources such as LinkedIn Learning and Coursera.

LIBRARY SERVICE ENHANCEMENTS

Fine-Free Service

This year, the Upland City Council and Library Advisory Board voted to increase access, inclusion and equality by eliminating library fines. Fines prevent vulnerable children and youth from using the library, leaving students unable to access help with their homework or impeding families from establishing healthy and loving read-together routines. Borrowers must still return library items in a timely manner, and damage and replacement fees remain in place.

Technology Lending Program

The Library added 48 internet hotspots to provide Wi-Fi access to patrons from home. This program helps students access online classes and allows job candidates to interview over Zoom. This service is a lifeline to households faced with eliminating internet service as a result of tight budgets due to COVID-19 economic challenges, while others have used the program to get online when they had a gap in their regular coverage.

To further help cardholders access online content, the Library provides 40 powerful Windows laptops available to check out for in-library use.

Research Databases

The Library introduced an expansive menu of web-based learning and entertainment opportunities for Library users. These include the genealogy research platform, Ancestry.com, up-to-date and historical newspapers including the New York Times and the Inland Valley Daily Bulletin, both accessible through the Library's website and ABC Mouse to engage young children in early literacy and reading activities at home.

New databases include:

- **Coursera** offers courses, certificates and degrees online for building job skills from world-class universities and companies.
- **GetSetUp** virtual classes taught by peers for adults aged 50 years and older focus on technology, physical health, mental health, social health and vocational health. Classes are taught in English, Spanish, Hindi and Mandarin.
- **LearningExpress** is designed to help students and professionals at all levels of learning achieve their educational and career-related goals, including preparation for the GED, CBEST, CSET, California Food Handler and California Police Officer exams.
- **NorthStar Digital Literacy** provides assessments, instructor-led curricula and self-directed online learning for basic digital literacy skills.
- **SkillShare** is an online learning platform with thousands of creative courses and classes taught by experts to help you learn new skills. This membership will be available on a first come, first serve basis for three months at a time.

Unique Items & Services

Staff collaborated with partners in City Hall and throughout the community to bring important resources to Upland residents, distributing more than 12,000 free COVID-19 rapid tests in partnership with San Bernardino County and serving over 3,000 hot and nutritious lunches to children through a relationship with Upland Unified School District (UUSD).

In partnership with the California Department of Parks and Recreation and the California State Library, Upland Public Library began lending free passes to California State Parks in April 2022. Library Parks Passes provide equitable access to state parks, encourage good physical and mental health and support outdoor education.

The Library received $3,000 from the California State Library to launch ZipBooks, a service where patrons can request a particular title and have it sent directly to their home from Amazon. After the reader finishes the book, they return it to the Library to add to the collection. Since the program's launch in March, the Library has fulfilled 124 customer purchase requests and added 98 items to the collection. This program creates a collection that reflects the community's interests and needs with the added convenience of delivering items directly to patrons' homes.

PROGRAMS

DÍA DE LOS NIÑOS / DÍA DE LOS LIBROS

The California State Library provided $1,000 in grant funds for the Library's first Día de los Niños / Día de los Libros festival held on April 27th. Acclaimed poet and author Jose Chavez presented selections from his book, *Dancing Fruit, Singing Rivers*. A large crowd enjoyed cutting papel picado, a floral photobooth and the chance to win a piñata.

LUNCH AT THE LIBRARY

Through the Library's partnership with Upland Unified School District, children were served 3,300 hot lunches in conjunction with the Summer Reading Challenge. Upland Library was once again UUSD's busiest and most successful summer break nutrition program site.

ADULT LITERACY

50 learner-tutor pairs worked closely to achieve life-changing milestones, including Sonia, who passed the Instructional Aide test to qualify for a promotion, Izmir, who updated her resume and was offered a new full-time career in medical assisting and a learner and business owner who launched a business club to help other learners find success in entrepreneurship.

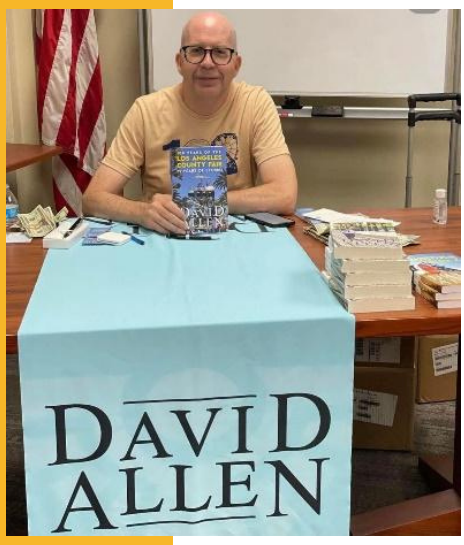
The Library hosted monthly get-togethers for program participants to share delightful and adventurous treats from their homelands; some participants sampled delicacies such as fried crickets.

1040 adults enjoyed 166 programs over the past year.

National Champion Barista, Jeanette of Judi's Bakery, taught participants how to enjoy fine coffee.

The *Internet Made Me Do It* program had adults undertaking TikTok and Instagram-popular projects.

Chefs of every experience level experimented with new flavors using Spice of the Month take-home recipe and herb kits.



David Allen, the Inland Empire's favorite newspaper columnist, introduced his new book on the history of the Los Angeles County Fair.

The Library celebrated Asian-Pacific Islander Heritage Month with *Paint and Sip* boba tea & flower art.

12,660 kids attended our 151 children's programs.

Children experienced vegetable gardening as part of a Farm to Summer program.

Families celebrated Asian Pacific Islander Heritage Month by coloring Japanese fish kites, drawing henna designs and writing their names in katakana characters.

Día de los Niños program

964 teens came to 54 programs tailored just for them.

First aid-certified Volunteens organized the Summer Reading Challenge sign-up and tracking tables.

Teens competed to make the best house out of food in a Fake it Bake it contest.

LIBRARY SUPPORT

Summer Volunteens

Upland Unified School District funded a new summer teen leadership and development program. Teens were invited to apply and interview for one of ten spots on the team. Our 'Volunteens' were trained in first aid, CPR and certified by San Bernardino County as food handlers. These volunteers assisted at all Lunch at the Library and Summer Reading Challenge activities.

GRANTS

$27,706 to support the Adult Literacy Program

$3,000 from the Hjorth Family Foundation to purchase quality children's books

$6,350 for Lunch at the Library materials and companion programming

$500 for a Día de los Niños bilingual children's book event

$10,290 to cover 50 internet hotspots with service

Upland Public Library Board

Lynn Olson | Chair

Renuka Balakrishnan | Vice Chair

Ralph Cavallo

Jim Flock

Wendy Slatkin

Janice Elliot | City Council Representative and Board Advisory Member

Executive Board of the Friends of Upland Public Library

Chester Olson | President
Terri Glass | Vice President
Barbara Brennan | Secretary
Cathy Rockwell | Treasurer
Wendy Slatkin | Membership
Tony Falco
Neen Geffen
Lester Sandy Jr.

Friends of the Upland Public Library volunteered 3,650 hours to fundraise donations totaling $56,122 to bring fun and enriching programs to the library for families, youth and adults

Community Partners

Upland Unified School District
Upland Saturday Farmer's Market
Hillside High School
Upland High School
ReachOut Upland Teen Center
Inland Empire Master Gardeners' Club
Baker's Drive-Thru Book Club
Scripps College
Claremont Colleges
Ancestry.com
Hjorth Family Foundation
California Library Association
California State Library
Gibson Senior Center
Sycamore Elementary
The Foothills Magazine
American Red Cross
In-N-Out
San Bernardino Department of Public Health
Easter Seals
First 5
Soroptimist of the Foothills