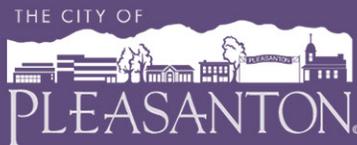


CITY OF PLEASANTON
LIBRARY AND RECREATION DEPARTMENT

ANNUAL REPORT

Fiscal Year 2021/22



**START YOUR
JOURNEY HERE**

**DISCOVER
CONNECT ENJOY**



DEPARTMENT OVERVIEW

VISION

Inspiring a vibrant community.

MISSION

Start your journey here.

Discover, connect, enjoy.

VALUES



The Library and Recreation Department strives to deliver strategically aligned, high-quality programs and services designed to serve the diverse needs of the entire Pleasanton community. With a vision to inspire a vibrant community, the Library and Recreation Department is structured around the shared values of integrity, collaboration, customer service, inclusiveness and innovation.

Residents can start a journey of discovery, connection and enjoyment with their community at any stage of life through engagement with library programs, services and resources; senior programs and services; the City's performing, literary, visual, cultural and public art activities; local history, and environmental education; facility rentals; and a variety of indoor and outdoor camps, classes, events, sports and aquatics for all ages. The department also operates a cemetery, provides homeless liaison services, and sponsors senior citizen transportation.

DEPARTMENT BUDGET

FY 2021/22 General Fund Revenue/Expenses

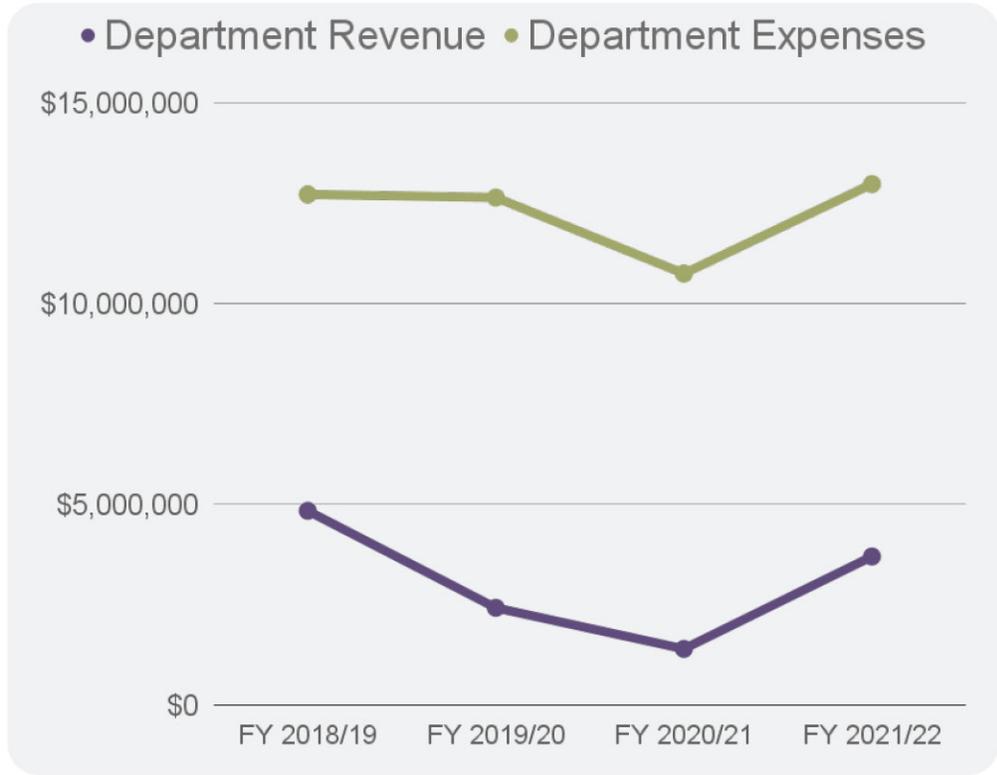
**Library and Recreation
Department Revenue:
\$3,703,199**

**Library and Recreation
Department Expenses:
\$12,975,325**

Enterprise Fund Revenue/Expenses

**Revenue:
\$836,208**

**Expenses:
\$710,164**



NUMBERS BY DIVISION

	FY 2021/22 Expense	FY 2021/22 Revenue
Administration & Facility Rentals	\$3,433,437	\$184,670
Civic Arts	\$1,149,436	\$389,686
Human Services	\$2,051,564	\$1,568,949
Library	\$3,772,185	\$12,398
Sports & Aquatics	\$2,568,702	\$1,547,496

	FY 2021/22 Expense	FY 2021/22 Revenue
Pleasanton Pioneer Cemetery	\$324,773	\$324,933
Pleasanton Rides	\$385,391	\$511,275

	Library & Recreation Department	Administration & Facility Rentals	Civic Arts	Human Services	Library	Sports & Aquatics
Full-Time Staff	51.25	12	5	7.4	20.85	6
Temp Dollars	\$1,422,675	\$139,384	\$148,623	\$402,500	\$145,681	\$586,487

ADMINISTRATION

Discover, Connect, Enjoy

Library and Recreation Administration is comprised of a team of Office Assistants, Managers, and Directors who coordinate departmental information for City Council actions, liaise with five City Commissions — including the Parks and Recreation Commission, and provide administrative support to the entire staff team. This group oversees the contracts, budgets, and processes that ensure delivery of quality Library and Recreation services including recreation program registration, library reciprocal lending, facility and picnic rentals, and operation of the Pleasanton Pioneer Cemetery.

ADMINISTRATION - YEAR IN REVIEW



FACILITY RENTALS

461
Total Rentals

\$142,075
Rental Revenue



LINK+

13,209 Link+ Interlibrary Loan Items



COMMISSION PACKETS

41 Commission Meeting Packets Prepared

PLEASANTON PIONEER CEMETERY

Pleasanton Pioneer Cemetery is overseen by the Library and Recreation Department. The cemetery is maintained under service contracts with Graham-Hitch Mortuary providing sales and burial coordination, American Cemetery Maintenance and Burial providing gravedigging and grave maintenance, and Terra Landscape providing landscaping services.

48 PLOTS SOLD IN FISCAL YEAR 2021/22

\$324,933 REVENUE IN FISCAL YEAR 2021/22



LIBRARY SERVICES

Discover, Connect, Share

The Library Division provides oversight and supervision for services and programs of the Library and serves as liaison to the Library Commission and the Friends of the Pleasanton Library. Staff provides information and research assistance, services for adult English learners, computer and technology support, and programming for library users of all ages. This division selects, orders, receives, pays for and catalogs new library materials, checks library materials in and out, manages library accounts, and re-shelves items after use.

"So easy to place a hold on an upcoming book. This library does an excellent job with everything they do. So glad the city has this great service for us."

"Thanks for... everything that you do to provide this excellent service to the community."

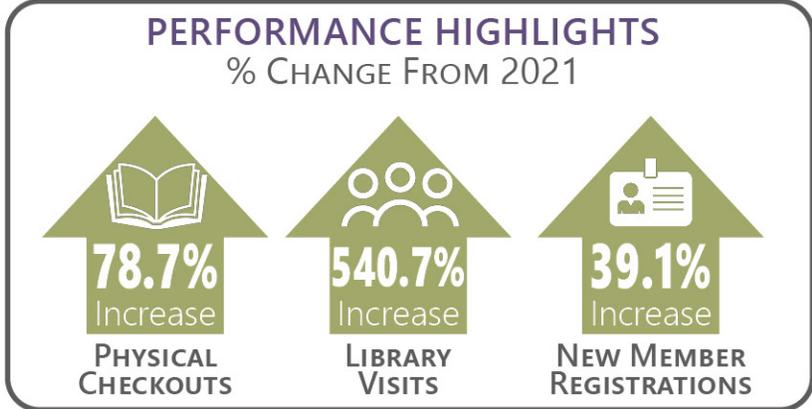
"Thank you for your help! I really enjoy the library."

"I enjoyed the excellent collection at this library for over 15 years."

"I'm on my phone and easily navigating the Pleasanton library dashboard. Great job everyone, thank you! I can easily navigate between my holds, my currently checked out, etc."

LIBRARY USAGE AND TECHNOLOGY

44,331 HOLDS FILLED	264,223 LIBRARY VISITS	11,506 NEW MEMBERS
828,312 PHYSICAL CHECKOUTS	180,748 DIGITAL CHECKOUTS	464,323 DATABASE USAGE

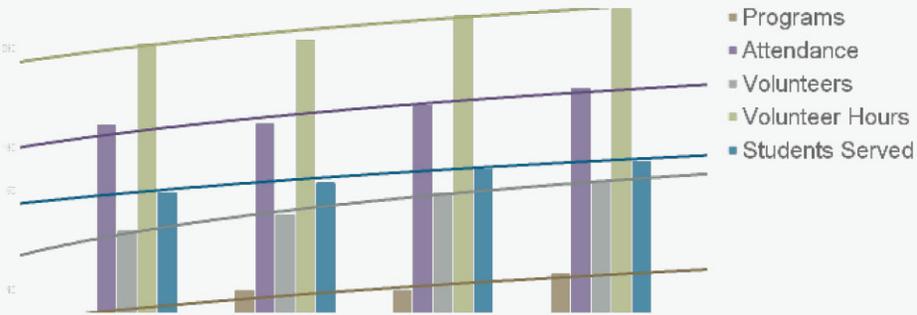


ADULT LITERACY & ESL SERVICES

In partnership with the California State Library, Pleasanton Reads continues to re-establish services disrupted by COVID-19 as learners and tutors return for virtual, in-person, or hybrid activities and new participants join the program. Live conversation practice groups were reintroduced in September 2021. The Library Literacy Team conducted live and virtual trainings for new tutors (September 2021, October 2021, January 2022, March 2022, May 2022) and an in-service training for established tutors in May 2022.

Number of Programs: 40	Total Number of Tutors: 74
Program Attendees: 757	New Tutors: 46
Students Served: 97	Volunteer Hours: 2,931

PROGRAM EXPERIENCED STEADY GROWTH THROUGHOUT FY21-22
(Chart showing quarterly change from Q1 - Q4)



"The ESL community is so fortunate to have such an amazing program to support them... The fact that a conversation group is continuing to meet during their teacher's absence, speaks volumes about the effectiveness of your program."

\$50,276 in grants from CA State Library in FY 2021/22

LIBRARY SERVICES

Discover, Connect, Share

CHILDREN'S PROGRAMS



70 Programs
1,782 Participants

TEEN PROGRAMS

8 Programs
80 Participants



ADULT PROGRAMS

66 Programs
786 Participants



PROGRAMS & SERVICES

Fall 2021 was an exciting time as the Library brought back some in-person programming after two-years due to COVID-19. In-person storytimes at the Firehouse Arts Center and Paws to Read in the library meeting room were well received by participants. A variety of new virtual programming for children, teens and adults were also launched. Summer 2022 offered a variety of fun, engaging in-person programming.



PROGRAM SURVEY HIGHLIGHTS

% OF PEOPLE WHO STRONGLY AGREED OR AGREED WITH THE FOLLOWING STATEMENTS AFTER PARTICIPATING IN LIBRARY PROGRAMS

STORYTIMES

91%

Your child learned basic literacy skills

90%

Your child became more interested in reading

93%

Felt more connected to library staff / community

FILM CLUB

100%

Felt more connected to library staff / community

STEAM SATURDAYS

92%

You or your child learned basic STEAM concepts

When's the next one? This is my favorite thing! My birthday is next month and I can't wait to be here.

- STEAM Saturdays

Thanks again for another enjoyable session. This one was the best yet...Kudos!

- Film Club Attendee

CIVIC ARTS

Discover, Connect, Create

The Civic Arts Division provides oversight and supervision for the arts and cultural programs throughout the City and serves as a liaison to the Civic Arts Commission. This division programs the Firehouse Arts Center and Amador Theater, coordinates arts and cultural classes and events for all ages, and oversees the Harrington Gallery, public art, and special events such as Hometown Holidays.

YOUTH THEATER		
39 Programs	417 Participants	
PERFORMANCES		
24 Firehouse Presenting Shows	35 PYTC* Shows	45 Days of Rentals & Partnerships
SHOW TOTALS		
59 Shows	7,761 Ticket Sales	

* Pleasanton Youth Theater Company

FIREHOUSE ARTS CENTER

Prior to COVID-19, the Firehouse Arts Center had strategically built, and carefully nurtured, a community passionate about theater and civic arts. Over the years, staff watched their participants grow up through their programs — ultimately seeing many of them become fellow team members and leaders in the local arts. Virtual programming during the pandemic provided opportunities to remotely connect the community with the arts, but it also presented some limitations to the Firehouse's traditional theater programs; therefore, the primary goal for the year was to focus on rebuilding the community it once started.

“
The staff was wonderful, energetic, creative, inclusive and beautiful role models for the kids.
Amazing staff, experienced, professional and very easy to communicate with.
This is such a great program!! Fun, inclusive...LOVE it!
 - Camp participants & parents
 ”



HARRINGTON ART GALLERY

The Harrington Art Gallery hosts a diverse selection of annual exhibitions featuring works in a variety of styles, genres, themes and media by established and emerging local and regional artists. The 2,000-square-foot gallery is open to the public Wednesday through Friday from 10 a.m. to 5 p.m. and Saturdays from 11 a.m. to 3 p.m. Admission is free.

3,891
VISITORS

192
PARTICIPATING
ARTISTS



13
ART EXHIBITS



Abel Manalo,
Bird of Paradise

Mario Navasero,
Scarlet Wanderer

Robyn Leimer,
Big Sur

GALLERY HIGHLIGHTS

- 7 unique shows in the gallery
- 11th annual Fresh Works X Juried Exhibit
- Return of the Pleasanton Art League
- Hosted the "Road Trip" Exhibit from Allied Artists West

HUMAN SERVICES

The Human Services Division provides oversight and supervision for the City's Senior Center and senior programs; the Pleasanton Rides Program; Recreation for Adults with Developmental Disabilities (RADD); Gingerbread Preschool; Youth and Teen programs and services; Alviso Adobe and environmental education; contract classes; Human Services Commission; Youth Commission; community grants; and homeless liaison services.

ALVISO ADOBE

Discover, Connect, Explore

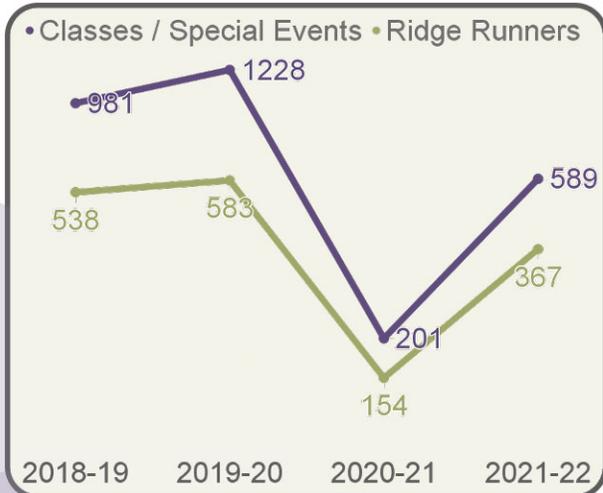
ALVISO ADOBE - YEAR IN REVIEW

This past year saw the return of in-person programming at the Alviso Adobe. Participants were eager to visit the Adobe on-site for school field trip visits and learn more about local Ohlone culture and the Rancho period. The transition from virtual programs made way for new programs like Nature Club to be created and enabled staff to continue to find new and creative ways to bring the community closer to nature through fun and engaging programs. Ridge Runners summer camp also returned to introduce campers to different trail locations in the area and to provide them the opportunity to explore beyond the Alviso Adobe Community Park.



PROGRAM PARTICIPATION ON THE RISE

(Chart showing yearly participation numbers)



RIDGE RUNNERS SURVEY HIGHLIGHTS



“
The counselors were fun and amazing.
Great program! My daughter looks forward to it each summer.
All of the staff were friendly and engaged with the kids all day. We appreciate that the City offers this great program to expose our kids to the natural wonders in our area.
 -Parents of camp participants
 ”



HUMAN SERVICES

PRESCHOOL, YOUTH & TEENS

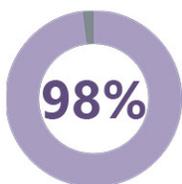
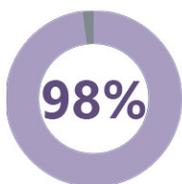
Discover, Connect, Participate



7 in 10 respondents listed *reputation* as a reason for choosing Gingerbread



8 in 10 respondents rated the teaching staff as *excellent*



Were very satisfied or satisfied with the program Would recommend Gingerbread

60 Families participated in the Friends of Gingerbread Preschool's Spring Social

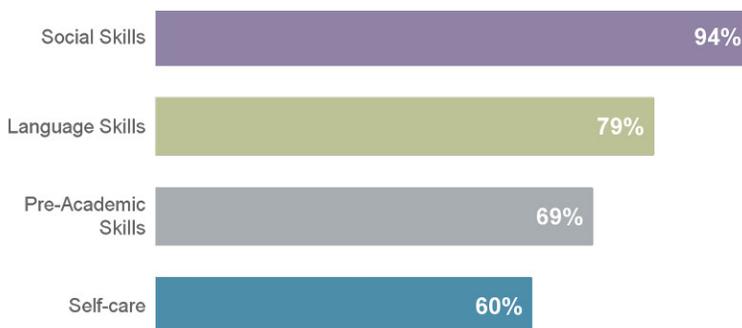
GINGERBREAD PRESCHOOL

2021-22 School Year

Gingerbread Preschool offered 12 classes for children 3-5 years old. Class sizes were reduced from 24 to 16 students due to COVID-19 safety restrictions. The program served **180** students during the three sessions.



% of respondents who indicated their children made progress during the school year in the following areas:



YOUTH & TEEN PROGRAMS

The Preschool, Youth and Teens team hosted a wide variety of programs and events for children and teens of all ages, and created an environment inspiring learning, socialization, discovery, and interactive play. This year's Youth in Government Day attracted **48** student participants, and provided a unique glimpse into the role of government and civic participation. The high school-aged members of the P-Town Life News Team put in **344** volunteer hours this year. Additionally, the Leaders in Training program garnered **28** participants — 2 of which were hired as City employees following the program.



SURVEY HIGHLIGHTS

CAMP PTOWN - SEEKERS



“Camp staff was very friendly, kind and attentive to the kids.”

CAMP PTOWN - EXPLORERS



“The kids do a lot of different camps & Ptown is their fave! Best staff, best games, best everything.”

COMMUNITY EDU. SERIES



HUMAN SERVICES

SENIOR CENTER & RADD

Discover, Connect, Thrive

SENIOR CENTER

Senior center programs have continued to climb back after the pandemic. Many participants have returned for drop-in programs such as poker, mah jong, and bridge, along with programs such as tech tutoring and fitness classes. The Pleasanton Senior Center also works closely with other agencies to provide programs and services at the center to help participants thrive. Friends of the Pleasanton Senior Center also have played an integral part of the past year by offering new and exciting programs and events for seniors including "A Taste of Chocolate" and bringing back holiday events.



SURVEY HIGHLIGHTS

ZUMBA GOLD



PROGRAM RATED 4.8 STARS

"A truly wonderful class."

"Great instructor...She is high energy, engaging and so much more."

TAI CHI



PROGRAM RATED 4.9 STARS

"Excellent class!"

"Great class, thanks for having this available for us."

CORE, STRETCH & BALANCE



PROGRAM RATED 4.9 STARS

"...this class is perfectly designed!"

"I felt great after the first session! I love that class!"



RECREATION FOR ADULTS WITH DEVELOPMENTAL DISABILITIES (RADD)

The Recreation for Adults with Developmental Disabilities (RADD) program successfully transitioned from having fully remote programming to offering exclusively in-person programming four times a month. RADD participants are back to enjoying some old favorites like pizza and bowling, as well as a variety of new and exciting programs such as mini golf and line dancing.



HUMAN SERVICES

CONTRACT & SPECIALTY CLASSES

Discover, Connect, Play

CONTRACT CLASSES

Near the end of Summer 2021 and the start of Fall 2021, the department continued to offer virtual programming but also brought back in-person programs. Programming was adapted to fit county COVID-19 guidelines. Spring 2022 programming had a kick-start with the return of the activities guide. And by Summer 2022, the department saw participation and programming numbers similar to what was seen pre-pandemic.



SURVEY HIGHLIGHTS

PROGRAMS RATED 4.3 STARS



INSTRUCTORS RATED 4.4 STARS



REGISTRATION RATED 4.7 STARS



CORRESPONDENCE RATED 4.4 STARS



“ —

Great, kind, communicative teachers.

I love this class super super duper duper awesome and I had so much fun.

Our kids (6yo) had sooo much fun and we're so proud of their own work. I would love to have kids take another class or camp...

Absolutely great class with lovely art work that was so well executed. Worked really well for all levels.

The instructor is great! We have been attending for several years.

My son has done this camp twice and he loved it both times. Good combination of fun and learning. I appreciate the daily emails from the instructor to let parents know what happened during the camp.

My girl really enjoyed the class.

The instructor was very friendly, fun and positive. The kids worked on great projects. We always love Playwell classes.

The teens running the program were really great...the perfect mix of cool and responsible.

-Program Participants & Parents

— ”

SPORTS & AQUATICS

The Sports and Aquatics Division provides oversight and supervision for Aquatics and Youth and Adult Sports throughout the City. This division programs the City's sports fields in conjunction with local sports leagues, serves as the liaison to the Sports Council, and partners with the Pleasanton Unified School District to co-operate all three middle school gyms.

SPORTS

Discover, Connect, Play

There was uncertainty on how COVID-19 would impact the Sports Division in Fiscal Year 2021/22. Throughout the past year, the Sports Division offered over 200 programs serving over 22,000 participants. Staffing and facility challenges resulted in reducing some City led programs. It is anticipated facilities will be more readily available this upcoming fiscal year, where programs may be able to bounce back to pre-COVID-19 levels — pending staffing availability. The City cosponsor groups experienced a faster rebound with some sports clubs meeting or exceeding their pre-COVID-19 levels.



AQUATICS

Discover, Connect, Swim

This past year was a steady return to “normal” for the Dolores Bengtson Aquatic Center (DBAC). DBAC was able to hire 28 new lifeguards and swim instructors to supplant the numerous staff that had moved on during the pandemic. Along with the returning staff was the return to the standard model of scheduling morning lessons, afternoon recreational swim and evening lessons. This enabled Aquatics staff to double the number of students in the water learning critical water safety skills compared to the previous year. During the Summer of 2022, DBAC was once again able to offer one of its specialty classes, Springboard Diving, led by a new diving instructor who has been a hit among all participants. The Aquatics team efforts also ensured the return of some of DBAC's special events, including the Box Boat Derby and the Family Fun night.



“

“I really like that the instructors are very helpful. They truly like students to learn and add on their existing skills.”

“The instructors were amazing and kept the lessons fun for our kids. One was terrified of putting her face in the water and now she loves swimming.”

“Instructors made [lessons] fun, so kids didn't realize they were learning to swim... it was just play for them.”

”